

**Solicitation Number: RFP #031224****CONTRACT**

This Contract is between Sourcewell, 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 (Sourcewell) and Nobel Computer Systems, Inc., 13 W. River Road, Suite A, Rumson, NJ 07760 (Supplier).

Sourcewell is a State of Minnesota local government unit and service cooperative created under the laws of the State of Minnesota (Minnesota Statutes Section 123A.21) that offers cooperative procurement solutions to government entities. Participation is open to eligible federal, state/province, and municipal governmental entities, higher education, K-12 education, nonprofit, tribal government, and other public entities located in the United States and Canada. Sourcewell issued a public solicitation for Garage and Fleet Services from which Supplier was awarded a contract.

Supplier desires to contract with Sourcewell to provide equipment, products, or services to Sourcewell and the entities that access Sourcewell's cooperative purchasing contracts (Participating Entities).

1. TERM OF CONTRACT

A. **EFFECTIVE DATE.** This Contract is effective upon the date of the final signature below.

EXPIRATION DATE AND EXTENSION. This Contract expires May 13, 2028, unless it is cancelled sooner pursuant to Article 22. This Contract allows up to three additional one-year extensions upon the request of Sourcewell and written agreement by Supplier. Sourcewell retains the right to consider additional extensions beyond seven years as required under exceptional circumstances.

B. **SURVIVAL OF TERMS.** Notwithstanding any expiration or termination of this Contract, all payment obligations incurred prior to expiration or termination will survive, as will the following: Articles 11 through 14 survive the expiration or cancellation of this Contract. All other rights will cease upon expiration or termination of this Contract.

2. EQUIPMENT, PRODUCTS, OR SERVICES

A. EQUIPMENT, PRODUCTS, OR SERVICES. Supplier will provide the Equipment, Products, or Services as stated in its Proposal submitted under the Solicitation Number listed above. Supplier's Equipment, Products, or Services Proposal (Proposal) is attached and incorporated into this Contract.

All Equipment and Products provided under this Contract must be new and the current model. Supplier may offer close-out or refurbished Equipment or Products if they are clearly indicated in Supplier's product and pricing list. Unless agreed to by the Participating Entities in advance, Equipment or Products must be delivered as operational to the Participating Entity's site.

This Contract offers an indefinite quantity of sales, and while substantial volume is anticipated, sales and sales volume are not guaranteed.

B. WARRANTY. Supplier warrants that all Equipment, Products, and Services furnished are free from liens and encumbrances, and are free from defects in design, materials, and workmanship. In addition, Supplier warrants the Equipment, Products, and Services are suitable for and will perform in accordance with the ordinary use for which they are intended. Supplier's dealers and distributors must agree to assist the Participating Entity in reaching a resolution in any dispute over warranty terms with the manufacturer. Any manufacturer's warranty that extends beyond the expiration of the Supplier's warranty will be passed on to the Participating Entity.

C. DEALERS, DISTRIBUTORS, AND/OR RESELLERS. Upon Contract execution and throughout the Contract term, Supplier must provide to Sourcewell a current means to validate or authenticate Supplier's authorized dealers, distributors, or resellers relative to the Equipment, Products, and Services offered under this Contract, which will be incorporated into this Contract by reference. It is the Supplier's responsibility to ensure Sourcewell receives the most current information.

3. PRICING

All Equipment, Products, or Services under this Contract will be priced at or below the price stated in Supplier's Proposal.

When providing pricing quotes to Participating Entities, all pricing quoted must reflect a Participating Entity's total cost of acquisition. This means that the quoted cost is for delivered Equipment, Products, and Services that are operational for their intended purpose, and includes all costs to the Participating Entity's requested delivery location.

Regardless of the payment method chosen by the Participating Entity, the total cost associated with any purchase option of the Equipment, Products, or Services must always be disclosed in the pricing quote to the applicable Participating Entity at the time of purchase.

A. **SHIPPING AND SHIPPING COSTS.** All delivered Equipment and Products must be properly packaged. Damaged Equipment and Products may be rejected. If the damage is not readily apparent at the time of delivery, Supplier must permit the Equipment and Products to be returned within a reasonable time at no cost to Sourcewell or its Participating Entities. Participating Entities reserve the right to inspect the Equipment and Products at a reasonable time after delivery where circumstances or conditions prevent effective inspection of the Equipment and Products at the time of delivery. In the event of the delivery of nonconforming Equipment and Products, the Participating Entity will notify the Supplier as soon as possible and the Supplier will replace nonconforming Equipment and Products with conforming Equipment and Products that are acceptable to the Participating Entity.

Supplier must arrange for and pay for the return shipment on Equipment and Products that arrive in a defective or inoperable condition.

Sourcewell may declare the Supplier in breach of this Contract if the Supplier intentionally delivers substandard or inferior Equipment or Products.

B. **SALES TAX.** Each Participating Entity is responsible for supplying the Supplier with valid tax-exemption certification(s). When ordering, a Participating Entity must indicate if it is a tax-exempt entity.

C. **HOT LIST PRICING.** At any time during this Contract, Supplier may offer a specific selection of Equipment, Products, or Services at discounts greater than those listed in the Contract. When Supplier determines it will offer Hot List Pricing, it must be submitted electronically to Sourcewell in a line-item format. Equipment, Products, or Services may be added or removed from the Hot List at any time through a Sourcewell Price and Product Change Form as defined in Article 4 below.

Hot List program and pricing may also be used to discount and liquidate close-out and discontinued Equipment and Products as long as those close-out and discontinued items are clearly identified as such. Current ordering process and administrative fees apply. Hot List Pricing must be published and made available to all Participating Entities.

4. PRODUCT AND PRICING CHANGE REQUESTS

Supplier may request Equipment, Product, or Service changes, additions, or deletions at any time. All requests must be made in writing by submitting a signed Sourcewell Price and Product Change Request Form to the assigned Sourcewell Supplier Development Administrator. This approved form is available from the assigned Sourcewell Supplier Development Administrator. At a minimum, the request must:

- Identify the applicable Sourcewell contract number;

- Clearly specify the requested change;
- Provide sufficient detail to justify the requested change;
- Individually list all Equipment, Products, or Services affected by the requested change, along with the requested change (e.g., addition, deletion, price change); and
- Include a complete restatement of pricing documentation in Microsoft Excel with the effective date of the modified pricing, or product addition or deletion. The new pricing restatement must include all Equipment, Products, and Services offered, even for those items where pricing remains unchanged.

A fully executed Sourcewell Price and Product Change Request Form will become an amendment to this Contract and will be incorporated by reference.

5. PARTICIPATION, CONTRACT ACCESS, AND PARTICIPATING ENTITY REQUIREMENTS

A. PARTICIPATION. Sourcewell's cooperative contracts are available and open to public and nonprofit entities across the United States and Canada; such as federal, state/province, municipal, K-12 and higher education, tribal government, and other public entities.

The benefits of this Contract should be available to all Participating Entities that can legally access the Equipment, Products, or Services under this Contract. A Participating Entity's authority to access this Contract is determined through its cooperative purchasing, interlocal, or joint powers laws. Any entity accessing benefits of this Contract will be considered a Service Member of Sourcewell during such time of access. Supplier understands that a Participating Entity's use of this Contract is at the Participating Entity's sole convenience and Participating Entities reserve the right to obtain like Equipment, Products, or Services from any other source.

Supplier is responsible for familiarizing its sales and service forces with Sourcewell contract use eligibility requirements and documentation and will encourage potential participating entities to join Sourcewell. Sourcewell reserves the right to add and remove Participating Entities to its roster during the term of this Contract.

B. PUBLIC FACILITIES. Supplier's employees may be required to perform work at government-owned facilities, including schools. Supplier's employees and agents must conduct themselves in a professional manner while on the premises, and in accordance with Participating Entity policies and procedures, and all applicable laws.

6. PARTICIPATING ENTITY USE AND PURCHASING

A. ORDERS AND PAYMENT. To access the contracted Equipment, Products, or Services under this Contract, a Participating Entity must clearly indicate to Supplier that it intends to access this Contract; however, order flow and procedure will be developed jointly between Sourcewell and Supplier. Typically, a Participating Entity will issue an order directly to Supplier or its authorized

subsidiary, distributor, dealer, or reseller. If a Participating Entity issues a purchase order, it may use its own forms, but the purchase order should clearly note the applicable Sourcewell contract number. All Participating Entity orders under this Contract must be issued prior to expiration or cancellation of this Contract; however, Supplier performance, Participating Entity payment obligations, and any applicable warranty periods or other Supplier or Participating Entity obligations may extend beyond the term of this Contract.

Supplier's acceptable forms of payment are included in its attached Proposal. Participating Entities will be solely responsible for payment and Sourcewell will have no liability for any unpaid invoice of any Participating Entity.

B. ADDITIONAL TERMS AND CONDITIONS/PARTICIPATING ADDENDUM. Additional terms and conditions to a purchase order, or other required transaction documentation, may be negotiated between a Participating Entity and Supplier, such as job or industry-specific requirements, legal requirements (e.g., affirmative action or immigration status requirements), or specific local policy requirements. Some Participating Entities may require the use of a Participating Addendum, the terms of which will be negotiated directly between the Participating Entity and the Supplier or its authorized dealers, distributors, or resellers, as applicable. Any negotiated additional terms and conditions must never be less favorable to the Participating Entity than what is contained in this Contract.

C. SPECIALIZED SERVICE REQUIREMENTS. In the event that the Participating Entity requires service or specialized performance requirements not addressed in this Contract (such as e-commerce specifications, specialized delivery requirements, or other specifications and requirements), the Participating Entity and the Supplier may enter into a separate, standalone agreement, apart from this Contract. Sourcewell, including its agents and employees, will not be made a party to a claim for breach of such agreement.

D. TERMINATION OF ORDERS. Participating Entities may terminate an order, in whole or in part, immediately upon notice to Supplier in the event of any of the following events:

1. The Participating Entity fails to receive funding or appropriation from its governing body at levels sufficient to pay for the equipment, products, or services to be purchased; or
2. Federal, state, or provincial laws or regulations prohibit the purchase or change the Participating Entity's requirements.

E. GOVERNING LAW AND VENUE. The governing law and venue for any action related to a Participating Entity's order will be determined by the Participating Entity making the purchase.

7. CUSTOMER SERVICE

A. PRIMARY ACCOUNT REPRESENTATIVE. Supplier will assign an Account Representative to Sourcwell for this Contract and must provide prompt notice to Sourcwell if that person is changed. The Account Representative will be responsible for:

- Maintenance and management of this Contract;
- Timely response to all Sourcwell and Participating Entity inquiries; and
- Business reviews to Sourcwell and Participating Entities, if applicable.

B. BUSINESS REVIEWS. Supplier must perform a minimum of one business review with Sourcwell per contract year. The business review will cover sales to Participating Entities, pricing and contract terms, administrative fees, sales data reports, performance issues, supply issues, customer issues, and any other necessary information.

8. REPORT ON CONTRACT SALES ACTIVITY AND ADMINISTRATIVE FEE PAYMENT

A. CONTRACT SALES ACTIVITY REPORT. Each calendar quarter, Supplier must provide a contract sales activity report (Report) to the Sourcwell Supplier Development Administrator assigned to this Contract. Reports are due no later than 45 days after the end of each calendar quarter. A Report must be provided regardless of the number or amount of sales during that quarter (i.e., if there are no sales, Supplier must submit a report indicating no sales were made).

The Report must contain the following fields:

- Participating Entity Name (e.g., City of Staples Highway Department);
- Participating Entity Physical Street Address;
- Participating Entity City;
- Participating Entity State/Province;
- Participating Entity Zip/Postal Code;
- Participating Entity Contact Name;
- Participating Entity Contact Email Address;
- Participating Entity Contact Telephone Number;
- Sourcwell Assigned Entity/Participating Entity Number;
- Item Purchased Description;
- Item Purchased Price;
- Sourcwell Administrative Fee Applied; and
- Date Purchase was invoiced/sale was recognized as revenue by Supplier.

B. ADMINISTRATIVE FEE. In consideration for the support and services provided by Sourcwell, the Supplier will pay an administrative fee to Sourcwell on all Equipment, Products, and Services provided to Participating Entities. The Administrative Fee must be included in, and not added to, the pricing. Supplier may not charge Participating Entities more than the contracted

price to offset the Administrative Fee.

The Supplier will submit payment to Sourcewell for the percentage of administrative fee stated in the Proposal multiplied by the total sales of all Equipment, Products, and Services purchased by Participating Entities under this Contract during each calendar quarter. Payments should note the Supplier's name and Sourcewell-assigned contract number in the memo; and must be mailed to the address above "Attn: Accounts Receivable" or remitted electronically to Sourcewell's banking institution per Sourcewell's Finance department instructions. Payments must be received no later than 45 calendar days after the end of each calendar quarter.

Supplier agrees to cooperate with Sourcewell in auditing transactions under this Contract to ensure that the administrative fee is paid on all items purchased under this Contract.

In the event the Supplier is delinquent in any undisputed administrative fees, Sourcewell reserves the right to cancel this Contract and reject any proposal submitted by the Supplier in any subsequent solicitation. In the event this Contract is cancelled by either party prior to the Contract's expiration date, the administrative fee payment will be due no more than 30 days from the cancellation date.

9. AUTHORIZED REPRESENTATIVE

Sourcewell's Authorized Representative is its Chief Procurement Officer.

Supplier's Authorized Representative is the person named in the Supplier's Proposal. If Supplier's Authorized Representative changes at any time during this Contract, Supplier must promptly notify Sourcewell in writing.

10. AUDIT, ASSIGNMENT, AMENDMENTS, WAIVER, AND CONTRACT COMPLETE

A. **AUDIT.** Pursuant to Minnesota Statutes Section 16C.05, subdivision 5, the books, records, documents, and accounting procedures and practices relevant to this Contract are subject to examination by Sourcewell or the Minnesota State Auditor for a minimum of six years from the end of this Contract. This clause extends to Participating Entities as it relates to business conducted by that Participating Entity under this Contract.

B. **ASSIGNMENT.** Neither party may assign or otherwise transfer its rights or obligations under this Contract without the prior written consent of the other party and a fully executed assignment agreement. Such consent will not be unreasonably withheld. Any prohibited assignment will be invalid.

C. **AMENDMENTS.** Any amendment to this Contract must be in writing and will not be effective until it has been duly executed by the parties.

D. **WAIVER.** Failure by either party to take action or assert any right under this Contract will not be deemed a waiver of such right in the event of the continuation or repetition of the circumstances giving rise to such right. Any such waiver must be in writing and signed by the parties.

E. **CONTRACT COMPLETE.** This Contract represents the complete agreement between the parties. No other understanding regarding this Contract, whether written or oral, may be used to bind either party. For any conflict between the attached Proposal and the terms set out in Articles 1-22 of this Contract, the terms of Articles 1-22 will govern.

F. **RELATIONSHIP OF THE PARTIES.** The relationship of the parties is one of independent contractors, each free to exercise judgment and discretion with regard to the conduct of their respective businesses. This Contract does not create a partnership, joint venture, or any other relationship such as master-servant, or principal-agent.

11. INDEMNITY AND HOLD HARMLESS

Supplier must indemnify, defend, save, and hold Sourcewell and its Participating Entities, including their agents and employees, harmless from any claims or causes of action, including attorneys' fees incurred by Sourcewell or its Participating Entities, arising out of any act or omission in the performance of this Contract by the Supplier or its agents or employees; this indemnification includes injury or death to person(s) or property alleged to have been caused by some defect in the Equipment, Products, or Services under this Contract to the extent the Equipment, Product, or Service has been used according to its specifications. Sourcewell's responsibility will be governed by the State of Minnesota's Tort Liability Act (Minnesota Statutes Chapter 466) and other applicable law.

12. GOVERNMENT DATA PRACTICES

Supplier and Sourcewell must comply with the Minnesota Government Data Practices Act, Minnesota Statutes Chapter 13, as it applies to all data provided by or provided to Sourcewell under this Contract and as it applies to all data created, collected, received, maintained, or disseminated by the Supplier under this Contract.

13. INTELLECTUAL PROPERTY, PUBLICITY, MARKETING, AND ENDORSEMENT

A. INTELLECTUAL PROPERTY

1. *Grant of License.* During the term of this Contract:

- a. Sourcewell grants to Supplier a royalty-free, worldwide, non-exclusive right and license to use the trademark(s) provided to Supplier by Sourcewell in advertising and promotional materials for the purpose of marketing Sourcewell's relationship with Supplier.

b. Supplier grants to Sourcewell a royalty-free, worldwide, non-exclusive right and license to use Supplier's trademarks in advertising and promotional materials for the purpose of marketing Supplier's relationship with Sourcewell.

2. *Limited Right of Sublicense.* The right and license granted herein includes a limited right of each party to grant sublicenses to their respective subsidiaries, distributors, dealers, resellers, marketing representatives, and agents (collectively "Permitted Sublicensees") in advertising and promotional materials for the purpose of marketing the Parties' relationship to Participating Entities. Any sublicense granted will be subject to the terms and conditions of this Article. Each party will be responsible for any breach of this Article by any of their respective sublicensees.

3. *Use; Quality Control.*

a. Neither party may alter the other party's trademarks from the form provided and must comply with removal requests as to specific uses of its trademarks or logos.

b. Each party agrees to use, and to cause its Permitted Sublicensees to use, the other party's trademarks only in good faith and in a dignified manner consistent with such party's use of the trademarks. Upon written notice to the breaching party, the breaching party has 30 days of the date of the written notice to cure the breach or the license will be terminated.

4. *Termination.* Upon the termination of this Contract for any reason, each party, including Permitted Sublicensees, will have 30 days to remove all Trademarks from signage, websites, and the like bearing the other party's name or logo (excepting Sourcewell's pre-printed catalog of suppliers which may be used until the next printing). Supplier must return all marketing and promotional materials, including signage, provided by Sourcewell, or dispose of it according to Sourcewell's written directions.

B. **PUBLICITY.** Any publicity regarding the subject matter of this Contract must not be released without prior written approval from the Authorized Representatives. Publicity includes notices, informational pamphlets, press releases, research, reports, signs, and similar public notices prepared by or for the Supplier individually or jointly with others, or any subcontractors, with respect to the program, publications, or services provided resulting from this Contract.

