



## Solicitation Number: RFP #071321

### CONTRACT

This Contract is between Sourcewell, 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 (Sourcewell) and 22<sup>nd</sup> Century Technologies, Inc., 8251 Greensboro Drive, McLean, VA 22102 (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 **IT Managed Service and Staff Augmentation Solutions** 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.
- B. EXPIRATION DATE AND EXTENSION. This Contract expires September 10, 2025, unless it is cancelled sooner pursuant to Article 22. This Contract may be extended one additional year upon the request of Sourcewell and written agreement by Supplier.
- C. 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. 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 Sourcewell for this Contract and must provide prompt notice to Sourcewell 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, 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 Sourcwell 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 Agreement 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, stored, used, 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. As applicable, Supplier agrees to indemnify and hold harmless Sourcewell and its Participating Entities against any and all suits, claims, judgments, and costs instituted or recovered against Sourcewell or Participating Entities by any person on account of the use of any Equipment or Products by Sourcewell or its Participating Entities supplied by Supplier in violation of applicable patent or copyright laws.

*5. 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-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. *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 Sourcewell to immediately terminate this Contract for default.

B. CERTIFICATES OF INSURANCE. Prior to commencing under this Contract, Supplier must furnish to Sourcewell 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 Sourcewell, 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 or sent to the Sourcewell 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 Sourcewell 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 not 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 an 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**

Sourcwell or Supplier may cancel this Contract at any time, with or without cause, upon 60 days' written notice to the other party. However, Sourcwell 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.

Sourcwell

22<sup>nd</sup> Century Technologies, Inc.

DocuSigned by:  
*Jeremy Schwartz*  
By: C0FD2A139D06489...  
Jeremy Schwartz  
Title: Chief Procurement Officer  
Date: 9/8/2021 | 4:57 PM CDT

DocuSigned by:  
*Caroline Beliles'*  
By: A4E74670AADF4F3...  
Caroline Beliles'  
Title: Contracts Manager  
Date: 9/8/2021 | 5:09 PM CDT

Approved:

DocuSigned by:  
*Chad Coquette*  
By: 7E42B8F817A64CC...  
Chad Coquette  
Title: Executive Director/CEO  
Date: 9/8/2021 | 5:31 PM CDT

# RFP 071321 - IT Managed Service and Staff Augmentation Solutions

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## Vendor Details

Company Name: 22nd Century Technologies, Inc.  
Address: 220 Davidson Avenue, Suite 118  
Somerset, NJ 08873  
Contact: Shikha Sharma  
Email: sledbids@tscti.com  
Phone: 888-998-7284  
Fax: 732-537-0888  
HST#: 223502121

## Submission Details

Created On: Monday June 28, 2021 09:07:21  
Submitted On: Tuesday July 13, 2021 09:50:20  
Submitted By: Shikha Sharma  
Email: sledbids@tscti.com  
Transaction #: 2bd7ae99-459e-465d-8f2a-464b64d047ed  
Submitter's IP Address: 122.173.226.52

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## Specifications

**Table 1: Proposer Identity & Authorized Representatives**

**General Instructions** (applies to all Tables) Sourcwell 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")	22nd Century Technologies, 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.	N/A
4	Proposer Physical Address:	Headquarter: 8251 Greensboro Drive McLean, VA 22102 Local Address: 1010 Dale St N St Paul, MN 55117-5603
5	Proposer website address (or addresses):	www.tscti.com
6	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):	Representative Name: Caroline Beliles' Title: Contracts Manager Address: 8251 Greensboro Drive McLean, VA 22102 Email: sledproposals@tscti.com Phone: 888-99-87284
7	Proposer's primary contact for this proposal (name, title, address, email address & phone):	Name: Sandeep Singh, Title: Account Director Address: 8251 Greensboro Drive McLean, VA 22102, Email: Sandeeps@tscti.com Phone#: 888-99-87284
8	Proposer's other contacts for this proposal, if any (name, title, address, email address & phone):	None