C. **MARKETING.** Any direct advertising, marketing, or offers with Participating Entities must be approved by Sourcewell. Send all approval requests to the Sourcewell Supplier Development Administrator assigned to this Contract.

D. **ENDORSEMENT.** The Supplier must not claim that Sourcewell endorses its Equipment, Products, or Services.

14. GOVERNING LAW, JURISDICTION, AND VENUE

The substantive and procedural laws of the State of Minnesota will govern this Contract. Venue for all legal proceedings arising out of this Contract, or its breach, must be in the appropriate state court in Todd County, Minnesota or federal court in Fergus Falls, Minnesota.

15. FORCE MAJEURE

Neither party to this Contract will be held responsible for delay or default caused by acts of God or other conditions that are beyond that party's reasonable control. A party defaulting under this provision must provide the other party prompt written notice of the default.

16. SEVERABILITY

If any provision of this Contract is found by a court of competent jurisdiction to be illegal, unenforceable, or void then both parties will be relieved from all obligations arising from that provision. If the remainder of this Contract is capable of being performed, it will not be affected by such determination or finding and must be fully performed.

17. PERFORMANCE, DEFAULT, AND REMEDIES

A. **PERFORMANCE.** During the term of this Contract, the parties will monitor performance and address unresolved contract issues as follows:

1. *Notification.* The parties must promptly notify each other of any known dispute and work in good faith to resolve such dispute within a reasonable period of time. If necessary, Sourcewell and the Supplier will jointly develop a short briefing document that describes the issue(s), relevant impact, and positions of both parties.
2. *Escalation.* If parties are unable to resolve the issue in a timely manner, as specified above, either Sourcewell or Supplier may escalate the resolution of the issue to a higher level of management. The Supplier will have 30 calendar days to cure an outstanding issue.
3. *Performance while Dispute is Pending.* Notwithstanding the existence of a dispute, the Supplier must continue without delay to carry out all of its responsibilities under the Contract that are not affected by the dispute. If the Supplier fails to continue without delay to perform its responsibilities under the Contract, in the accomplishment of all undisputed work, the Supplier will bear any additional costs incurred by Sourcewell and/or its Participating Entities as a result of such failure to proceed.

B. **DEFAULT AND REMEDIES.** Either of the following constitutes cause to declare this Contract, or any Participating Entity order under this Contract, in default:

1. Nonperformance of contractual requirements, or
2. A material breach of any term or condition of this Contract.

The party claiming default must provide written notice of the default, with 30 calendar days to cure the default. Time allowed for cure will not diminish or eliminate any liability for liquidated or other damages. If the default remains after the opportunity for cure, the non-defaulting party may:

- Exercise any remedy provided by law or equity, or
- Terminate the Contract or any portion thereof, including any orders issued against the Contract.

18. INSURANCE

A. REQUIREMENTS. At its own expense, Supplier must maintain insurance policy(ies) in effect at all times during the performance of this Contract with insurance company(ies) licensed or authorized to do business in the State of Minnesota having an "AM BEST" rating of A- or better, with coverage and limits of insurance not less than the following:

1. *Workers' Compensation and Employer's Liability.*

Workers' Compensation: As required by any applicable law or regulation.

Employer's Liability Insurance: must be provided in amounts not less than listed below:

Minimum limits:

\$500,000 each accident for bodily injury by accident

\$500,000 policy limit for bodily injury by disease

\$500,000 each employee for bodily injury by disease

2. *Commercial General Liability Insurance.* Supplier will maintain insurance covering its operations, with coverage on an occurrence basis, and must be subject to terms no less broad than the Insurance Services Office ("ISO") Commercial General Liability Form CG0001 (2001 or newer edition), or equivalent. At a minimum, coverage must include liability arising from premises, operations, bodily injury and property damage, independent contractors, products-completed operations including construction defect, contractual liability, blanket contractual liability, and personal injury and advertising injury. All required limits, terms and conditions of coverage must be maintained during the term of this Contract.

Minimum Limits:

\$1,000,000 each occurrence Bodily Injury and Property Damage

\$1,000,000 Personal and Advertising Injury

\$2,000,000 aggregate for products liability-completed operations

\$2,000,000 general aggregate

3. *Commercial Automobile Liability Insurance.* During the term of this Contract, Supplier will maintain insurance covering all owned, hired, and non-owned automobiles in limits of liability not less than indicated below. The coverage must be subject to terms

no less broad than ISO Business Auto Coverage Form CA 0001 (2010 edition or newer), or equivalent.

Minimum Limits:

\$1,000,000 each accident, combined single limit

4. *Umbrella Insurance*. During the term of this Contract, Supplier will maintain umbrella coverage over Employer's Liability, Commercial General Liability, and Commercial Automobile.

Minimum Limits:

\$2,000,000

5. *Professional/Technical, Errors and Omissions, and/or Miscellaneous Professional Liability*. During the term of this Contract, Supplier will maintain coverage for all claims the Supplier may become legally obligated to pay resulting from any actual or alleged negligent act, error, or omission related to Supplier's professional services required under this Contract.

Minimum Limits:

\$2,000,000 per claim or event

\$2,000,000 – annual aggregate

6. *Network Security and Privacy Liability Insurance*. During the term of this Contract, Supplier will maintain coverage for network security and privacy liability. The coverage may be endorsed on another form of liability coverage or written on a standalone policy. The insurance must cover claims which may arise from failure of Supplier's security resulting in, but not limited to, computer attacks, unauthorized access, disclosure of not public data – including but not limited to, confidential or private information, transmission of a computer virus, or denial of service.

Minimum limits:

\$2,000,000 per occurrence

\$2,000,000 annual aggregate

Failure of Supplier to maintain the required insurance will constitute a material breach entitling Sourcwell to immediately terminate this Contract for default.

B. CERTIFICATES OF INSURANCE. Prior to commencing under this Contract, Supplier must furnish to Sourcwell a certificate of insurance, as evidence of the insurance required under this Contract. Prior to expiration of the policy(ies), renewal certificates must be mailed to Sourcwell, 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 or sent to the Sourcwell Supplier Development Administrator assigned to this Contract. The certificates must be signed by a person authorized by the insurer(s) to bind coverage on their behalf.

Failure to request certificates of insurance by Sourcewell, or failure of Supplier to provide certificates of insurance, in no way limits or relieves Supplier of its duties and responsibilities in this Contract.

C. **ADDITIONAL INSURED ENDORSEMENT AND PRIMARY AND NON-CONTRIBUTORY INSURANCE CLAUSE.** Supplier agrees to list Sourcewell and its Participating Entities, including their officers, agents, and employees, as an additional insured under the Supplier's commercial general liability insurance policy with respect to liability arising out of activities, "operations," or "work" performed by or on behalf of Supplier, and products and completed operations of Supplier. The policy provision(s) or endorsement(s) must further provide that coverage is primary and not excess over or contributory with any other valid, applicable, and collectible insurance or self-insurance in force for the additional insureds.

D. **WAIVER OF SUBROGATION.** Supplier waives and must require (by endorsement or otherwise) all its insurers to waive subrogation rights against Sourcewell and other additional insureds for losses paid under the insurance policies required by this Contract or other insurance applicable to the Supplier or its subcontractors. The waiver must apply to all deductibles and/or self-insured retentions applicable to the required or any other insurance maintained by the Supplier or its subcontractors. Where permitted by law, Supplier must require similar written express waivers of subrogation and insurance clauses from each of its subcontractors.

E. **UMBRELLA/EXCESS LIABILITY/SELF-INSURED RETENTION.** The limits required by this Contract can be met by either providing a primary policy or in combination with umbrella/excess liability policy(ies), or self-insured retention.

19. COMPLIANCE

A. **LAWS AND REGULATIONS.** All Equipment, Products, or Services provided under this Contract must comply fully with applicable federal laws and regulations, and with the laws in the states and provinces in which the Equipment, Products, or Services are sold.

B. **LICENSES.** Supplier must maintain a valid and current status on all required federal, state/provincial, and local licenses, bonds, and permits required for the operation of the business that the Supplier conducts with Sourcewell and Participating Entities.

20. BANKRUPTCY, DEBARMENT, OR SUSPENSION CERTIFICATION

Supplier certifies and warrants that it is not in bankruptcy or that it has previously disclosed in writing certain information to Sourcewell related to bankruptcy actions. If at any time during this Contract Supplier declares bankruptcy, Supplier must immediately notify Sourcewell in writing.

Supplier certifies and warrants that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from programs operated by the State of Minnesota; the United States federal government or the Canadian government, as applicable; or any Participating Entity. Supplier certifies and warrants that neither it nor its principals have been convicted of a criminal offense related to the subject matter of this Contract. Supplier further warrants that it will provide immediate written notice to Sourcwell if this certification changes at any time.

21. PROVISIONS FOR NON-UNITED STATES FEDERAL ENTITY PROCUREMENTS UNDER UNITED STATES FEDERAL AWARDS OR OTHER AWARDS

Participating Entities that use United States federal grant or FEMA funds to purchase goods or services from this Contract may be subject to additional requirements including the procurement standards of the Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards, 2 C.F.R. § 200. Participating Entities may have additional requirements based on specific funding source terms or conditions. Within this Article, all references to “federal” should be interpreted to mean the United States federal government. The following list only applies when a Participating Entity accesses Supplier’s Equipment, Products, or Services with United States federal funds.

A. **EQUAL EMPLOYMENT OPPORTUNITY.** Except as otherwise provided under 41 C.F.R. § 60, all contracts that meet the definition of “federally assisted construction contract” in 41 C.F.R. § 60-1.3 must include the equal opportunity clause provided under 41 C.F.R. §60-1.4(b), in accordance with Executive Order 11246, “Equal Employment Opportunity” (30 FR 12319, 12935, 3 C.F.R. §, 1964-1965 Comp., p. 339), as amended by Executive Order 11375, “Amending Executive Order 11246 Relating to Equal Employment Opportunity,” and implementing regulations at 41 C.F.R. § 60, “Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor.” The equal opportunity clause is incorporated herein by reference.

B. **DAVIS-BACON ACT, AS AMENDED (40 U.S.C. § 3141-3148).** When required by federal program legislation, all prime construction contracts in excess of \$2,000 awarded by non-federal entities must include a provision for compliance with the Davis-Bacon Act (40 U.S.C. § 3141-3144, and 3146-3148) as supplemented by Department of Labor regulations (29 C.F.R. § 5, “Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction”). In accordance with the statute, contractors must be required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor. In addition, contractors must be required to pay wages not less than once a week. The non-federal entity must place a copy of the current prevailing wage determination issued by the Department of Labor in each solicitation. The decision to award a contract or subcontract must be conditioned upon the acceptance of the wage determination. The non-federal entity must report all suspected or reported violations to the federal awarding agency. The contracts must also include a provision for compliance with

the Copeland “Anti-Kickback” Act (40 U.S.C. § 3145), as supplemented by Department of Labor regulations (29 C.F.R. § 3, “Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States”). The Act provides that each contractor or subrecipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled. The non-federal entity must report all suspected or reported violations to the federal awarding agency. Supplier must be in compliance with all applicable Davis-Bacon Act provisions.

C. CONTRACT WORK HOURS AND SAFETY STANDARDS ACT (40 U.S.C. § 3701-3708). Where applicable, all contracts awarded by the non-federal entity in excess of \$100,000 that involve the employment of mechanics or laborers must include a provision for compliance with 40 U.S.C. §§ 3702 and 3704, as supplemented by Department of Labor regulations (29 C.F.R. § 5). Under 40 U.S.C. § 3702 of the Act, each contractor must be required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. The requirements of 40 U.S.C. § 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence. This provision is hereby incorporated by reference into this Contract. Supplier certifies that during the term of an award for all contracts by Sourcewell resulting from this procurement process, Supplier must comply with applicable requirements as referenced above.

D. RIGHTS TO INVENTIONS MADE UNDER A CONTRACT OR AGREEMENT. If the federal award meets the definition of “funding agreement” under 37 C.F.R. § 401.2(a) and the recipient or subrecipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that “funding agreement,” the recipient or subrecipient must comply with the requirements of 37 C.F.R. § 401, “Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements,” and any implementing regulations issued by the awarding agency. Supplier certifies that during the term of an award for all contracts by Sourcewell resulting from this procurement process, Supplier must comply with applicable requirements as referenced above.

E. CLEAN AIR ACT (42 U.S.C. § 7401-7671Q.) AND THE FEDERAL WATER POLLUTION CONTROL ACT (33 U.S.C. § 1251-1387). Contracts and subgrants of amounts in excess of \$150,000 require the non-federal award to agree to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. § 7401- 7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. § 1251- 1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA).

Supplier certifies that during the term of this Contract will comply with applicable requirements as referenced above.

F. DEBARMENT AND SUSPENSION (EXECUTIVE ORDERS 12549 AND 12689). A contract award (see 2 C.F.R. § 180.220) must not be made to parties listed on the government wide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 C.F.R. §180 that implement Executive Orders 12549 (3 C.F.R. § 1986 Comp., p. 189) and 12689 (3 C.F.R. § 1989 Comp., p. 235), "Debarment and Suspension." SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549. Supplier certifies that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation by any federal department or agency.

G. BYRD ANTI-LOBBYING AMENDMENT, AS AMENDED (31 U.S.C. § 1352). Suppliers must file any required certifications. Suppliers must not have used federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any federal contract, grant, or any other award covered by 31 U.S.C. § 1352. Suppliers must disclose any lobbying with non-federal funds that takes place in connection with obtaining any federal award. Such disclosures are forwarded from tier to tier up to the non-federal award. Suppliers must file all certifications and disclosures required by, and otherwise comply with, the Byrd Anti-Lobbying Amendment (31 U.S.C. § 1352).

H. RECORD RETENTION REQUIREMENTS. To the extent applicable, Supplier must comply with the record retention requirements detailed in 2 C.F.R. § 200.333. The Supplier further certifies that it will retain all records as required by 2 C.F.R. § 200.333 for a period of 3 years after grantees or subgrantees submit final expenditure reports or quarterly or annual financial reports, as applicable, and all other pending matters are closed.

I. ENERGY POLICY AND CONSERVATION ACT COMPLIANCE. To the extent applicable, Supplier must comply with the mandatory standards and policies relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act.

J. BUY AMERICAN PROVISIONS COMPLIANCE. To the extent applicable, Supplier must comply with all applicable provisions of the Buy American Act. Purchases made in accordance with the Buy American Act must follow the applicable procurement rules calling for free and open competition.

K. ACCESS TO RECORDS (2 C.F.R. § 200.336). Supplier agrees that duly authorized representatives of a federal agency must have access to any books, documents, papers and

records of Supplier that are directly pertinent to Supplier's discharge of its obligations under this Contract for the purpose of making audits, examinations, excerpts, and transcriptions. The right also includes timely and reasonable access to Supplier's personnel for the purpose of interview and discussion relating to such documents.

L. **PROCUREMENT OF RECOVERED MATERIALS (2 C.F.R. § 200.322).** A non-federal entity that is a state agency or agency of a political subdivision of a state and its contractors must comply with Section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act. The requirements of Section 6002 include procuring only items designated in guidelines of the Environmental Protection Agency (EPA) at 40 C.F.R. § 247 that contain the highest percentage of recovered materials practicable, consistent with maintaining a satisfactory level of competition, where the purchase price of the item exceeds \$10,000 or the value of the quantity acquired during the preceding fiscal year exceeded \$10,000; procuring solid waste management services in a manner that maximizes energy and resource recovery; and establishing an affirmative procurement program for procurement of recovered materials identified in the EPA guidelines.

M. **FEDERAL SEAL(S), LOGOS, AND FLAGS.** The Supplier cannot use the seal(s), logos, crests, or reproductions of flags or likenesses of Federal agency officials without specific pre-approval.

N. **NO OBLIGATION BY FEDERAL GOVERNMENT.** The U.S. federal government is not a party to this Contract or any purchase by a Participating Entity and is not subject to any obligations or liabilities to the Participating Entity, Supplier, or any other party pertaining to any matter resulting from the Contract or any purchase by an authorized user.

O. **PROGRAM FRAUD AND FALSE OR FRAUDULENT STATEMENTS OR RELATED ACTS.** The Contractor acknowledges that 31 U.S.C. 38 (Administrative Remedies for False Claims and Statements) applies to the Supplier's actions pertaining to this Contract or any purchase by a Participating Entity.

P. **FEDERAL DEBT.** The Supplier certifies that it is non-delinquent in its repayment of any federal debt. Examples of relevant debt include delinquent payroll and other taxes, audit disallowance, and benefit overpayments.

Q. **CONFLICTS OF INTEREST.** The Supplier must notify the U.S. Office of General Services, Sourcewell, and Participating Entity as soon as possible if this Contract or any aspect related to the anticipated work under this Contract raises an actual or potential conflict of interest (as described in 2 C.F.R. Part 200). The Supplier must explain the actual or potential conflict in writing in sufficient detail so that the U.S. Office of General Services, Sourcewell, and Participating Entity are able to assess the actual or potential conflict; and provide any additional information as necessary or requested.

R. U.S. EXECUTIVE ORDER 13224. The Supplier, and its subcontractors, must comply with U.S. Executive Order 13224 and U.S. Laws that prohibit transactions with and provision of resources and support to individuals and organizations associated with terrorism.

S. PROHIBITION ON CERTAIN TELECOMMUNICATIONS AND VIDEO SURVEILLANCE SERVICES OR EQUIPMENT. To the extent applicable, Supplier certifies that during the term of this Contract it will comply with applicable requirements of 2 C.F.R. § 200.216.

T. DOMESTIC PREFERENCES FOR PROCUREMENTS. To the extent applicable, Supplier certifies that during the term of this Contract will comply with applicable requirements of 2 C.F.R. § 200.322.

22. CANCELLATION

Sourcewell or Supplier may cancel this Contract at any time, with or without cause, upon 60 days' written notice to the other party. However, Sourcewell may cancel this Contract immediately upon discovery of a material defect in any certification made in Supplier's Proposal. Cancellation of this Contract does not relieve either party of financial, product, or service obligations incurred or accrued prior to cancellation.

Sourcewell

Nobel Computer Systems, Inc.

DocuSigned by:
Jeremy Schwartz
C0FD2A139D06489...
By: _____
Jeremy Schwartz
Title: Chief Procurement Officer
Date: 5/8/2024 | 9:43 PM CDT

DocuSigned by:
Levon Baghdassarian
E60FC38FCEE04A0...
By: _____
Levon Baghdassarian
Title: Chief Executive Officer
Date: 5/8/2024 | 3:18 PM PDT

RFP 031224 - Garage and Fleet Services

Vendor Details

Company Name: NOBEL COMPUTER SYSTEMS, INC.

Does your company conduct business under any other name? If yes, please state: NOBEL Systems, Inc.

Address: 13 WEST RIVER RD
SUITE A
Rumson, New Jersey 07760

Contact: Levon Baghdassarian

Email: levon@nobelsystems.com

Phone: 201-390-6244

Fax: 201-390-6244

HST#: 22-2693968

Submission Details

Created On: Thursday February 15, 2024 12:01:30

Submitted On: Tuesday March 12, 2024 12:53:13

Submitted By: Levon Baghdassarian

Email: levon@nobelsystems.com

Transaction #: 679159bf-96f0-4f1e-a03e-163f2c096ae9

Submitter's IP Address: 107.77.216.40

Specifications

Table 1: Proposer Identity & Authorized Representatives

General Instructions (applies to all Tables) Sourcewell prefers a brief but thorough response to each question. Do not merely attach additional documents to your response without also providing a substantive response. Do not leave answers blank; respond "N/A" if the question does not apply to you (preferably with an explanation).

Line Item	Question	Response *
1	Proposer Legal Name (one legal entity only): (In the event of award, will execute the resulting contract as "Supplier")	Nobel Computer Systems, Inc.
2	Identify all subsidiary entities of the Proposer whose equipment, products, or services are included in the Proposal.	N/A
3	Identify all applicable assumed names or DBA names of the Proposer or Proposer's subsidiaries in Line 1 or Line 2 above.	NOBEL Systems, Inc. (Registered DBA)
4	Provide your CAGE code or Unique Entity Identifier (SAM):	72R56
5	Proposer Physical Address:	Nobel Computer Systems, Inc. 13 W. River Road, Suite A Rumson, NJ 07760
6	Proposer website address (or addresses):	www.nobelcomputersystems.com
7	Proposer's Authorized Representative (name, title, address, email address & phone) (The representative must have authority to sign the "Proposer's Assurance of Compliance" on behalf of the Proposer and, in the event of award, will be expected to execute the resulting contract):	Levon Baghdassarian, Chief Executive Officer Nobel Computer Systems, Inc. 13 W. River Road, Suite A Rumson, NJ 07760 Email: levon@nobelcomputersystems.com Tel: (201) 390-6244
8	Proposer's primary contact for this proposal (name, title, address, email address & phone):	Levon Baghdassarian, Chief Executive Officer Nobel Computer Systems, Inc. 13 W. River Road, Suite A Rumson, NJ 07760 Email: levon@nobelcomputersystems.com Tel: (201) 390-6244
9	Proposer's other contacts for this proposal, if any (name, title, address, email address & phone):	Martha Sapio, Office and Accounting NOBEL Computer Systems, Inc. 13 W. River Road, Suite A Rumson, NJ 07760 Email: martha@nobelcomputersystems.com Tel: 888-950-9550

Table 2: Company Information and Financial Strength

Line Item	Question	Response *
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10	Provide a brief history of your company, including your company's core values, business philosophy, and industry longevity related to the requested equipment, products or services.	<p>NOBEL Systems, established in 1984, has been at the forefront of providing exceptional software services for nearly four decades. Our journey began with a commitment to excellence, focusing on delivering high-quality software solutions, web applications, and IT solutions to a diverse clientele in both the public and private sectors. Our company has remained dedicated to innovation through the years, leveraging our extensive experience to develop and implement cutting-edge solutions that meet and exceed our clients' expectations. Our core values revolve around integrity, innovation, and customer satisfaction. We believe in creating technologically advanced, ethical, and customer-centric solutions. This philosophy has guided us in our endeavors and has been a cornerstone of our business operations. We are committed to providing cost-effective and efficient software solutions that harness the power of cloud computing, allowing for seamless access and secure, role-based login capabilities for our clients.</p> <p>One of our key business philosophies is to develop software that addresses the specific needs of our clients. Over the past 20 years, we have specialized in servicing local, county, and state government agencies, gaining invaluable experience that has informed the development of our product line. We have developed a line of products designed to enable governmental entities to manage the process of Auto Impound Management (AIM®) with fewer problems and confusion, fleet maintenance, and recycling/ sanitation management. This line also includes Fleet Maintenance System™, Government Property Maintenance™, Manage Office Supplies™, RecallBuzz, Smarter Auction™, and VINSmart®, among others. Our offerings are a testament to our commitment to versatility and adaptability in addressing the complex needs of government users.</p> <p>The industry longevity of NOBEL Systems reflects our dedication to continuous improvement and our ability to stay ahead of technological advancements. NOBEL Systems has a rich history rooted in core values emphasizing innovation, customer satisfaction, and integrity. Our business philosophy is centered on developing cost-effective, efficient, and secure software solutions tailored to the unique needs of our clients. With decades of experience in the industry, particularly in serving government agencies, we have established ourselves as a trusted provider of comprehensive software services. Our commitment to leveraging the latest technologies and maintaining a customer-focused approach has been vital to our success and longevity in the industry.</p>
11	What are your company's expectations in the event of an award?	<p>In the event of an award, NOBEL Systems sets clear expectations for expanding our service base, enhancing our product offerings, and increasing our reach and clients' operational efficiencies. Our goal is to extend the benefits of our platform to more cities, leveraging our proven track record of increasing revenue for existing customers by significant percentages and reducing the time from impound to auction by a notable number of days. We anticipate that our technology, particularly the features that streamline the auction process, will be desirable to cities dealing with abandoned vehicles. Our automated system facilitates online auctions, increasing participation and sales and significantly boosting city revenues. This expansion will not be limited to current markets; we plan to proactively reach out to members of Sourcwell and conduct broad market outreach to introduce our solutions and the opportunity to become Sourcwell members to the broader industry.</p> <p>We will continue to forge strategic partnerships that focus on creating synergies between technology companies and enhancing our industry outreach, mainly targeting smaller technology companies that could benefit from our offerings. Our business development plan will be crucial in raising product awareness. It is designed to strategically position NOBEL Systems in the marketplace, ensuring our solutions are known and accessible to potential clients. Our most significant value is simplifying the complex tasks associated with vehicle impoundment and auction. Integrating city-specific rules and procedures into an automated solution enables our clients to expedite processes, maximize revenue, and conduct thorough audits of all activities and revenues.</p>

<p>12</p>	<p>Demonstrate your financial strength and stability with meaningful data. This could include such items as financial statements, SEC filings, credit and bond ratings, letters of credit, and detailed reference letters. Upload supporting documents (as applicable) in the document upload section of your response.</p>	<p>With a history spanning over three decades, NOBEL Systems has consistently demonstrated robust financial stability and strength. Our longevity in the business is a testament to our sound financial management practices, strategic planning, and our clients' continuous trust and satisfaction. Being in business for over 30 years is an achievement that speaks volumes about our financial stability. This longevity indicates our ability to navigate various economic cycles, adapt to changing market demands, and sustain operations through continuous innovation and efficient management.</p> <p>Our A+ rating with the BBB is a significant indicator of our financial reliability and the quality of our business practices. This rating reflects our commitment to maintaining high standards in customer service, ethical business practices, and financial stability. The BBB rating is based on various factors, including the business's complaint history, transparency, and adherence to BBB standards. An A+ rating is the highest possible, indicating that NOBEL Systems meets and exceeds these standards.</p> <p>Our financial practices ensure we have the resources to invest in research and development, customer service, and new technology, ensuring we continue offering our clients top-tier solutions. Furthermore, our financial stability is underpinned by a solid business model that delivers high-quality, cost-effective software solutions to the public and private sectors. This approach has allowed us to build a solid customer base, generate consistent revenue streams, and invest in future growth opportunities.</p>
<p>13</p>	<p>What is your US market share for the solutions that you are proposing?</p>	<p>While we do not have exact percentages to quantify our current market share in the U.S. for AIM®, our impoundment management platform and involvement with two large cities as primary clients for this solution offer a glimpse into our market presence and influence. Serving major urban centers indicates our capability to handle complex, large-scale operations and reflects positively on our reputation and trust within the industry. The impoundment management market in the United States is characterized by a diverse range of needs and requirements, varying significantly from one municipality to another. Our engagement with two large cities signifies our entry and expansion within this niche sector, showcasing our technological capabilities and the adaptability of our solutions to meet the specific needs of large urban municipalities.</p> <p>In this case, our market share can be understood more qualitatively than quantitatively. Our platform's successful deployment and operation in these cities testify to AIM's® effectiveness, reliability, and the value it brings to municipal operations. It positions NOBEL Systems as a competitive player in the impoundment management solutions market, capable of delivering high-quality services that can significantly impact our clients' operational efficiencies and revenue generation.</p> <p>Our work with these cities positions us strategically for future growth. As we continue to refine our offerings and expand our reach, we anticipate an increase in our market share, driven by demonstrated success, word-of-mouth referrals, and increased visibility in the sector. Our focus remains on delivering exceptional value, supporting the operational goals of our clients, and exploring opportunities for further market penetration and expansion.</p>

14	What is your Canadian market share for the solutions that you are proposing?	<p>NOBEL Systems currently does not hold a market share in Canada for our proposed solutions. However, we are poised to strategically enter and expand within the Canadian market upon being awarded a contract. Our approach to establishing a presence and capturing market share in Canada is methodically planned. It includes several critical initiatives for integrating our solutions within the Canadian parking and impoundment management industry. For example, upon securing a contract, our immediate action will include becoming a Canadian Parking Association (CPA) member. The CPA, with its 40-year history and more than 650 members, represents a significant portion of the parking industry in Canada. Our membership in this association is anticipated to serve as a cornerstone for our market entry strategy, offering unparalleled access to industry networks, insights, and events that are crucial for understanding market needs and positioning our solutions effectively.</p> <p>Participating in the CPA's annual show is another critical component of our strategy. This exhibition provides an excellent platform for NOBEL Systems to showcase our product line, engage with industry stakeholders, and establish our brand among potential clients in Canada. Through direct engagement and demonstration of our solutions' capabilities, we will highlight the unique value propositions our impoundment management platform and other related services can offer the Canadian market.</p> <p>Our intent to pursue opportunities in Canada is underpinned by a commitment to deliver the same excellence and innovation that has characterized our operations in the United States. We believe our proactive approach to membership in industry associations and active participation in key industry events will lay a strong foundation for establishing our market share in Canada. This strategy aligns with our goals for market expansion and demonstrates our dedication to understanding and meeting the specific needs of the Canadian parking and impoundment management sectors.</p>
15	Has your business ever petitioned for bankruptcy protection? If so, explain in detail.	No

16	<p>How is your organization best described: is it a manufacturer, a distributor/dealer/reseller, or a service provider? Answer whichever question (either a) or b) just below) best applies to your organization.</p> <p>a) If your company is best described as a distributor/dealer/reseller (or similar entity), provide your written authorization to act as a distributor/dealer/reseller for the manufacturer of the products proposed in this RFP. If applicable, is your dealer network independent or company owned?</p> <p>b) If your company is best described as a manufacturer or service provider, describe your relationship with your sales and service force and with your dealer network in delivering the products and services proposed in this RFP. Are these individuals your employees, or the employees of a third party?</p>	<p>(b) NOBEL Systems, best described as a service provider specializing in towing and fleet operations, has a distinct approach to our sales and service delivery model, emphasizing the automation of time-consuming functions to enhance efficiency and reduce the labor required for routine activities. This focus enables us to assist municipalities in effectively managing vehicle impoundment. Our CEO, alongside NOBEL's dedicated sales team, plays an integral role in creating strategic partnerships and fostering relationships with the end users of our product line. This direct involvement from our highest levels of leadership ensures that our sales strategies and customer relationships are aligned with our company's core values and business objectives. Our sales team, comprised of NOBEL Systems employees, is deeply knowledgeable about our solutions and committed to providing our clients quality service and support.</p> <p>We contract third-party entities to supplement our internal sales efforts and enhance our service offerings. These partnerships are strategically and carefully selected to ensure they align with our mission of delivering high-quality and efficient client services. Collaborating with third parties allows us to offer a broader range of solutions and bring additional expertise to our service delivery, especially in areas that complement our core offerings, such as enhanced services and solutions relating to fleet management and impoundment of vehicles. We also partner with other technology companies in the parking industry to build enhanced services and solutions. The integration of AIM® with the City of Hoboken's Virtual Parking Permits (V.V.P) and the collaboration with Caryl Technologies for the Centrally Integrated Parking System (CIPS) interface are great examples. The Virtual Visitor Permit Parking System represents a significant advancement in parking management, offering a seamless and efficient process for Hoboken, NJ, residents to purchase and manage Visitor Parking Permits. This system allows for real-time activation of permits using the visitor's license plate number and the state where the vehicle is registered, coupled with user notifications on permit activation and expiration reminders. This integration not only streamlines the parking experience for visitors but also significantly enhances Hoboken's overall parking management system, making it faster, easier, and more user-friendly. Our collaboration with Caryl Technologies introduces their Centrally Integrated Parking System (CIPS) integration with our Auto Impound Management (AIM®) dispatch system. This partnership facilitates a seamless operation between parking solutions and impound management, ensuring efficient and effective management of parking and impoundment processes. The synergy between CIPS and AIM® dispatch exemplifies our commitment to leveraging technology to solve complex municipal challenges, providing cities with a comprehensive solution that enhances operational efficiencies and user experiences.</p> <p>Our strategy includes extending our market penetration by partnering with more parking solution providers, particularly where impound management solutions are not already integrated. This approach broadens our service offerings and positions NOBEL Systems as a leader in providing innovative, integrated solutions for fleet management and vehicle impoundment challenges faced by municipalities. These partnerships are vital to our strategy of providing comprehensive solutions to our clients. Collaborating with industry peers leverages collective expertise to develop innovative solutions that address the complex challenges municipalities face in fleet management and vehicle impoundment.</p>
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17	If applicable, provide a detailed explanation outlining the licenses and certifications that are both required to be held, and actually held, by your organization (including third parties and subcontractors that you use) in pursuit of the business contemplated by this RFP.	<p>NOBEL Systems does not require specific licenses or certifications to operate within the scope of business contemplated by this RFP. Our focus on providing software solutions for towing and fleet operations, specifically designed to assist municipalities in managing the impoundment of vehicles, is subject to regulations and standards that do not necessitate traditional licensing or certifications related to the delivery of our services. However, our commitment to maintaining industry knowledge and collaboration standards is evidenced by our active membership in the American Association of Motor Vehicle Administrators (AAMVA). AAMVA is a respected organization representing state and provincial officials in the United States and Canada who administer and enforce motor vehicle laws. Our membership in AAMVA underscores our dedication to staying aligned with the latest best practices, regulatory insights, and innovations in motor vehicle administration and public safety. NOBEL Systems has stepped further by joining the Industry Advisory Board (IAB) within AAMVA. Our participation as a member of the IAB is a testament to our proactive approach to contributing to the broader mission of enhancing motor vehicle administration and public safety. The IAB's primary function is to assist administrators in effectively serving the jurisdictional representatives and the public. Our involvement with the IAB allows us to play an instrumental role in shaping policies, sharing technological advancements, and improving service delivery across the motor vehicle and public safety sectors.</p> <p>While not a license or certification, our engagement with AAMVA and the IAB represents our organization's commitment to excellence, collaboration, and leadership in the industry. It aligns with our mission to deliver innovative and efficient solutions to our clients, ensuring that our practices and offerings are informed by the most current and comprehensive understanding of motor vehicle laws, regulations, and safety standards.</p>	*
18	Provide all "Suspension or Debarment" information that has applied to your organization during the past ten years.	N/A	*

Table 3: Industry Recognition & Marketplace Success

Line Item	Question	Response *
19	Describe any relevant industry awards or recognition that your company has received in the past five years	NOBEL has received an A+ rating from the BBB, which is a testament to our commitment to quality, reliability, and customer satisfaction. The BBB rating system represents an aggregation of customer satisfaction, business practices, and ethical conduct in the marketplace. An A+ rating is the highest possible mark, reflecting our ongoing dedication to maintaining high standards in all operations, from customer service to delivering our solutions. This rating is particularly relevant in our industry, where trust, reliability, and ethical practices are crucial in establishing and sustaining long-term relationships with clients and stakeholders. In addition to our BBB rating, it's essential to highlight our distinguished NMVITS license from the American Association of Motor Vehicle Administrators (AAMVA) and the Department of Justice (DOJ), which we have held for over ten years. Our company stands among a select group of firms in the USA to achieve this significant milestone. Holding this license underscores our compliance with the extensive security compliance frameworks and protocols required by these authoritative bodies, further demonstrating our unwavering commitment to safeguarding data and ensuring the highest levels of security and reliability in our operations. Although not formally recognized by industry awards in the past five years, our dedication to delivering innovative solutions and fostering strong client relationships, coupled with our rigorous adherence to security and compliance standards, has been instrumental in our ability to provide unmatched value to our clients. Our position as a trusted and reliable partner in the market is reinforced by these accomplishments, underscoring our dedication to excellence in every aspect of our business.
20	What percentage of your sales are to the governmental sector in the past three years	NOBEL Systems has exclusively served the governmental sector over the past three years, with 60% of its sales directed towards it. Furthermore, it is crucial to note that our operations extend beyond the governmental sector through our online platform, vinsmart.com. This platform caters to both the Business-to-Business (B2B) and Business-to-Consumer (B2C) sectors, demonstrating our versatile market engagement and commitment to meeting the diverse needs of our clients across different sectors.
21	What percentage of your sales are to the education sector in the past three years	None. Educational institutions do not utilize our technology, except possibly for fleet maintenance. However, it is essential to note that our offerings extend beyond this scope. We also provide Managed Office Supplies services specifically targeted at educational institutions. This service is already in operation with notable entities such as Virginia Workman's Compensation and San Joaquin County, California. This expansion of our service offerings demonstrates our capability to meet the diverse needs of educational institutions beyond just fleet maintenance by providing comprehensive office supply management solutions.
22	List any state, provincial, or cooperative purchasing contracts that you hold. What is the annual sales volume for each of these contracts over the past three years?	NOBEL Systems is actively engaged with OMNIA Partners, Public Sector, which has been a pivotal component of our strategy to streamline the procurement process for governmental clients. We have achieved notable success through our partnership with OMNIA, reporting annual sales exceeding \$100,000. This contract has been renewed twice, underscoring the strength and value of our collaboration. However, it's important to note that this contract cannot be extended further. In anticipation of the expiration of our current contract with OMNIA Partners, NOBEL Systems is strategically planning to transition our existing accounts to Sourcewell. This move is perfectly timed to ensure a seamless transition and to capitalize on the opportunity to continue serving our clients without interruption. Our negotiations and partnerships, particularly with OMNIA Partners, have been instrumental in facilitating NOBEL Systems' growth and ability to deliver efficient technology solutions to municipalities. As the OMNIA contract approaches its expiration, we are well-positioned to fill any market gaps and offer our clients a smooth transition to Sourcewell, ensuring continued access to our innovative solutions.
23	List any GSA contracts or Standing Offers and Supply Arrangements (SOSA) that you hold. What is the annual sales volume for each of these contracts over the past three years?	N/A

Table 4: References/Testimonials

Line Item 24. Supply reference information from three customers who are eligible to be Sourcewell participating entities.

Entity Name *	Contact Name *	Phone Number *	
City of Hoboken, NJ	Ryan Sharp, Director, Transportation & Parking	(201) 420-2000	*
Jersey City, NJ	Joseph Johnson, Senior Clerk Department of Public Works Division of Automotive	(201) 547-4883	*
Hudson County Improvement Authority	Norman M. Guerra Chief Executive Officer	Cell: (908) 884-5097 Office: (201) 324-6222 Ext 3221	*

Table 5: Top Five Government or Education Customers

Line Item 25. Provide a list of your top five government, education, or non-profit customers (entity name is optional), including entity type, the state or province the entity is located in, scope of the project(s), size of transaction(s), and dollar volumes from the past three years.

Entity Name	Entity Type *	State / Province *	Scope of Work *	Size of Transactions *	Dollar Volume Past Three Years *	
City of Hoboken, NJ	Government	New Jersey - NJ	AIM® supplier for impoundment and towing management	11,000	\$95,000.00	*
Jersey City	Government	New Jersey - NJ	AIM® supplier for impoundment and towing management	21,000	\$200,000.00	*
County of San Joaquin	Government	California - CA	Manage Office Supplies MOS	NA	\$36,000.00	*
Hudson County Improvement Authority	Government	New Jersey - NJ	Technology Consulting, Website Maintenance and Technology Support	NA	\$120,000.00	*
State of Virginia Workers' Compensation Commission	Government	Virginia - VA	Manage Office Supplies MOS A registered vendor with Virginia Workers' Compensation Commission	NA	\$36,000.00	*

Table 6: Ability to Sell and Deliver Service

Describe your company's capability to meet the needs of Sourcewell participating entities across the US and Canada, as applicable. Your response should address in detail at least the following areas: locations of your network of sales and service providers, the number of workers (full-time equivalents) involved in each sector, whether these workers are your direct employees (or employees of a third party), and any overlap between the sales and service functions.

Line Item	Question	Response *

26	Sales force.	<p>NOBEL Systems employs a comprehensive approach to driving sales and establishing and nurturing strategic partnerships and integrations that enhance our service offerings. The CEO plays a pivotal role in our sales activities, demonstrating the level of commitment and strategic vision at the highest level of our organization. This leadership involvement ensures that our sales efforts are aligned with our company's overarching goals and values.</p> <p>Our business development strategy extends beyond traditional sales efforts. It encompasses the creation of strategic partnerships and integrating our solutions with existing parking and fleet management systems. This approach enables us to offer our customers more comprehensive and robust solutions, addressing a wider range of their operational needs and challenges. Such integrations are critical in today's interconnected technological landscape, providing seamless operations and enhancing user experiences. The demand for automated solutions to manage impounded and abandoned vehicles is notably high among municipalities.</p> <p>Over the past few years, our focus has been on updating and upgrading our solutions, further enhancing features, and forging strategic partnerships. This dedication to product development has positioned us to offer even more value to our clients. As we look ahead, NOBEL Systems is excited to announce that starting in July 2024, we will launch a significant shift back to sales and marketing efforts. This transition will be marked by a press release and a series of strategic initiatives to maximize our visibility and engagement with potential customers. This renewed focus on sales and marketing is a strategic move to leverage our recent advancements and partnerships, ensuring that we continue to meet the evolving needs of our clients with the most innovative and effective solutions.</p> <p>Our marketing plan is designed to maximize visibility and engagement with potential customers through various channels and initiatives. Attending national and regional trade shows is a vital component of this plan, allowing us to showcase our solutions to a targeted audience directly. We will also engage in monthly mailings to members of Sourcewell to maintain continuous communication and keep our solutions at the forefront of potential clients' minds. In addition to these efforts, we prioritize direct engagement with prospective customers through meetings and demonstrations. These sessions are instrumental in illustrating the practical benefits and operational efficiencies our platform can offer. We will also encourage these prospects to become members of Sourcewell, facilitating a more straightforward procurement process for our solutions. Conducting educational seminars on the success and impact of our platform is another facet of our promotional efforts. These seminars serve as a marketing tool and as an educational resource for municipalities and other potential clients, helping them understand the full scope of benefits our solutions can provide.</p>
27	Dealer network or other distribution methods.	<p>NOBEL Systems employs a strategic approach to distribution and partnership, mainly through collaboration with industry leaders, to enhance the reach and efficacy of our solutions. A prime example of this strategy is our partnership with Gerald Green, President & CEO of Caryl Technologies. This collaboration is instrumental in promoting the NOBEL Systems platform by integrating our services with Caryl Technologies' product line. Caryl Technologies is known for its permit and curb management services, offering comprehensive solutions to municipalities. By integrating NOBEL Systems' services with Caryl Technologies' offerings, we provide a more robust and comprehensive solution that addresses a broader range of municipal needs. This synergy allows us to offer an integrated solution that encompasses permit management, curb management, and the innovative solutions provided by NOBEL Systems, such as fleet management and impoundment of vehicle solutions.</p> <p>This partnership exemplifies our strategic approach to distribution, leveraging collaborations with established industry players to enhance service delivery and solution integration. By doing so, we ensure municipalities benefit from a seamless, integrated suite of services that meet their complex and evolving needs. This strategy broadens our market reach and enhances the value proposition of our offerings, making them more attractive and effective for our clients.</p>

28	Service force.	<p>NOBEL Systems ensures robust and reliable service support for our clients. Our service force is structured to provide prompt and efficient service, ensuring that any issues or requirements concerning our technology solutions are addressed with the utmost priority and expertise.</p> <p>Core Components of Our Service Force</p> <ul style="list-style-type: none"> • Software Maintenance and Support: The backbone of our service force is our in-house team of developers dedicated to the continuous maintenance and enhancement of our software platform. This team ensures that our solutions are always at the cutting edge, incorporating the latest technological advancements and responding to bugs or issues immediately. Remote monitoring and repair capabilities allow us to diagnose and resolve most software issues without needing on-site visits, providing our clients a seamless and uninterrupted service. • On-Site Service Dispatch: Our decade-long experience has shown that we are fully capable of supporting all requirements remotely, effectively addressing and resolving issues without the need for physical intervention. In the rare instances where remote interventions are insufficient, we have established protocols to engage subcontracted personnel to address the issue on-site. This strategic approach ensures that any disruptions to our client's operations are minimized and service continuity is upheld, aligning with our commitment to providing seamless support under all circumstances. • Customer Service and Training: Our approach to customer service extends beyond troubleshooting. We offer comprehensive training programs to equip our clients' customer service teams with the knowledge and skills to handle inquiries about impoundment, towing, or any aspect of our technology. This training ensures end-users receive informed and helpful assistance, enhancing their overall experience. Additionally, we have developed role-based sectional training guides that are short, focused, and available online at any time. This allows for flexible learning opportunities tailored to the specific roles and needs of our client's teams, ensuring they can access and engage with the training material at their convenience to support their roles. • Subcontracted Customer Service Options: Recognizing the diverse needs of our clients, we provide the flexibility to subcontract customer service functions to experienced partners such as PRWT or Sremium. This option allows our clients to benefit from specialized service teams adept at managing public inquiries and enhancing customer satisfaction. • Beyond Normal Business Hours: While our standard customer service is available during regular business hours, our commitment to our client's success and operational efficiency necessitates a more flexible approach to support. Arrangements for extended support hours can be made to ensure our clients can access assistance whenever needed. <p>Our service force is critical to our value proposition, ensuring that every client benefits from reliable, efficient, and comprehensive support. This dedication to service excellence is foundational to our mission of delivering unparalleled technology solutions to our clients.</p>
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<p>29</p>	<p>Describe the ordering process. If orders will be handled by distributors, dealers or others, explain the respective roles of the Proposer and others.</p>	<p>The NOBEL Systems Team will handle orders. Upon initial engagement from the client, our team at NOBEL Systems promptly schedules a comprehensive consultation to discuss and understand the specific needs, internal policies, and regulatory framework of the municipality. This initial step is crucial for tailoring our software solutions to meet each client's unique requirements. Following this consultation, our experts draft an Implementation Checklist. This document is a foundational blueprint detailing all relevant policies, procedures, and regulations the customized solution will address. It is crafted precisely to ensure a clear understanding and agreement on the project's scope and specifications. Subsequently, a detailed purchase order is prepared, encompassing all pricing details and the agreed-upon parameters of the customized solution. This document is presented to the client for thorough review and endorsement, signifying mutual agreement on the project's terms and specifications.</p> <p>The next phase involves customizing our software to integrate the municipality's specific rules and procedures seamlessly. This bespoke approach ensures that the solution precisely aligns with the client's operational requirements. Following customization, a rigorous testing phase is initiated to ensure the software's functionality and performance meet the highest standards of quality and reliability. The solution is deployed upon successful testing, and our team conducts extensive training for the client's personnel. This training empowers users with the knowledge and skills required to effectively utilize the software, maximizing its benefits for the municipality. Throughout the lifecycle of our solution, we uphold a collaborative technology environment comprising development, testing, and production sites. This framework enables us to rigorously test any new updates with our clients on the testing site before they are rolled out to the production site, ensuring a smooth and error-free update process. Additionally, the development site serves an essential role in the onboarding and training of new personnel, among other functions. This multifaceted approach ensures the reliability and efficiency of our updates and contributes significantly to the comprehensive training and preparedness of our team.</p> <p>Recognizing the importance of a tailored solution, NOBEL Systems will communicate with the client throughout the project. Meetings will be scheduled to refine the rules, procedures, protocols, and specifications list. This collaborative process will result in the formulation of a detailed implementation plan, which is then submitted to the client for approval. Comprehensive project management documentation will be developed, outlining the strategic roadmap for the software installation, personnel training, and necessary integrations. This documentation ensures a coherent and efficient project execution, leading to successful implementation and client satisfaction.</p>
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30	Describe in detail the process and procedure of your customer service program, if applicable. Include your response-time capabilities and commitments, as well as any incentives that help your providers meet your stated service goals or promises.	<p>Customer service begins with Tier 1 ticketing, addressing straightforward issues, with every interaction tracked for audit purposes. Should a support query prove complex, it is elevated to Tier 2 for advanced resolution. Our solutions have evolved substantially, reducing the frequency of service calls. Now, only unforeseen external factors affecting our solution prompt such calls. Notably, our Jersey City account, established in the mid-1990s, exemplifies the robustness of our system. The sophistication of our AIM® and role-based access, coupled with our internal monitoring of servers and operations, virtually eliminates technical problems, ensuring a seamless user experience. NOBEL Systems prioritizes customer satisfaction and operational efficiency, understanding the critical nature of minimizing downtime for our clients. Our customer service program is designed to address and resolve issues with utmost urgency and precision.</p> <p>Process and Procedure</p> <ul style="list-style-type: none"> • Issue Reporting: When clients encounter an issue, they initiate the process by issuing a ticket. This systematic approach ensures that every concern is logged, tracked, and addressed according to its severity and impact on the client's operations. • Ticket Monitoring: We monitor tickets daily. This high level of oversight ensures that issues are rapidly identified and categorized for appropriate action, whether they involve user error or require a more technical solution. • Response Time: Our commitment to our clients includes a standard same-day response time. This rapid response capability underscores our understanding of the importance of continuous system functionality and the need to avoid operational disruptions. • Resolution and Training: Given our system's stability and reliability, many issues can often be traced back to user errors. In such cases, we provide targeted additional training to address and prevent the recurrence of these issues. Our comprehensive library of training videos supports ongoing education and onboarding, empowering users to utilize our solutions effectively. • Hardware Support: While we do not directly offer hardware, we assist our clients in selecting the necessary hardware components, such as tablets and mobile devices, as well as facilitate the resolution of any hardware issues through warranty services or hardware vendors. This approach ensures that, even though we do not provide the hardware itself, we actively support our clients in ensuring quick replacement or repair for hardware components like Android and iOS phones and LPR cameras. Our involvement ensures that any hardware-related issues are addressed with minimal impact on operations, maintaining the seamless functionality of our solutions. • Remote and On-Site Support: Our in-house development team maintains and monitors the software platform, enabling us to address the majority of issues remotely, leveraging our extensive experience in supporting remote sites to ensure operational continuity without the need for physical presence. In instances where on-site intervention is required, especially for out-of-state locations, we would subcontract that specific aspect of on-site support to a trusted partner. This strategy ensures prompt and efficient resolution of any issues directly at the client's location, while our proven track record in remote support guarantees minimal disruption to operations. • Customer Service Team Training: Beyond technical support, we offer training for our clients' customer service teams, especially those interacting with the public on matters related to impoundment, towing, or dispute resolution. This training can be conducted by NOBEL Systems directly or subcontracted to experienced partners like PRWT or Sremium, depending on the client's preference.
31	Describe your ability and willingness to provide your products and services to Sourcwell participating entities in the United States.	<p>NOBEL Systems supports the diverse and evolving needs of Sourcwell participating entities throughout the United States. Our commitment is rooted in a comprehensive understanding of the unique challenges and requirements cities, municipalities, and other public sector organizations face. To meet and exceed these demands effectively, we have undertaken significant steps to ensure our readiness and capability to deliver our state-of-the-art products and services nationally.</p> <p>We regard members of cooperative groups as a crucial asset in promoting our distinctive solution. Utilizing SourceWell simplifies the procurement process for our solutions, allowing us to bypass traditional complications. We plan to fully leverage the resources at our disposal to introduce our solutions to a broader audience.</p> <p>Expansion and Resource Allocation</p> <p>Recognizing the importance of scalability and flexibility in serving the extensive network of Sourcwell members, NOBEL Systems has strategically expanded its operational capabilities. This expansion includes recruiting highly skilled developers, specialists in municipal and public sector solutions, and project management and</p>

customer service experts. These enhancements to our team bolster our capacity to undertake projects of varying sizes and complexities, ensuring that we can deliver customized solutions promptly and efficiently.

Business Development and Strategic Partnerships

To further our reach and effectiveness, NOBEL Systems will continue actively pursuing and establishing strategic partnerships that enhance our service delivery. These collaborations span a range of sectors relevant to the needs of Sourcewell members, including technology, infrastructure, and professional services. A prime example of this strategy is our partnership with Gerald Green, President & CEO of Caryl Technologies. This collaboration is instrumental in promoting the NOBEL Systems platform by integrating our services with Caryl Technologies' product line. Caryl Technologies is known for its permit and curb management services, offering comprehensive solutions to municipalities. By integrating NOBEL Systems' services with Caryl Technologies' offerings, we provide a more robust and comprehensive solution that addresses a broader range of municipal needs. This synergy allows us to offer an integrated solution that encompasses permit management, curb management, and the innovative solutions provided by NOBEL Systems, such as fleet management and impoundment of vehicle solutions.

Customized Solutions and Implementation Planning

At the core of our approach is a strong focus on customization, underpinned by over 20 years of experience with AIM®. Our process begins with a comprehensive consultation to understand and identify each member's unique requirements. Building on over 20 years of experience with our AIM® solution and a deep understanding of the variability across jurisdictions, we employ a table-driven configuration approach. This approach allows us to leverage common procedures while adeptly managing localized differences, such as varying DMV titling procedures for unclaimed and abandoned vehicles.

To this solid foundation, we add the following critical integration options, further enhancing the customization and utility of our solutions:

- **DMV Integration:** AIM® is designed for custom interfaces with each state's DMV, accommodating the distinct titling procedures for unclaimed and abandoned vehicles. This ensures that our platform aligns with the specific regulatory requirements of each jurisdiction.
- **Online Auction Sites:** Integration with online auction sites expands the visibility and accessibility of auctioned vehicles, potentially increasing revenue for municipalities and other entities by reaching a broader audience.
- **External Mailing Service Providers:** By interfacing with external mailing service providers for Notification Letters, we streamline the process of communicating with vehicle owners, ensuring compliance with notification requirements and enhancing operational efficiency.
- **Parking-Related External Systems:** The ability to interface with any parking-related external systems through API integration enhances our platform's versatility, enabling a more comprehensive management approach that includes parking enforcement and related activities.
- **NMVTIS (VINSmart) Interface:** Integration with the National Motor Vehicle Title Information System (NMVTIS) through VINSmart provides invaluable access to vehicle history information, aiding in the decision-making process for impoundment and auctioning.

Following the identification of a member's needs, we develop a Plan of Implementation that outlines key milestones, timelines, and deliverables essential for the successful deployment of our solutions. This plan, enriched by the integration options specified, serves as a detailed roadmap from project conception through to completion, ensuring precision in meeting all objectives. Our strategic and comprehensive approach, augmented by these integrations, ensures that we meet the expectations of our clients, providing adaptable solutions that are finely tuned to the diverse regulatory environments and operational needs across different states and jurisdictions.

Commitment to Availability and Responsiveness

NOBEL Systems prides itself on its unwavering commitment to being readily available and responsive to the needs of all Sourcewell participating entities. Our team is equipped and prepared to provide continuous support, from initial consultation to post-implementation and ongoing maintenance. We understand the critical importance of reliable and efficient services to the operations of cities and municipalities, and we are dedicated to ensuring that our clients have the support they need when they need it.

NOBEL Systems possesses the requisite capability, resources, and dedication to effectively serve Sourcewell participating entities across the United States. Our commitment to customization, strategic expansion, and the fostering of critical partnerships position us as a preferred provider for the public sector. We are enthusiastic about the opportunity to work with Sourcewell members and are fully

		prepared to deliver solutions that drive value, efficiency, and innovation.	
32	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in Canada.	<p>NOBEL Systems is fully committed to extending its comprehensive range of products and services to Sourcewell participating members in Canada, mirroring our dedicated efforts and successful implementation strategies deployed within the United States. Our organization recognizes the unique requirements and opportunities the Canadian market presents and is prepared to engage actively with local entities to deliver tailored solutions that meet their needs. To achieve this, NOBEL Systems plans to leverage the experience and adaptability gained from serving municipalities and cities in the United States, ensuring that our offerings perfectly align with the expectations and regulations unique to Canadian jurisdictions. This commitment involves expanding our operational capabilities, including increasing our development team and fostering strategic partnerships, to enhance our business development efforts within Canada. Understanding the importance of local engagement, NOBEL Systems intends to join the Canadian Parking Association. This affiliation will signify our dedication to the Canadian market and connect us with thousands of potential users who could benefit from our innovative product offerings.</p> <p>Our approach is characterized by a keen willingness to customize our solutions, starting with comprehensive discussions to develop an Implementation Plan outlining all milestones necessary for a successful deployment. NOBEL Systems prides itself on its responsiveness and availability, ensuring that we are fully equipped to support the additional requirements of Canadian municipalities and cities. This reinforces our commitment to expanding our services with the same enthusiasm and dedication as we have demonstrated in the United States.</p>	*
33	Identify any geographic areas of the United States or Canada that you will NOT be fully serving through the proposed contract.	None	*
34	Identify any Sourcewell participating entity sectors (i.e., government, education, not-for-profit) that you will NOT be fully serving through the proposed contract. Explain in detail. For example, does your company have only a regional presence, or do other cooperative purchasing contracts limit your ability to promote another contract?	None	*
35	Define any specific contract requirements or restrictions that would apply to our participating entities in Hawaii and Alaska and in US Territories.	None	*
36	Describe the scalability of your company's offering in relation to size, scope, locations, and services.	<p>NOBEL Systems' solutions are designed with scalability at their core, ensuring that we can meet our clients' diverse and evolving needs, regardless of their size, scope, or geographical locations. Our platform is engineered to adapt seamlessly to the unique requirements of each member, providing a bespoke experience that is efficient and effective. The modular architecture of our offerings allows for a high degree of customization, enabling clients to select and combine different modules to create a solution that precisely fits their operational needs. This flexibility ensures that our products and services can scale alongside our clients' growth, from small to large cities, without compromising performance or usability. Our commitment to scalability extends to our service delivery model. We are equipped to deploy our solutions across various environments, ensuring consistent and reliable service regardless of geographical location. Whether our clients are based in densely populated urban areas or across rural communities, our infrastructure and support networks are designed to provide uninterrupted service. We are equipped to handle cities ranging from those with just a few impounds per day to those managing hundreds of users and impounds daily.</p> <p>In addition to our technological scalability, our team is committed to continuous improvement and innovation. We actively seek feedback from our clients to refine and enhance our offerings, ensuring that we remain at the forefront of industry developments and can meet the future needs of our clients with agility and expertise. Through our scalable solutions, flexible service model, and commitment to innovation, we ensure that our offerings can meet our clients' current needs and adapt to their future challenges and opportunities, regardless of their size, scope, locations, and services.</p>	

37	Describe your process for incorporating additional service locations (whether owned, franchised, or third-party), including details around screening, selection, and retention.	<p>Currently, NOBEL Systems does not maintain physical service locations, as our operational model effectively manages client needs remotely. This approach leverages advanced technology and digital tools, enabling us to provide comprehensive support and services without the need for physical presence. However, we have developed a process to establish service locations should the need arise in the future. This process is designed to ensure that any expansion maintains our high standards of consistency, quality, and scalability, aligning with our unwavering commitment to service excellence. Our strategy emphasizes our adaptability and readiness to evolve our service delivery methods to meet client needs while presently leveraging our robust remote capabilities.</p> <p>Screening and Selection Process</p> <ol style="list-style-type: none"> 1. Initial Assessment: Our process begins with a comprehensive assessment of potential locations or partners. This assessment evaluates the strategic fit, market potential, and alignment with our company's values and service standards. 2. Due Diligence: We conduct thorough due diligence to examine the financial stability, operational capabilities, and reputation of potential partners or locations. This step includes assessing legal compliance, financial health, and operational efficiency. 3. Quality Assurance Criteria: We establish clear quality assurance criteria that prospective locations must meet. These criteria encompass service delivery standards, customer satisfaction metrics, and compliance with our operational protocols. 4. Technology and Infrastructure Evaluation: Given that our solution is web-based, we evaluate potential locations' technological capabilities and infrastructure to ensure seamless integration with our platform. This includes assessing internet connectivity, hardware compatibility, and the ability to implement necessary security measures. 5. Training and Onboarding: Selected locations undergo a rigorous training and onboarding process. This ensures that staff is proficient in our software, understands our company's policies, and can deliver the high level of service our clients expect. <p>Retention and Continuous Evaluation</p> <ul style="list-style-type: none"> • Performance Monitoring: We continuously monitor the performance of our service locations through regular audits, customer feedback, and performance metrics. This allows us to identify areas for improvement and ensure consistent service quality. • Ongoing Support and Training: We provide ongoing support and training to all locations to address evolving challenges and to introduce updates or enhancements to our platform. • Adaptation to Feedback: Feedback from customers and service locations is integral to our process. It informs service improvements, training programs, and, if necessary, the reevaluation of specific locations. • Security and Compliance Updates: As part of our commitment to security and compliance, we regularly update our partners and locations on new regulations and security protocols. This ensures our services remain secure and compliant with relevant laws and standards.
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Table 7: Marketing Plan

Line Item	Question	Response *
38	Describe your marketing strategy for promoting this contract opportunity. Upload representative samples of your marketing materials (if applicable) in the document upload section of your response.	<p>NOBEL Systems' marketing strategy to promote this contract opportunity is carefully designed to engage Sourcewell members and the broader market. It integrates digital and traditional marketing channels and leverages our existing partnerships and the unique benefits of our solutions, ensuring wide-reaching impact and engagement.</p> <p>Webinars and Educational Content</p> <ul style="list-style-type: none"> • Monthly Webinars: We will host monthly webinars tailored to Sourcewell members. These webinars will be an informative platform to showcase our solutions, demonstrate their practical application, and highlight their benefits. Topics will cover a range of subjects, from best practices in impoundment and fleet management to deep dives into our software's features and capabilities. • Educational Content: We will establish NOBEL Systems as a thought leader through blogs and trade seminars. This content will focus on the benefits of our solutions, including the efficient management and removal of abandoned vehicles from communities. <p>Trade Shows and Expositions</p> <ul style="list-style-type: none"> • National and Regional Trade Shows: Participating in three national shows (two in the U.S. and one in Canada) and 13 regional shows presents an opportunity to directly engage with potential clients, demonstrate our products, and build interest in our solutions. These events are pivotal for hands-on demonstrations of our technology, including the AIM® Police App with NMVTIS. • Police Expo Participation: Starting with the Police Expo in New Jersey in June 2024, we will actively promote our AIM® Police App integrated with NMVTIS. These events provide a unique opportunity to engage directly with law enforcement officials and showcase the impact of our solutions on enhancing the efficiency and accuracy of vehicle

impoundment and verification processes.

Strategic Partnerships

- Engagement with AAMVA Members: Our strategy includes directly promoting our solutions to all U.S. DMVs and other American Association of Motor Vehicle Administrators (AAMVA) members. By leveraging our status as one of the 14 approved consumer access providers authorized by the Department of Justice (DOJ) through AAMVA (NMVTIS), we will underscore our solution's compliance, reliability, and value to vehicle administration and public safety.
- Collaboration with Industry Leaders: We will highlight our existing partnerships with major industry solution/service providers, such as the National Insurance Crime Bureau (NICB), JD Power, and the National Vehicle Service (NVS). These partnerships enhance our offerings and testify to our solution's credibility and effectiveness in addressing the complex needs of municipalities and law enforcement agencies.
- Technology Integration: By integrating AIM® and VinSMART (NMVTIS) into NOBEL solutions and linking these with new or existing technologies through strategic partnerships, we can offer comprehensive solutions that address a wider range of needs. This integration ensures seamless compatibility with current systems, enhancing the overall value and effectiveness of our offerings.
- Engagement with AAMVA Members: Our strategy includes directly promoting our solutions to all U.S. DMVs and other American Association of Motor Vehicle Administrators (AAMVA) members. Leveraging our status as one of the 14 approved consumer access providers authorized by the Department of Justice (DOJ) through AAMVA (NMVTIS), we underscore our solution's compliance, reliability, and value to vehicle administration and public safety. NOBEL has been an active member of AAMVA for over ten years and is excited to have participated as the newest member of their Industry Advisory Board (IAB), serving a 2-year term.
- Collaboration with Industry Leaders: We emphasize our existing partnerships with major industry solution/service providers, such as the National Insurance Crime Bureau (NICB), JD Power, and the National Vehicle Service (NVS). These collaborations enhance our offerings and validate our solution's effectiveness in meeting the complex needs of municipalities and law enforcement agencies.
- Technology Integration: By integrating AIM® and VinSMART (NMVTIS) into NOBEL solutions and linking these with new or existing technologies through strategic partnerships, we offer comprehensive solutions that address a broader range of needs. This ensures seamless compatibility with current systems, enhancing the overall value and effectiveness of our offerings. Specifically, we have interfaced our AIM Police apps with NMVTIS to provide crucial vehicle information for police to detect fraudulent vehicles, further supported by "NMVTIS LEAT."

Our partnership with Gerald Green, President & CEO of Caryl Technologies, is instrumental in promoting the NOBEL Systems platform by integrating our services with Caryl Technologies' product line. Caryl Technologies is known for its permit and curb management services, offering comprehensive solutions to municipalities. By integrating NOBEL Systems' services with Caryl Technologies' offerings, we provide a more robust and comprehensive solution that addresses a broader range of municipal needs. This synergy allows us to offer an integrated solution that encompasses permit management, curb management, and the innovative solutions provided by NOBEL Systems, such as fleet management and impoundment of vehicle solutions. *

- NMVTIS/DOJ and VinSMART: For over ten years, we have been one of the few select consumer access providers, integrating important vehicle information from NMVTIS into our AIM Police apps. This aids law enforcement in detecting fraudulent vehicles and investigating further. NMVTIS serves as a critical tool for protecting consumers from fraud and unsafe vehicles and for assisting states and law enforcement in preventing title fraud and other crimes.
- NVS, AIM, and VinSMART: NVS was incorporated in Illinois to support law enforcement, vehicle finance, insurance, rental car companies, and the public in protecting vehicle assets, particularly in response to increased vehicle theft and fraud in the current economic climate.
- NHTSA: We provide recall information to both B2B and B2C through recallbuzz.com and vinsmart.com, aligning with the National Highway Traffic Safety Administration's mission to improve road safety in America.
- NICB: Since its formation in 1992, NICB has been an essential partner in our efforts to address vehicle theft and insurance fraud, providing invaluable resources for our AIM and VinSMART solutions.
- OMNIA: Our partnership with OMNIA Partners simplifies procurement for public sector

clients, making it easier than ever to access our solutions through their lead agency contracting process.

- JD Power: For AIM®, we leverage JD Power's vehicle valuation expertise to assist agency personnel in auctioning unclaimed, abandoned, and impounded vehicles, benefiting from their extensive consumer insights and analytics capabilities.
- Microsoft: As our trusted software partner, Microsoft Corporation provides the SaaS hosting and software development platforms essential to our operations.
- RainWorks: Through our partnership with Rainworx Software, we offer private and custom auction sites interfaced with AIM, leveraging their global leadership in online auction software since 2002.

Promotion and Awareness Campaigns

- Press Releases: To generate buzz and increase awareness, we plan to issue press releases highlighting the significant improvements and features of our AIM® solution. These press releases will be distributed to relevant media outlets and industry publications to reach a broad audience of potential users and stakeholders.

- Direct Outreach and Educational Materials: We will conduct direct outreach to Sourcewell members and potential clients through personalized communications, offering detailed educational materials that outline the benefits and functionalities of our solutions. This direct approach ensures potential users have all the information they need to make informed decisions about adopting our technology.

- Direct Mailings and Web Submissions: Utilizing direct mailings and web submissions will ensure that information about our solutions and their benefits reaches a targeted audience, including decision-makers within municipalities and public sector organizations.

Community and Environmental Impact

A crucial part of our marketing strategy involves promoting the positive impact of our technology on communities. By making it more cost-effective for cities to remove abandoned vehicles, we highlight the benefits of opening more parking spaces, reducing congestion, and lowering emissions from vehicles searching for spaces.

NOBEL Systems' marketing strategy is designed to promote our contract opportunity and educate and engage potential clients on the tangible benefits and value propositions of our solutions. Through direct engagement, strategic partnerships, and targeted promotional activities, we will expand our reach and demonstrate our commitment to improving municipal operations and community well-being.

39	Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance marketing effectiveness.	<p>To enhance the effectiveness of our marketing efforts, NOBEL Systems strategically leverages a blend of technology and digital data, utilizing various platforms and tools to reach and engage our target audience effectively. Our multifaceted approach combines traditional marketing channels with advanced digital strategies to maximize reach and impact.</p> <p>Data-Driven Marketing</p> <ul style="list-style-type: none"> • Targeted Email Campaigns: Using industry-specific mailing lists, we can send personalized marketing materials that educate potential customers about our product line and its unique benefits. This targeted approach ensures that our communications are relevant and valuable to the recipients. • Database Utilization: Our marketing strategy heavily relies on sophisticated databases that allow us to segment and target potential clients based on specific criteria. Our marketing efforts are focused and effective, reaching those most likely to benefit from our solutions. <p>Social Media and Online Presence</p> <ul style="list-style-type: none"> • LinkedIn Marketing: LinkedIn is a critical platform in our marketing strategy, enabling us to connect with industry professionals, share insightful content, and participate in relevant discussions. This helps us to build brand awareness and establish NOBEL Systems as a thought leader in our field. • Content Marketing: Publishing blogs and trade show announcements on our website and across social media channels enables us to engage our audience with informative and compelling content highlighting the advantages of our technology solutions. <p>Video Marketing</p> <p>Recognizing the power of video marketing, we collaborate with other partners, such as the partnership with Gerald Green and Caryl Technologies, through YouTube videos designed to showcase the synergistic integration of our services, highlighting how the combination of NOBEL Systems' technology with Caryl Technologies' permit and curb management services results in a more robust solution for municipalities.</p> <p>These videos allow viewers to see firsthand the benefits of our integrated approach. We demonstrate how our combined offerings work together seamlessly to support permit and curb management and address broader municipal needs, including fleet management and vehicle impoundment. By utilizing video content, we engage our audience in a dynamic and informative manner, educating them about the comprehensive solutions we provide and allowing us to effectively communicate the practical applications and advantages of our integrated solutions, making it easier for municipalities to understand the potential impact on their operations.</p> <p>Search Engine Optimization (SEO)</p> <p>By optimizing our online content with relevant keywords and metadata, we improve our search engine rankings, making it easier for potential clients to find us when searching for the solutions we offer. This approach is critical in driving organic traffic to our website and increasing online visibility.</p> <p>Analytics and Continuous Improvement</p> <p>We employ analytics tools to track the performance of our digital marketing campaigns, allowing us to measure engagement, conversion rates, and ROI. This data-driven insight informs our strategy, enabling continuous optimization of our marketing efforts based on real-world performance.</p> <p>NOBEL Systems employs a comprehensive digital marketing strategy that leverages technology and data to enhance marketing effectiveness. By combining targeted email campaigns, social media engagement, video marketing, web submissions, and advanced SEO tactics, we ensure that our marketing messages reach and resonate with our intended audience, driving awareness and adoption of our innovative solutions. We will leverage our expertise in digital marketing to promote our consumer-facing solution, vinsmart.com, effectively reaching our target audience. For our government solutions, we will employ a more tailored approach to ensure our messaging resonates precisely with the intended audience.</p>
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40	<p>In your view, what is Sourcewell's role in promoting contracts arising out of this RFP? How will you integrate a Sourcewell-awarded contract into your sales process?</p>	<p>Upon being awarded a contract through Sourcewell, NOBEL Systems will strategically align our sales processes to leverage the advantages of the cooperative purchasing framework. This includes tailoring our outreach and engagement strategies to effectively communicate the benefits of our solutions within the context of the Sourcewell contract. We will start with our website, creating a dedicated landing page to highlight the benefits of our contract, ensuring easy access and comprehensive information for Sourcewell members. We will integrate the Sourcewell-awarded contract into our marketing materials, highlighting the ease of procurement and the pre-negotiated terms that benefit Sourcewell members. This will be followed by a press release announcing the award and targeted direct mail campaigns to select Sourcewell members, further raising awareness of the solutions we offer. Our marketing efforts will also include targeted communications, webinars, and participation in Sourcewell events to maximize visibility among potential clients.</p> <p>Sourcewell plays a pivotal role in promoting contracts arising from this RFP, acting as a crucial bridge between NOBEL Systems and the diverse range of entities that participate in Sourcewell's cooperative purchasing program. By leveraging its extensive network and reputation, Sourcewell significantly amplifies the reach and visibility of awarded contracts. This streamlining is crucial in promoting the adoption of awarded contracts, as it simplifies the procurement process for its members, reducing the complexity and time involved in securing necessary solutions. We recognize the value of collaborating with Sourcewell on promotional efforts to maximize the contract's reach. This includes participating in Sourcewell-sponsored trade shows, webinars, and other events designed to unite vendors and members, facilitating direct engagement and opportunities to showcase our solutions.</p> <p>NOBEL Systems is committed to fully integrating a Sourcewell-awarded contract into our sales process, leveraging the cooperative purchasing framework to provide efficient, practical solutions to a broad audience of potential clients. Our approach is designed to ensure that the benefits of the contract are fully realized, both by NOBEL Systems and by the participating entities seeking to address their operational challenges. We will conduct comprehensive training for our sales and customer service teams to ensure they are fully versed in the specifics of the Sourcewell contract and can articulate the benefits and processes to potential clients. This education is vital in ensuring our team can facilitate a smooth and informed procurement process for Sourcewell members.</p> <p>Recognizing the challenges municipalities face with the traditional RFP process, NOBEL Systems intends to actively promote the use of Sourcewell as a streamlined and efficient alternative for procuring technology solutions. Implementing a feedback loop with both Sourcewell and the entities utilizing the contract will be crucial. This feedback will allow us to continuously refine and enhance our offerings to better meet the needs of Sourcewell members, ensuring that the contract remains relevant and valuable.</p> <p>Sourcewell's extensive network and marketing channels are instrumental in raising awareness among its member entities about the solutions available through awarded contracts. This includes educational institutions, government agencies, and non-profit organizations, ensuring these entities know the innovative solutions to address their challenges. Sourcewell simplifies the procurement process for its members by conducting the due diligence required for contract awards, providing a trusted and efficient pathway for members to engage with vendors. This streamlining is crucial in promoting the adoption of awarded contracts, as it reduces the complexity and time involved in securing necessary solutions.</p>
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41	<p>Are your products or services available through an e-procurement ordering process? If so, describe your e-procurement system and how governmental and educational customers have used it.</p>	<p>Given the complexity and bespoke nature of our offerings, a direct e-procurement ordering process is not utilized. Instead, we focus on establishing a thorough understanding of our client's operational environments, enabling us to deliver effective and seamlessly integrated solutions with their current systems. Our approach involves detailed consultations with clients to comprehend their unique requirements and the technical specifications of their existing systems. This collaborative process allows us to customize our solutions to align perfectly with the client's infrastructure, ensuring optimal performance and efficiency. For governmental and educational customers, this tailored approach is particularly beneficial. It allows us to address the specific challenges and compliance requirements unique to these sectors, providing solutions that enhance operational capabilities while adhering to regulatory standards.</p> <p>Our team works closely with each client throughout the integration process, offering support and expertise to ensure a smooth transition. This includes:</p> <ul style="list-style-type: none"> • Initial Assessment: Conducting an initial assessment to understand the client's needs and the technical landscape of their existing systems. • Customization: Tailoring our solutions to fit the requirements identified during the assessment phase. • Integration: Working with the client's technical teams to integrate our solutions with their existing infrastructure, ensuring compatibility and functionality. • Training and Support: Providing comprehensive training to ensure clients are fully equipped to utilize our solutions effectively and ongoing support to address future needs or adjustments. <p>While our products and services are not available through a standard e-procurement ordering process due to the need for customization and integration, our approach ensures that governmental and educational customers receive solutions precisely aligned with their operational needs and existing systems. This service model underscores our commitment to delivering value and efficiency to our clients, ensuring their success and satisfaction with our solutions.</p>
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Table 8: Value-Added Attributes

Line Item	Question	Response *
42	<p>Describe any product, equipment, maintenance, or operator training programs that you offer to Sourcewell participating entities. Include details, such as whether training is standard or optional, who provides training, and any costs that apply.</p>	<p>NOBEL Systems offers a comprehensive suite of training programs designed to ensure that Sourcewell participating entities can maximize the benefits of our products and services. Understanding the critical importance of practical training for the successful implementation and ongoing use of our solutions, we have developed a structured approach to training that is inclusive and adaptable to the needs of our clients. Product training is included and mandatory for all Sourcewell participating entities to ensure that all users have a solid understanding of the product features, functionalities, and best practices for utilization. Recognizing our clients have diverse schedules and learning preferences, we offer live, online training classes. These sessions provide interactive learning opportunities, allowing participants to engage directly with our trainers, ask questions, and receive real-time feedback and guidance. As an additional resource, we maintain a comprehensive video library of training materials that serves as an on-demand tool for training and onboarding, enabling users to access refresher training or to bring new hires up to speed at their convenience. We are continuously developing online training sessions to distribute to our clients. These modules are designed to serve multiple purposes, including "train the trainer" initiatives, refresher training, and orientation for new employees. This approach allows for flexible, self-paced learning tailored to the specific needs of each entity. For Sourcewell members, initial on-site training is provided at no additional cost. This service includes comprehensive sessions delivered at the client's location, offering hands-on experience and personalized guidance to ensure a thorough understanding of our systems.</p> <p>For each new client, we establish both Development and Production sites. The Development site serves as a training ground, allowing new users to familiarize themselves with our systems in a realistic environment without any impact on the Production site. This setup enables users to gain hands-on experience tailored to their specific roles, ensuring they can effectively utilize our systems right from the start.</p> <p>Our training programs are delivered by experienced professionals who are experts in our products and services. These trainers have the knowledge and skills to provide comprehensive instruction and support, ensuring all participants gain the proficiency needed to use our solutions effectively. As outlined, initial on-site training for Sourcewell members is offered at no additional cost, emphasizing our commitment to ensuring successful implementation and user competence. Any potential costs associated with additional or specialized training services beyond the standard offerings will be communicated clearly and transparently to our clients.</p>

43	Describe any technological advances that your proposed products or services offer.	<p>NOBEL Systems proposed solutions are at the forefront of technological innovation, designed to streamline and enhance the efficiency of impoundment and auction processes for our members. AIM® significantly reduces the time required to impound and auction vehicles by automating these processes. This automation ensures a seamless transition from impoundment to auction, minimizing manual intervention and expediting vehicle processing. Our system dramatically reduces wait times by providing GPS coordinates of tow operators. It enables the immediate contact of the next available operator without the need for staff intervention, streamlining operations and enhancing response times.</p> <p>AIM® is accessible to staff from any location with an internet connection, using a secure site that can be custom-configured for Android or iOS devices. This flexibility ensures that staff can manage and monitor operations efficiently, irrespective of their physical location. We employ advanced security measures, including varying access levels to sensitive information, to ensure that data integrity is maintained and that only authorized personnel can access critical operational details. Through integration with the National Motor Vehicle Title Information System (NMVTIS), AIM® offers instantaneous VIN validation and vehicle history checks. This feature is invaluable for assisting police in tracking stolen vehicles and provides essential titling information to consumers and municipalities.</p> <p>Our online auction system is designed to maximize participation, ensuring a better revenue return from auctioned vehicles. The platform allows for the marking and preparing of vehicles for auction based on rules established by the member, including the retrieval of pricing information to enhance revenue returns. Members can set rules to prepare vehicles for auction, ensuring that each vehicle is processed according to specific requirements. This customization enhances the efficiency of auction preparation and contributes to improved revenue outcomes.</p> <p>NOBEL Systems products and services incorporate cutting-edge technological advancements to automate and optimize impoundment and auction processes, improve operational efficiency, ensure data security, and maximize revenue returns for our members. These innovations reflect our commitment to delivering solutions that meet the evolving needs of municipalities and other entities, driving significant operational improvements and financial benefits.</p>
44	Describe any "green" initiatives that relate to your company or to your products or services, and include a list of the certifying agency for each.	<p>NOBEL Systems is deeply committed to environmental sustainability and actively incorporates "green" initiatives into our products and services. We provide innovative technological solutions and ensure that these solutions contribute positively to environmental stewardship and sustainability. Our efforts are aligned with best practices in environmental sustainability. For instance, AIM® significantly aids municipalities in removing abandoned vehicles from streets. This not only frees up parking spots for motorists but also plays a crucial role in reducing the time vehicles spend searching for parking. The direct result is a noticeable reduction in vehicle emissions, contributing to cleaner air and a reduction in the urban heat island effect.</p> <p>Our online auction platform is designed to maximize participation while minimizing the environmental footprint associated with traditional, physical auctions. By facilitating online participation, we reduce the need for physical travel to auction sites, thereby lowering carbon emissions associated with transportation.</p> <p>NOBEL Systems is dedicated to integrating green initiatives into our technological solutions, demonstrating our commitment to environmental sustainability. Our "RecycleZip" portal-based solution is a testament to this commitment. It is designed to assist the Departments of Public Works (DPW) and the public in promoting recycling and efficient waste management. Through our efforts to reduce urban congestion, promote recycling with RecycleZip, and minimize the carbon footprint of auctions, we contribute to creating more sustainable urban environments. Our ongoing commitment to innovation and engagement with certifying agencies will further enhance our contributions to environmental sustainability.</p>
45	Identify any third-party issued eco-labels, ratings or certifications that your company has received for the equipment or products included in your Proposal related to energy efficiency or conservation, life-cycle design (cradle-to-cradle), or other green/sustainability factors.	None
46	Describe any Women or Minority Business Entity (WMBE), Small Business Entity (SBE), or veteran owned business certifications that your company or hub partners have obtained. Upload documentation of certification (as applicable) in the document upload section of your response.	<p>NOBEL Systems is a Small Business Entity (SBE) and is committed to diversity and inclusivity in our business operations and partnerships. As part of this commitment, we actively engage and contract with businesses owned by minorities and women, including PRWT and Caryl Technologies. These collaborations enrich our service offerings through diverse perspectives and capabilities and align with our values of supporting inclusive economic growth and opportunities. We recognize the importance of these partnerships in driving innovation, providing unique solutions, and contributing to a more equitable business landscape.</p>

47	<p>What unique attributes does your company, your products, or your services offer to Sourcewell participating entities? What makes your proposed solutions unique in your industry as it applies to Sourcewell participating entities?</p>	<p>NOBEL Systems offers distinct and innovative features through our towing management platform, AIM®, which is specifically designed to cater to the unique needs of Sourcewell participating entities. AIM® stands out in the industry for its advanced capabilities and user-centric design, providing unparalleled efficiency and convenience to municipalities, public sector organizations, and local law enforcement. Our platform is uniquely engineered to be fully operational in remote locations, ensuring that municipalities and organizations with operations outside urban centers can effectively manage their towing and impoundment processes. This feature is particularly beneficial for entities that cover large geographical areas or have infrastructure in less accessible regions. NOBEL Systems' towing management system is the only one in the industry that automates the filling of assignments without any staff intervention. In instances where a tow operator fails to appear for an assignment within a specified timeframe, our system automatically reassigns the task, ensuring that no request goes unattended and significantly reducing response times. The flexibility of AIM® allows municipalities to assign tow operators based on proximity, utilizing GPS coordinates to identify and dispatch the closest available operator. Alternatively, assignments can be distributed on a rotating basis, depending on the municipality's preference. This flexibility enables a more efficient allocation of resources and equitable distribution of assignments among operators. Our innovative AIM® Tower app introduces a solution that eliminates the need for expensive and contentious GPS tracking systems used by tow trucks. By incorporating a "Share Location" feature within mobile devices for the duration of a tow, we effectively reduce operational costs and monthly service fees. Additionally, this approach respects the privacy of the tower by ceasing location tracking once the tow is completed, ensuring that tracking ends with the service. This streamlines operations and maintains tower privacy post-service.</p> <p>AIM® is designed to manage impound services of varying sizes, accommodating both outsourced and in-house operations. For instance, a small town may opt to outsource its vehicle storage facilities while still maintaining complete operational control and an exhaustive audit trail through AIM®. This flexibility allows for both dispersed and centralized storage facilities, ensuring that, regardless of the model chosen, there is no compromise on management efficiency or oversight.</p> <p>AIM® is designed for seamless integration with the existing systems and processes of Sourcewell participating entities. This capability ensures that implementation is straightforward, with minimal disruption to current operations, and allows for enhanced data sharing and coordination across different municipal services. Unlike one-size-fits-all solutions, our platform can be customized to meet the specific needs and requirements of each Sourcewell participating entity. This customization, combined with the platform's scalability, ensures that our solution can grow and adapt as the needs of the entity evolve. By automating critical processes and leveraging real-time data, AIM® significantly enhances the operational efficiency of towing and impoundment services, which leads to faster response times, improved management of resources, and better service delivery to the community. NOBEL Systems is continually investing in research and development to enhance AIM®. This commitment to innovation means that Sourcewell participating entities benefit from the latest advancements in technology and best practices in towing and impoundment management.</p>
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48	Describe technology and software applications used for record keeping and reporting; additionally, identify the ability to integrate with participating entity technology or software applications, as applicable.	<p>NOBEL Systems employs advanced technology and software applications for record-keeping and reporting, ensuring that our solutions meet the operational and regulatory requirements of our clients. Our commitment to innovation and compatibility is at the forefront of our service delivery, providing participating entities with a seamless, efficient, and comprehensive data management system. AIM® maintains a complete audit trail for all transactions and interactions. This feature is crucial for accountability, transparency, and compliance, allowing participating entities to easily track actions, modifications, and access to the system over time. We offer a wide range of standard reports designed to meet the everyday needs of our clients. Additionally, AIM® is equipped to generate customized reports tailored to the specific requirements of participating entities. This flexibility ensures that all reporting needs are met, from operational summaries to detailed analyses for decision-making.</p> <p>AIM® can integrate with any enforcement application using standard Application Programming Interfaces (APIs). This approach allows for seamless data exchange and functionality between our platform and existing systems used by participating entities. The use of standard APIs facilitates quick and efficient integration processes, minimizing the need for extensive customization or manual data entry. Our platform's design emphasizes adaptability and compatibility. We understand that participating entities may use a diverse range of technology and software applications. Our commitment to using standard APIs ensures that AIM® can integrate with a broad spectrum of existing systems, from municipal enforcement applications to broader enterprise resource planning (ERP) systems. For participating entities with unique system requirements or legacy applications, our team provides custom integration support. This service includes detailed assessment, integration planning, and implementation, ensuring that AIM® works harmoniously with the specific technology ecosystem of the entity.</p> <p>By integrating with existing systems, AIM® ensures data consistency across different applications, reducing the risk of discrepancies and improving information accuracy. Seamless integration facilitates streamlined workflows, reducing manual data entry and enabling more efficient processes for record-keeping and reporting. Our use of standard APIs and custom integration support ensures that our platform remains scalable and adaptable to future technological advancements or changes in participating entities' systems.</p>
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Table 9: Performance Standards or Guarantees

Describe in detail your performance standards or guarantees, including conditions and requirements to qualify, claims procedure, and overall structure. You may upload representative samples of your performance materials (if applicable) in the document upload section of your response in addition to responding to the questions below.

Line Item	Question	Response *
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49	Describe any performance standards or guarantees that apply to your services	<p>NOBEL Systems is committed to delivering the highest quality of services and offers clear performance standards and guarantees to ensure client satisfaction and operational excellence. Our performance standards are designed to instill confidence in our services, providing our clients with assurance regarding the reliability, efficiency, and effectiveness of our solutions.</p> <p>We guarantee a specific level of service availability, ensuring that our systems are accessible and operational for our clients when they need them. Our standard guarantee includes a 99.9% uptime for our cloud-based services, excluding scheduled maintenance periods. NOBEL Systems commits to specific response times for customer support inquiries and service requests. For critical issues, we guarantee a response within 1 hour during business hours, with a comprehensive plan for resolution. For non-critical issues, responses are guaranteed within 4 hours. While the complexity of issues may vary, we will resolve all critical problems within a defined timeframe. Our guarantee includes the resolution of critical issues within 24 hours whenever possible.</p> <p>Our performance standards and guarantees are formalized in Service Level Agreements (SLAs) tailored to the specific services provided to a client. These SLAs outline the expectations, responsibilities, and guarantees associated with our services. To ensure compliance with our SLAs, NOBEL Systems implements continuous monitoring of our services. We provide clients with regular reporting on performance metrics, demonstrating our adherence to the established standards.</p> <p>Our support issues and calls are minimal, a testament to the maturity and reliability of our solutions. Clients are asked to notify us of any service issues or discrepancies in performance standards via our designated support channels. This notification initiates the claims procedure and response process. Upon receiving a claim, we conduct a thorough investigation to identify the root cause of the issue. We then implement corrective actions to resolve the issue and prevent recurrence, in line with our SLAs. In cases where we fail to meet our guaranteed performance standards, our SLAs specify the compensation or remedial actions available to the client. This may include service credits or other forms of compensation, as agreed upon in the SLA.</p> <p>Our performance standards and guarantees are structured to provide transparency, accountability, and reliability. By establishing clear expectations through our SLAs, continuously monitoring our performance, and implementing a straightforward claims procedure, we ensure that our clients receive the highest level of service. NOBEL Systems' commitment to performance excellence is at the core of our operations, reflecting our dedication to client satisfaction and the delivery of services that meet expectations. Our structured approach to performance standards and guarantees demonstrates our confidence in our solutions and our commitment to maintaining the trust of our clients.</p>
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50	Describe any service standards or guarantees that apply to your services (policies, metrics, KPIs, etc.)	<p>NOBEL Systems is dedicated to maintaining the highest standards of service quality and reliability, a commitment that is deeply ingrained in our operational philosophy. Our software has reached a high level of maturity, enabling us to offer the same robust Key Performance Indicators (KPIs) across both our cloud-hosted and locally hosted-solutions. For cloud-hosted services, we guarantee a 99.% uptime, exclusive of scheduled maintenance, reflecting our commitment to reliability and system availability. This guarantee ensures that our systems are accessible and operational for our clients when they need them most.</p> <p>While system availability can vary for locally hosted solutions due to factors outside our direct control, we strive to offer the same level of excellence and service standards wherever possible. To support this, NOBEL Systems commits to specific response times for customer support inquiries and service requests. We guarantee a response within 1 hour for critical issues during business hours, accompanied by a comprehensive resolution plan. For non-critical issues, we ensure a response within 4-8 hours. Our commitment extends to resolving all critical problems within a defined timeframe, aiming for resolution within 24 – 48 hours whenever feasible.</p> <p>Service Standards Our services are bound by guarantees of timeliness, ensuring that we meet the agreed-upon deadlines for service delivery and response times. This is critical for maintaining the operational efficiency and satisfaction of our clients. Accuracy in data management, reporting, and all service outputs are guaranteed, ensuring that clients can depend on the integrity and reliability of the services provided.</p> <p>Guarantees For our digital and cloud-based services, we offer an uptime guarantee, typically ensuring 99.% availability, excluding scheduled maintenance windows. This guarantee is crucial for clients relying on continuous access to our systems and services. We guarantee response times for customer support inquiries, ensuring that clients receive timely assistance when needed. Our SLAs will detail specific response times based on the severity of the inquiry, with critical issues receiving immediate attention.</p> <p>Metrics and KPIs</p> <ul style="list-style-type: none"> • System Availability: This is measured as the percentage of time our services are available to clients, excluding scheduled maintenance. • Customer Satisfaction: We actively measure client satisfaction through regular surveys and feedback mechanisms, ensuring we accurately gauge our clients' experiences with our services and support. References demonstrating our commitment to satisfaction are available upon request. • Resolution Time: The average time taken to resolve client issues, segmented by priority level. This KPI helps ensure that we are promptly addressing and resolving client concerns. • Service Request Fulfillment Time: The time taken to fulfill standard service requests, ensuring that client needs are met in a timely manner. <p>Policies We have established policies for continuous improvement, ensuring that our services evolve in response to client feedback, technological advancements, and changes in industry standards. Our services are governed by SLAs that clearly define service standards, guarantees, and the metrics by which our performance is measured. Compliance with these SLAs is regularly reviewed and reported to our clients. NOBEL Systems' service standards and guarantees are a cornerstone of our commitment to delivering exceptional value and reliability to our clients.</p>
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Table 10: Payment Terms and Financing Options

Line Item	Question	Response *
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51	Describe your payment terms and accepted payment methods.	<p>NOBEL Systems adopts a structured approach to its payment terms and accepted payment methods designed to provide clarity and convenience for our customers. Our invoicing and payment structure is tailored to the different stages of service and product delivery, ensuring transparency and predictability for our clients.</p> <p>Payment Terms</p> <ul style="list-style-type: none"> • Setup Costs: Setup costs are invoiced upon the completion of the installation process. Clients are given a 30-day period from the completion date to fulfill these payment obligations. This term allows clients to assess the setup and ensure that everything is operational to their satisfaction before the payment is due. • Monthly Charges: All other charges, including but not limited to subscription fees, service charges, and recurring maintenance fees, are invoiced on a monthly basis. Payment for these invoices is due within 30 days of the invoice date, providing clients with a consistent billing cycle and ample time to process payments. <p>Accepted Payment Methods</p> <p>NOBEL Systems is committed to accommodating the diverse preferences of our clients when it comes to payment methods. The following payment methods accepted by NOBEL Systems include:</p> <ul style="list-style-type: none"> • Electronic Funds Transfer (EFT): Allows for direct bank transfers between the clients' and Nobel Systems' bank accounts. • Credit and Debit Cards: Commonly accepted cards include Visa, MasterCard, and American Express, among others. • Checks: Accepted for clients who prefer to pay by paper check. • Online Payment Platforms: Depending on the company's setup, payments through online platforms like PayPal or other commercial payment gateways might be accepted. <p>Clients are encouraged to discuss their preferred payment method with NOBEL Systems to ensure that their payment process is as smooth and convenient as possible. Our goal is to provide flexible and client-friendly payment options that accommodate the financial processes of the diverse entities we serve.</p>
52	Describe any leasing or financing options available for use by educational or governmental entities.	<p>NOBEL Systems does not provide leasing options; however, we are committed to supporting our clients during the selection process by offering guidance and collaboration without incurring any additional fees. This assistance is part of our dedication to ensuring clients have access to the resources and information they need to make informed decisions tailored to their specific requirements.</p>

53	Describe any standard transaction documents that you propose to use in connection with an awarded contract (order forms, terms and conditions, service level agreements, etc.). Upload a sample of each (as applicable) in the document upload section of your response.	<p>In the context of an awarded contract, NOBEL Systems utilizes a series of standard transaction documents designed to ensure clarity, compliance, and mutual understanding between us and our clients. These documents are essential in establishing the terms of engagement, defining service expectations, and ensuring a smooth implementation and operational process.</p> <ul style="list-style-type: none"> • Purchase Orders: The initial step in formalizing the engagement involves issuing a purchase order. This document specifies the products or services being procured, including quantities, prices, and a high-level description of the engagement. • Plan of Implementation: Following the issuance of a purchase order and after extensive meetings with the client, we develop a detailed Plan of Implementation. This critical document outlines the step-by-step process for deploying our solutions, including timelines, key milestones, and specific responsibilities of both parties. • Terms and Conditions: Our standard terms and conditions outline the legal and operational framework within which our services are provided. This includes payment terms, warranty information, liability limitations, and other critical legal protections and obligations. • Service Level Agreements (SLAs): For services requiring ongoing support and maintenance, we establish Service Level Agreements (SLAs). These agreements define the performance metrics, response times, resolution times, and other service standards that NOBEL Systems commits to. SLAs are crucial for setting clear expectations and ensuring accountability. • Confidentiality Agreements: To protect sensitive information shared during our engagement, we may require mutual confidentiality agreements. These documents safeguard proprietary information, ensuring that data related to the project and operational practices are kept secure. • Data Processing Agreements: When handling client data, particularly in jurisdictions with strict data protection regulations, we utilize Data Processing Agreements. These outline how data is to be handled, processed, and protected in compliance with applicable data protection laws. <p>Additional custom documents may be developed depending on the project's specific needs and requirements. These could include integration plans for existing systems, training schedules, and custom reporting frameworks.</p>	*
54	Do you accept the P-card procurement and payment process? If so, is there any additional cost to Sourcwell participating entities for using this process?	No, NOBEL Systems does not accept the P-card procurement and payment process for transactions.	*

Table 11: Pricing and Delivery

Provide detailed pricing information in the questions that follow below. Keep in mind that reasonable price and product adjustments can be made during the term of an awarded Contract as described in the RFP, the template Contract, and the Sourcwell Price and Product Change Request Form.

Line Item	Question	Response *	
55	Describe your pricing model (e.g., line-item discounts or product-category discounts). Provide detailed pricing data (including standard or list pricing and the Sourcwell discounted price) on all of the items that you want Sourcwell to consider as part of your RFP response. If applicable, provide a SKU for each item in your proposal. Upload your pricing materials (if applicable) in the document upload section of your response.	Our pricing model is structured to offer clear, straightforward discounts on a per-line-item basis, which is directly correlated with the volume of services procured. For instance, our pricing schedule is tiered, ensuring that as the number of monthly dispatches/impounds increases, the price per unit decreases accordingly. This structure continues to scale up to 1,000+ dispatches/impounds where the highest volume discount is applied. For every new tier reached (for example, every additional 250 transactions over 1,000), fees increase by 5%. Our pricing clearly delineates implementation fees, monthly support, and hosting costs. Please refer to the uploaded pricing materials for detailed pricing data, including standard list pricing and the Sourcwell discounted prices for all items considered in our RFP response.	*

56	Quantify the pricing discount represented by the pricing proposal in this response. For example, if the pricing in your response represents a percentage discount from MSRP or list, state the percentage or percentage range.	NOBEL Systems pricing already includes a 5% discount, demonstrating our dedication to delivering exceptional value and nurturing robust partnerships with public sector organizations, including Sourcewell members.	*
57	Describe any quantity or volume discounts or rebate programs that you offer.	Pricing discounts are structured around volume, as outlined in our pricing schedule. NOBEL pricing is designed to provide additional savings to clients based on the quantity of services purchased, rewarding higher volumes with greater discounts. This tiered approach ensures that as our clients' needs and usage levels increase, they benefit from more favorable pricing, reflecting our commitment to supporting their growth and operational efficiency. Furthermore, we conduct reviews every 6 months to assess client usage. If the volume decreases, we will adjust the pricing accordingly to align with the current level of service utilization.	*
58	Propose a method of facilitating "sourced" products or related services, which may be referred to as "open market" items or "nonstandard options". For example, you may supply such items "at cost" or "at cost plus a percentage," or you may supply a quote for each such request.	NOBEL Systems approaches the facilitation of "sourced" products or related services, often referred to as "open market" items or "nonstandard options," with a focus on customization and flexibility to meet the specific needs of our clients. Our method acknowledges the unique requirements of each project and client, ensuring that even the most specialized needs are met with precision and efficiency. Our services inherently include customization as part of our pricing structure. This means that any "sourced" products or nonstandard options required by a client are considered an integral part of the solution we provide rather than separate or additional items. Integrations, especially those involving customer-facing services, are critical components of our offerings. While not included as standard, these services are available to ensure that our solutions work seamlessly within the client's operational ecosystem. For specific requests, such as the need for a notification letters mailing service, we will supply a personalized quote for each request, reflecting our commitment to providing tailored solutions.	*
59	Identify any element of the total cost of acquisition that is NOT included in the pricing submitted with your response. This includes all additional charges associated with a purchase that are not directly identified as freight or shipping charges. For example, list costs for items like pre-delivery inspection, installation, set up, mandatory training, or initial inspection. Identify any parties that impose such costs and their relationship to the Proposer.	<p>Elements not included in our initial pricing proposal involve additional services that are priced separately. These services enhance the functionality and utility of our offerings but incur extra charges due to their specialized nature or the costs associated with third-party integrations.</p> <ul style="list-style-type: none"> • Data Conversion: While critical for clients needing to integrate existing data with our platform for a seamless transition, this service is not inherently essential for all clients and, is offered as an optional, separately priced service. • Interfaces with External Systems: We offer customized solutions for integrating our platform with external systems, including DMVs and online auction sites. These interfaces facilitate streamlined operations and are tailored to client needs. • Third-Party Solution Integration: The ability to interface with third-party solutions expands the functionality of our platform, allowing for a more comprehensive management system. • Notification Letter & Title Application Mail Service: Including both regular and registered mail per piece, this service ensures clients can meet legal and operational requirements for vehicle notifications and title applications with efficiency and compliance. <p>These additional services enhance the functionality and efficiency of our solution, tailored to each client's unique requirements. They are not included in the initial pricing to maintain transparency and flexibility, allowing clients to select only the services necessary for their operations.</p>	*
60	If freight, delivery, or shipping is an additional cost to the Sourcewell participating entity, describe in detail the complete freight, shipping, and delivery program.	Since our offering is centered around service-based software solutions, there are no freight, delivery, or shipping costs associated with the deployment of our software to Sourcewell participating entities. Our software and updates are delivered electronically, directly to our clients, ensuring a swift and efficient setup without the need for physical shipping.	*
61	Specifically describe freight, shipping, and delivery terms or programs available for Alaska, Hawaii, Canada, or any offshore delivery.	Since our offering is centered around service-based software solutions, there are no freight, delivery, or shipping costs associated with the deployment of our software to Sourcewell participating entities. Our software and updates are delivered electronically, directly to our clients, ensuring a swift and efficient setup without the need for physical shipping.	*
62	Describe any unique distribution and/or delivery methods or options offered in your proposal.	None	*

Table 12: Pricing Offered

Line Item	The Pricing Offered in this Proposal is: *	Comments
63	b. the same as the Proposer typically offers to GPOs, cooperative procurement organizations, or state purchasing departments.	

Table 13: Audit and Administrative Fee

Line Item	Question	Response *	
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64	<p>Specifically describe any self-audit process or program that you plan to employ to verify compliance with your proposed Contract with Sourcewell. This process includes ensuring that Sourcewell participating entities obtain the proper pricing, that the Vendor reports all sales under the Contract each quarter, and that the Vendor remits the proper administrative fee to Sourcewell. Provide sufficient detail to support your ability to report quarterly sales to Sourcewell as described in the Contract template.</p>	<p>To ensure compliance with our proposed contract with Sourcewell and uphold the integrity of our engagement, NOBEL Systems plans to employ a rigorous self-audit process. This process is designed to verify that Sourcewell participating entities receive the correct pricing, that all sales under the contract are accurately reported monthly or quarterly, and that the proper administrative fees are remitted to Sourcewell in a timely manner.</p> <p>We have a longstanding tradition of reporting to NCPA/OMNIA, providing detailed invoicing information and log files to facilitate straightforward auditing and cross-referencing without any complications. We recognize the significant value that cooperative groups bring in aiding agencies and vendors alike. Our commitment to thorough and proper reporting embodies our support for their mission and the seamless continuation of operations. Eager to contribute to their cause, we voluntarily offer a higher percentage to OMNIA, paying 4% over the recommended percentage, as a testament to our belief in and support for their objectives.</p> <p>We have dedicated personnel familiar with the provisions of the Sourcewell contract to oversee the implementation and adherence to the agreed-upon pricing and terms. The Company CEO, Mr. Levon Baghdassarian, will review and confirm all contract pricing before any order is processed, ensuring compliance from the outset. To ensure precise tracking and management of Sourcewell contracts, NOBEL Systems provides detailed invoicing information akin to what we compile for our internal accounting purposes. Every piece of invoice information, along with logs and supporting documents, is made available to clients and shared with OMNIA, facilitating transparency and accountability in all transactions. Our accounting system will be able to flag all orders related to Sourcewell, both during the quoting process and once a Purchase Order (PO) is received. This ensures that every transaction under the Sourcewell contract is captured and can be audited for compliance. At the end of each quarter, our sales team runs a comprehensive report of all transactions associated with Sourcewell contracts. This report includes detailed information on each sale, the pricing applied, and the administrative fees due. This data is compiled and reviewed for accuracy before being submitted to Sourcewell. Upon confirming the accuracy of the quarterly sales report, the applicable administrative fees are calculated and remitted to Sourcewell. This process is carried out with strict adherence to the timelines and procedures outlined in the contract, ensuring timely and accurate fee payment.</p> <p>Our staff involved in the Sourcewell contract administration and reporting will undergo regular training to stay updated on contract requirements and reporting protocols. This ensures that our team is well-equipped to maintain compliance and address any issues proactively. Our systems maintain comprehensive audit trails for all transactions. This enables us to provide detailed records during internal audits or, if requested by Sourcewell, further support transparency and accountability. Feedback from our self-audit process is used to improve our systems and procedures. This ensures that we not only maintain compliance but also enhance the efficiency and accuracy of our contract management over time.</p>
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65	<p>If you are awarded a contract, provide a few examples of internal metrics that will be tracked to measure whether you are having success with the contract.</p>	<p>Upon being awarded a contract, NOBEL Systems will employ a robust set of internal metrics and Key Performance Indicators (KPIs) to ensure the success and effectiveness of our solutions. These metrics are designed to provide quantifiable insights into the performance of our services, facilitating continuous improvement and ensuring that we meet and exceed the expectations set forth in the contract.</p> <p>Examples of Internal Metrics Tracked</p> <ul style="list-style-type: none"> • Response Time from Dispatch to Arrival for Tow Operators: We track the time it takes for tow operators to respond to and arrive at dispatch locations. The efficiency of our system in automatically contacting the next available tow operator without the need for staff intervention is crucial. This metric helps us assess the effectiveness of our dispatch system and ensure timely response to towing requests. • Work Flow Accuracy: Accuracy in workflow processes is vital for smooth operations. We measure the precision of our system in executing workflows as designed, identifying areas for improvement to minimize errors and enhance operational efficiency. • Reduction in Staff Time Throughout the Process: By comparing the time staff spend on processes before and after the installation of our system, we can quantify the reduction in manual effort required. This metric is critical for demonstrating the efficiency gains achieved through automation and system integration. <p>Continuous Monitoring and Reporting We conduct regular review meetings with our clients to discuss the performance against these KPIs, ensuring that any issues are promptly addressed and that the system is continuously refined to meet evolving needs. Our approach to tracking these metrics involves collecting and analyzing data through our platform, providing actionable insights that guide decision-making and improvements. While the initial set of KPIs is established at installation, we remain flexible and open to adjusting these metrics or adding new ones as the needs of the client evolve.</p>
66	<p>Identify a proposed administrative fee that you will pay to Sourcewell for facilitating, managing, and promoting the Sourcewell Contract in the event that you are awarded a Contract. This fee is typically calculated as a percentage of Vendor's sales under the Contract or as a per-unit fee; it is not a line-item addition to the Member's cost of goods. (See the RFP and template Contract for additional details.)</p>	<p>In the event that we are awarded a contract with Sourcewell, NOBEL Systems proposes an administrative fee of 4% of all sales, with the exception of hardware that is sold or leased at cost. This fee structure is designed to contribute towards Sourcewell's efforts in facilitating, managing, and promoting the contract, acknowledging the value of the cooperative procurement platform that Sourcewell provides to its participating entities. We consider this partnership Priceless.</p>

Table 14A: Depth and Breadth of Offered Equipment Products and Services

Line Item	Question	Response *
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<p>67</p>	<p>Provide a detailed description of the equipment, products, and services that you are offering in your proposal.</p>	<p>The Auto Impound Management (AIM®) system developed by NOBEL Systems has been designed to eliminate the problems and confusion so often associated with auto impound management. Our cloud-based software provides a comprehensive solution for public sector agencies of all sizes to manage dispatch, towing, impound, payables, and reporting. It enables agencies to create, send, and monitor tow requests for single or multiple tow operators using a web portal or mobile devices. AIM® significantly reduces impound costs by automating the dispatch process and allowing officers direct access to tow operators and DMV records via the cloud. By introducing an administrative fee, your organization or agency can effortlessly offset the expenses associated with this software while also unlocking a fresh stream of revenue. Please see our brochures for additional information.</p> <p>AIM Key Features</p> <p>Automated Dispatch</p> <ul style="list-style-type: none"> • Rotation-based (next In line and or custom) • Nearest tower to the location (Optional, requires GPS tracking) • Tow management to Storage facilities • Police App, Powered by VINsmart/NMVTIS • Towers and Storage Management Apps <p>Impound Management</p> <ul style="list-style-type: none"> • New Impound • Police Hold • Release, Surrender <p>Automated Notification Management for Unclaimed Vehicles</p> <p>Patented Auction Process Management</p> <ul style="list-style-type: none"> • Live Auction Management • Online Auction Management <p>Tower Management</p> <p>Roll-Based Security</p> <ul style="list-style-type: none"> • Browser-based access • Private and secure hosted web-based application <p>Audit Trail</p> <p>Fleet Maintenance System (FMS)™ offers municipalities and city agencies a consolidated yet robust set of tools for tracking expenses related to agency-owned/leased vehicle maintenance and operations, all from a web-based platform. This means there is no need to install and maintain software. FMS is available anywhere with an Internet connection. Please see our brochures for additional information.</p> <p>FMS Key Features</p> <p>Effectively generate the proper reports necessary to manage vehicles Inventory methods, practices, and procedures. Customize the reports needed to manage your vehicle inventory effectively. Manage costs and inventory. Use a variety of tools provided by FMS to the end user for advanced customization. Navigate through FMS to effectively manage all aspects of fleet management, including vehicle cost, idle, and road time. Recalls traded & monitored</p>
<p>68</p>	<p>Within this RFP category there may be subcategories of solutions. List subcategory titles that best describe your products and services.</p>	<p>AIM®: Impound, Vehicle Impound, Impound management, Towing, Towing Services, Tow Management, Dispatch, Parking, Parking enforcement, Notification letter, Auction, Impound Auction, Impound Lot, Parking lot management, and Vehicle tracking.</p> <p>Fleet Management System (FMS): Fleet Maintenance System, Fleet Maintenance, Fleet Tracking, status of fleet, fleet warranties, fleet Recalls, fleet preventive maintenance, Work orders, Fleet Work order, Categorize work orders by repair types, Preventive Maintenance, fleet driver scheduling, Parts Inventory Management, Fleet Fuel Tracking, Fleet fuel consumption, Warranty Processing, Tracks and monitors parts under warranty, Dashboard to monitor fleet.</p>

69	Describe available options for customization of the equipment and products offered in your proposal and any related order processes.	<p>Our software platforms meet the specific needs and requirements of our clients. Recognizing the diversity in rules, regulations, and operational needs across different municipalities and organizations, we offer a highly flexible and adaptable solution. Auto Impound Management System (AIM®) is fully customizable. We work closely with our clients during the installation process to configure AIM® according to their specific operational needs and regulatory requirements. For towing and fleet management operations, we offer dispute resolution services. These services can be customized based on the client's preferences, either through a vendor selected by the client or through our partnership with Effective Enforcement Associates, ensuring a fit-for-purpose solution that integrates seamlessly with our platform. These services are tailored to enhance the end-user experience, offering additional support for parking enforcement, fleet management, and other related activities.</p> <p>The additional services listed below are priced separately to ensure clients can tailor their package to meet their specific needs without incurring unnecessary costs for services they might not require. Each of these services provides essential functionality that complements the core offerings of our platform, allowing for a more comprehensive and integrated solution.</p> <ul style="list-style-type: none"> • Data Conversion: This service facilitates the migration of existing data into our system, ensuring a smooth transition with minimal disruption to operations. • Interface with External Systems: Custom development to enable seamless communication between our platform and other software systems used by the client. • Interface with DMVs: Develop customized interfaces to facilitate direct communication and data exchange with the state Department of Motor Vehicles, streamlining processes such as title checks and notifications. • Interface with Online Auction Sites: Integration with online auction platforms to expand the reach and efficiency of vehicle auctioning processes. • Interface with Any 3rd Party Solutions: Custom integration services to connect with various third-party solutions, enhancing the platform's functionality and utility. • Notification Letter & Title Application Mail Service: This service includes the management and dispatch of required notification letters and title applications, offering both regular and registered mail options to ensure compliance with legal requirements. <p>The pricing for these services will be determined based on the scope of work, the complexity of the integration, and the volume of data or mail services required. Clients interested in these additional services will receive a detailed quote outlining the costs associated with each service, ensuring transparency and allowing for informed decision-making.</p> <p>Order Process for Customized Solutions</p> <ol style="list-style-type: none"> 1. The process begins with an in-depth consultation to understand the client's specific needs, challenges, and regulatory environment. This step is crucial for defining the scope of customization required. 2. Based on the insights gathered during the consultation, our team designs a customized solution. This involves selecting the appropriate modules, defining the workflow, and integrating any additional services, such as dispute resolution or customer-facing services. 3. The proposed solution is presented to the client for review and approval. This stage ensures that all aspects of the solution meet the client's expectations and requirements. 4. Upon approval, our team proceeds with the implementation and configuration of the platform according to the agreed specifications. This includes integrating any third-party services and ensuring compliance with all relevant regulations. 5. Following the installation, we provide comprehensive training to the client's team, ensuring they are fully equipped to utilize the customized platform effectively. Ongoing support is also provided to address any questions or adjustments needed. 6. We maintain an open line of communication with our clients for feedback and continuous improvement of the solution, ensuring it evolves to meet changing needs and challenges.
70	Describe available remount or refurbishing services included within your proposal, the pricing method for such services, and any related order processes.	Not applicable to our work

71	Describe your compliance with US standards for the equipment and products offered in your proposal, including applicable Federal and state requirements.	<p>AIM® is engineered to align with U.S. standards, meeting both federal and state requirements for the towing and impoundment of vehicles. Our dedication to compliance guarantees that our solutions address the operational needs of our clients and adhere to the regulatory landscape across diverse jurisdictions. One of the platform's key features is its automated process for issuing required Notification letters to owners of unclaimed vehicles in accordance with local laws prior to auctioning off abandoned vehicles. This functionality upholds federal regulations concerning the notification and management of abandoned vehicles, mitigating legal risks and fostering process transparency. Further demonstrating our commitment to regulatory compliance, AIM® boasts extensive customization capabilities to accommodate the specific legal stipulations of different states and municipalities, including but not limited to titling unclaimed, abandoned, and impounded vehicles as per each state's DMV requirements. This level of customization ensures that all operations facilitated by the platform comply with the pertinent laws. AIM® is updated often to mirror the evolution of federal and state regulations, maintaining its compliance and assuring clients of the legality of their operations at all times. This dynamic adaptability underscores our proactive approach to compliance, ensuring our platform remains a reliable and legally sound solution for towing, impoundment, and auctioning activities.</p> <p>In discussing our offerings, it's crucial to reiterate that our focus lies exclusively on software solutions designed to meet Federal and State requirements. While we do not supply equipment, our software is developed with the highest standards of compliance and functionality in mind, ensuring that our clients receive sophisticated solutions tailored to effectively navigate and fulfill the regulatory landscape. This emphasis on software enables us to concentrate our expertise on delivering systems that enhance operational efficiency and compliance with all relevant regulations.</p>
72	Describe your compliance with Canadian standards for the equipment and products offered in your proposal, including applicable federal and provincial requirements.	<p>If we are awarded a contract, we will ensure AIM® is in full compliance with Canadian standards, adhering to all relevant federal and provincial requirements concerning the impoundment, towing, and auctioning of vehicles. Our commitment to compliance in the Canadian market is paramount, recognizing the importance of aligning with the specific legal and regulatory frameworks that govern these operations across Canada's diverse provinces and territories. This includes federal laws as well as distinct provincial regulations that vary from one jurisdiction to another. Acknowledging the variability in provincial regulations, AIM® will also offer extensive customization options. This flexibility allows the platform to be tailored to meet the specific requirements of each province or territory, ensuring that our clients can operate within the legal framework of their specific jurisdiction.</p>

Table 14B: Depth and Breadth of Offered Equipment Products and Services

Indicate below if your proposal offers the listed types of equipment, products, and services. Provide an additional explanation in the text box provided, as necessary.

Line Item	Category or Type	Offered *	Comments
73	Preventative maintenance Services	<input type="radio"/> Yes <input checked="" type="radio"/> No	While NOBEL Systems does not directly provide physical Preventative Maintenance Services, our Fleet Management Software platform is designed for monitoring and scheduling of routine maintenance, recalls, and warranty work for fleet vehicles. This software solution can offer comprehensive oversight of vehicle maintenance schedules, enabling fleet managers to proactively address service needs. By leveraging this technology, organizations can significantly reduce vehicle downtime, prolong vehicle lifespans, and enhance fleet performance. The emphasis on preventative maintenance within the software helps safeguard vehicle safety and reliability, leading to notable cost savings by averting substantial repairs and improving the overall efficiency of fleet operations.
74	Car Wash and Detailing Services	<input type="radio"/> Yes <input checked="" type="radio"/> No	While NOBEL Systems does not directly offer physical Car Wash and Detailing Services, our Fleet Maintenance Software platform is equipped with capabilities to facilitate the scheduling of such services. If awarded a contract, we plan to further refine our platform by introducing a specialized module designed for the comprehensive management of car washes and detailing activities. This enhancement will empower fleet operators to efficiently organize, track, and document car wash and detailing sessions, ensuring vehicles meet operational standards and maintain their visual appeal. This advancement supports a well-rounded approach to fleet maintenance, acknowledging the significance of both mechanical maintenance and aesthetic care in preserving fleet value and ensuring driver satisfaction.
75	Towing dispatch and Impound Lot Management with related Auction Services	<input checked="" type="radio"/> Yes <input type="radio"/> No	AIM® is specifically tailored to optimize towing operations, including an advanced feature for scenarios where dispatch is not required. In such cases, AIM® allows for the recording of impounds directly, streamlining the process for both dispatch to impound and direct impound entries. This functionality enhances flexibility and efficiency, complementing the automated dispatch mechanism that selects tow operators based on either their rotation in the queue or proximity, according to the client's specifications. Should the designated tow operator not arrive within a set timeframe, the system automatically dispatches the next available operator, ensuring timely and efficient service. Accessible remotely, AIM® provides flexibility for on-the-go management and enhances auction services by incorporating third-party vehicle valuation data, assisting in determining the appropriate value of vehicles. To uphold transparency and accountability, the system includes a comprehensive audit trail, enabling detailed monitoring of tow operator activities and ensuring all processes are executed in compliance with established standards.
76	Shop fluid disposal and recycling services	<input type="radio"/> Yes <input checked="" type="radio"/> No	We do not provide physical shop fluid disposal and recycling services. Our offerings are centered around software solutions, and as such, we do not engage in the physical handling or management of shop fluids for disposal or recycling.

Table 14C: Depth and Breadth of Offered Equipment Products and Services - Complementary/Incidental Offering

Indicate below if the listed types or classes of equipment, products, and services are offered within your proposal. Provide additional comments in the text box provided, as necessary.

Line Item	Category or Type	Offered *	Comments
77	Parts, supplies, and accessories complementary or incidental to the services described in Line Items 73 - 76 in Table 14B above	<input checked="" type="radio"/> Yes <input type="radio"/> No	Our platform is designed to ensure comprehensive tracking of all parts and supplies, providing a seamless and efficient way for organizations to manage their inventory. This capability ensures that every item is accounted for, from initial procurement to final use, enhancing operational efficiency and reducing the risk of stock shortages or excesses. By maintaining detailed records of all parts and supplies, the platform aids in optimizing inventory levels, planning for future needs, and making informed decisions regarding procurement and usage.
78	Services, software, maintenance, and support complementary or incidental to the offering of the solutions described in Line Items 73 - 76 in Table 14B above.	<input checked="" type="radio"/> Yes <input type="radio"/> No	The newest versions of the software are part of the pricing. All upgrades and maintenance are included. Significant upgrades are optional and may incur an upgrade fee.

Table 15: Exceptions to Terms, Conditions, or Specifications Form

Line Item 79. NOTICE: To identify any exception, or to request any modification, to Sourcwell standard Contract terms, conditions, or specifications, a Proposer must submit the proposed exception(s) or requested modification(s) via redline in the Contract Template provided in the "Bid Documents" section. Proposer must upload the redline in the "Requested Exceptions" upload field. All exceptions and/or proposed modifications are subject to review and approval by Sourcwell and will not automatically be included in the Contract.

Do you have exceptions or modifications to propose?	Acknowledgement *
	<input type="radio"/> Yes <input checked="" type="radio"/> No

Documents**Ensure your submission document(s) conforms to the following:**

1. Documents in PDF format are preferred. Documents in Word, Excel, or compatible formats may also be provided.
2. Documents should NOT have a security password, as Sourcwell may not be able to open the file. It is your sole responsibility to ensure that the uploaded document(s) are not either defective, corrupted or blank and that the documents can be opened and viewed by Sourcwell.
3. Sourcwell may reject any response where any document(s) cannot be opened and viewed by Sourcwell.
4. If you need to upload more than one (1) document for a single item, you should combine the documents into one zipped file. If the zipped file contains more than one (1) document, ensure each document is named, in relation to the submission format item responding to. For example, if responding to the Marketing Plan category save the document as "Marketing Plan."

- [Pricing](#) - NOBEL Price Lists.zip - Tuesday March 12, 2024 12:49:33
- [Financial Strength and Stability](#) - NOBEL Systems, Inc. _ Better Business Bureau® Profile.pdf - Monday March 11, 2024 15:42:59
- [Marketing Plan/Samples](#) - NOBEL Systems Marketing Plan.pdf - Tuesday March 12, 2024 09:04:04
- WMBE/MBE/SBE or Related Certificates (optional)
- [Warranty Information](#) - AIM Software Warranty.pdf - Tuesday March 12, 2024 09:12:35
- [Standard Transaction Document Samples](#) - Service Level Agreement (SLA) NOBEL Systems - Example.pdf - Monday March 11, 2024 15:42:37
- Requested Exceptions (optional)
- [Upload Additional Document](#) - NOBEL Brochures.zip - Tuesday March 12, 2024 09:11:34

Addenda, Terms and Conditions

PROPOSER AFFIDAVIT AND ASSURANCE OF COMPLIANCE

I certify that I am the authorized representative of the Proposer submitting the foregoing Proposal with the legal authority to bind the Proposer to this Affidavit and Assurance of Compliance:

1. The Proposer is submitting this Proposal under its full and complete legal name, and the Proposer legally exists in good standing in the jurisdiction of its residence.
2. The Proposer warrants that the information provided in this Proposal is true, correct, and reliable for purposes of evaluation for contract award.
3. The Proposer, including any person assisting with the creation of this Proposal, has arrived at this Proposal independently and the Proposal has been created without colluding with any other person, company, or parties that have or will submit a proposal under this solicitation; and the Proposal has in all respects been created fairly without any fraud or dishonesty. The Proposer has not directly or indirectly entered into any agreement or arrangement with any person or business in an effort to influence any part of this solicitation or operations of a resulting contract; and the Proposer has not taken any action in restraint of free trade or competitiveness in connection with this solicitation. Additionally, if Proposer has worked with a consultant on the Proposal, the consultant (an individual or a company) has not assisted any other entity that has submitted or will submit a proposal for this solicitation.
4. To the best of its knowledge and belief, and except as otherwise disclosed in the Proposal, there are no relevant facts or circumstances which could give rise to an organizational conflict of interest. An organizational conflict of interest exists when a vendor has an unfair competitive advantage or the vendor's objectivity in performing the contract is, or might be, impaired.
5. The contents of the Proposal have not been communicated by the Proposer or its employees or agents to any person not an employee or legally authorized agent of the Proposer and will not be communicated to any such persons prior to Due Date of this solicitation.
6. If awarded a contract, the Proposer will provide to Sourcewell Participating Entities the equipment, products, and services in accordance with the terms, conditions, and scope of a resulting contract.
7. The Proposer possesses, or will possess before delivering any equipment, products, or services, all applicable licenses or certifications necessary to deliver such equipment, products, or services under any resulting contract.
8. The Proposer agrees to deliver equipment, products, and services through valid contracts, purchase orders, or means that are acceptable to Sourcewell Members. Unless otherwise agreed to, the Proposer must provide only new and first-quality products and related services to Sourcewell Members under an awarded Contract.
9. The Proposer will comply with all applicable provisions of federal, state, and local laws, regulations, rules, and orders.
10. The Proposer understands that Sourcewell will reject RFP proposals that are marked "confidential" (or "nonpublic," etc.), either substantially or in their entirety. Under Minnesota Statutes Section 13.591, subdivision 4, all proposals are considered nonpublic data until the evaluation is complete and a Contract is awarded. At that point, proposals become public data. Minnesota Statutes Section 13.37 permits only certain narrowly defined data to be considered a "trade secret," and thus nonpublic data under Minnesota's Data Practices Act.
11. Proposer its employees, agents, and subcontractors are not:
 1. Included on the "Specially Designated Nationals and Blocked Persons" list maintained by the Office of Foreign Assets Control of the United States Department of the Treasury found at: <https://www.treasury.gov/ofac/downloads/sdnlist.pdf>;
 2. Included on the government-wide exclusions lists in the United States System for Award Management found at: <https://sam.gov/SAM/>; or
 3. Presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from programs operated

by the State of Minnesota; the United States federal government or the Canadian government, as applicable; or any Participating Entity. Vendor certifies and warrants that neither it nor its principals have been convicted of a criminal offense related to the subject matter of this solicitation.

By checking this box I acknowledge that I am bound by the terms of the Proposer's Affidavit, have the legal authority to submit this Proposal on behalf of the Proposer, and that this electronic acknowledgment has the same legal effect, validity, and enforceability as if I had hand signed the Proposal. This signature will not be denied such legal effect, validity, or enforceability solely because an electronic signature or electronic record was used in its formation. - Levon Baghdassarian, President, NOBEL COMPUTER SYSTEMS, INC.

The Proposer declares that there is an actual or potential Conflict of Interest relating to the preparation of its submission, and/or the Proposer foresees an actual or potential Conflict of Interest in performing the contractual obligations contemplated in the bid.

Yes No

The Bidder acknowledges and agrees that the addendum/addenda below form part of the Bid Document.

Check the box in the column "I have reviewed this addendum" below to acknowledge each of the addenda.

File Name	I have reviewed the below addendum and attachments (if applicable)	Pages
Addendum 8 Garage and Fleet Services RFP 031224 Mon March 4 2024 04:06 PM	<input checked="" type="checkbox"/>	1
Addendum 7 Garage and Fleet Services RFP 031224 Thu February 15 2024 02:34 PM	<input checked="" type="checkbox"/>	2
Addendum 6 Garage and Fleet Services RFP031224 Tue February 13 2024 02:59 PM	<input checked="" type="checkbox"/>	1
Addendum 5 Garage and Fleet Services RFP 031224 Mon February 12 2024 03:39 PM	<input checked="" type="checkbox"/>	1
Addendum 4 Garage and Fleet Services RFP 031224 Tue February 6 2024 03:03 PM	<input checked="" type="checkbox"/>	1
Addendum 3 Garage and Fleet Services RFP 031224 Thu January 25 2024 03:20 PM	<input checked="" type="checkbox"/>	2
Addendum 2 Garage and Fleet Services RFP 031224 Wed January 24 2024 03:19 PM	<input checked="" type="checkbox"/>	1
Addendum 1 Garage and Fleet Services RFP 031224 Tue January 23 2024 02:52 PM	<input checked="" type="checkbox"/>	1