**Table 2: Company Information and Financial Strength**

Line Item	Question	Response *
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9	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>22nd Century Technologies, Inc. (TSCTI) is one of the fastest growing IT Managed Services Provider and Workforce Solution company in the United States with 24+ years of experience in providing IT Managed &amp; staff augmentation services and optimal technical solutions to various K12, College Districts, Universities, Local, Client, Non-Profit, and Federal government customers. Founded in 1997, TSCTI is a Certified National Minority Business Enterprise with 5,200+ people including 800+ secret/TS/SCI, cleared staff nationwide supporting our customers in all 50 States, Canada, and Mexico. With HQs in Somerset, NJ and Mclean, VA, TSCTI has 16 offices throughout the United States. As part of our unrelenting focus on quality and compliance, our services are certified at Capability Maturity Model Integration (CMMI) Level 3, International Organization for Standardization (ISO) 9001:2015, 20000-1:2018, and 27001:2013 and based on PMBoK and ITIL standards. With a strong focus on the public sector, TSCTI currently holds government contracts with 14 out of 15 Federal Executive agencies including DoD, 37 other Federal agencies, 39 Clients, 115+ Local agencies, and 37 School Districts. In the last three years, we have expanded our services to Fortune 500 and other commercial clients and currently support 80+ commercial clients. TSCTI has developed key partnerships to deliver the best of breed solution to its clients. We have alliances with several leading technology companies: Microsoft, Amazon AWS, Salesforce, HP, Oracle, Juniper, Solarwinds, Cherwell, Redhat, Dimagi, Totara, ServiceNow, Cisco, EvolveWare, VMWare, Dell, Lenovo, and IBM. We are Microsoft Certified Gold Partner, Oracle Certified Gold Partner and have developed strategic partnerships with leading providers of open-standard software platforms, which have enabled us to provide premium-quality services to our clients through early access to new technologies as well as preferred access to training and technical support. Recognized among "Best Company to Work For" by Forbes, TSCTI, consistently exceeds our clients' expectations by focusing on their absolute satisfaction with jobs while keeping our employees motivated.</p> <p>We have been a single awarded Managed Service Provider for Client of New Jersey and have successfully placed more than 7,000 skilled resources under the contract. We recently got awarded a contract with State of Florida as Managed Services Provider for their staffing need. TSCTI's MSP solution will provide the Sourcewell a proven solution to procure IT staff augmentation services. Our MSP candidate sourcing and local, dedicated program management solution is a proven and repeatable model, providing Client governments with predictable, low risk and meaningful results. All of our client MSP programs focus on managing and mentoring local, proven and quality subcontractors in order to meet specific client needs. Working closely with hiring managers, our local MSP program support ensures the client administrative burden is dramatically reduced, information flow is enhanced, candidate quality and retention is improved, and critical decision support reporting is both timely and of maximum value.</p> <p>TSCTI is a pioneer in the IT Staff Augmentation industry. TSCTI has been awarded as Largest staffing Firm in the US by SIA in 2019 and our Global Delivery model with over 150 recruiters, data miners and research analysts working across multiple time zones is backed by an internal database of 5.1 million resources across all major industries. Since 1997, we have helped public, Fortune 500 and mid-size clients achieve their business goals by providing high quality IT talent globally. We are all about finding the right people, with the right skills, for the right job. We bridge the IT talent demand-supply gap through an innovative, best-in-class recruiting engine, backed by a dedicated client-centric service focus. The result? Over 93% of our clients rank us in their top 03 suppliers by performance. We offer staff augmentation, team services (T&amp;M and SOW) and direct hire models and can help you quickly ramp up your team to meet your organizational and business objectives.</p> <p>Core value &amp; Business Philosophy: We bring a mix of innovative technology and staffing expertise to customers in Client, Local and Quasi government. As our name implies, we are a forward-thinking company with the goal of helping our customers implement innovative IT and Staffing solutions. We combine real-world experience, specialized skills, innovative thinking, and industry knowledge to deliver quality services focused on customer satisfaction. At our core, we are about people – customers, employees and communities. Our mission is to provide unparalleled world class IT services and solution to our customers across all industries in all 50 States with a vision to Stay abreast of emerging IT solutions, new technologies, and the constantly changing IT and cyber landscape in order to provide optimized solutions to help our customers meet their current and future needs. The right people, at the right time, at the right value.</p> <p>With Professional IT Managed &amp; Staffing Services, our business philosophy comes down to one thing: We offer a disciplined process which brings top talented people and businesses together while delivering exceptional service. By leveraging our own SMEs, architects and engineers throughout the interviewing process, we deliver the most qualified talent available. We understand the customer's environment and goals, and through our orientation process, we mentor our consultants by providing clear understanding of customer expectations and their culture. As Staffing Company, TSCTI subscribes to the highest standards of Human Resource Management. We not only identify the most qualified resource for the job on hand but also match the best fit candidate for the particular requirement from a technical and cultural perspective.</p>
10	What are your company's expectations in the event of an award?	TSCTI look forward to a mutually rewarding partnership with Sourcewell. We will take this contract on the utmost priority and will deliver top quality services to Participating entities under this contract.
11	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>TSCTI is a financially stable and growing company with strong cash flow. In the year 2020, we were financially evaluated at \$300M without any pending merger or financial liabilities. TSCTI currently has a credit line of \$25M and has the required financial capacity to provide the services. We don't have any short or long-term debts.</p> <p>We have uploaded our latest audited Financial Statements, credit line Statement, D&amp;B Rating and Bank Reference Letter in the upload supporting Documents section please refer.</p>
12	What is your US market share for the solutions that you are proposing?	Our proposed solution Vector VMS has over 24% US market share as Talent Management System.
13	What is your Canadian market share for the solutions that you are proposing?	Our proposed solution Vector VMS has over 20% market share as Talent Management System.
14	Has your business ever petitioned for bankruptcy protection? If so, explain in detail.	No, our business has never been petitioned for bankruptcy protection.

15	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. 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? 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?	We are the service provider. All the individuals are TSCTI's employee and we have strong work relation with product provider as we have been working with them for more than 10+ years.
16	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.	TSCTI currently hold major Industry business certifications focused on quality, security and repeatable processes including ISO 9001, ISO 27001, ISO 20000, HDI, NASPO and National Minority Supplier Development Council certified MBE supplier. We are authorized services and reseller partner for number leading technology companies like Microsoft, Amazon AWS, Salesforce, HP, Oracle, Juniper, Solarwinds, Cherwell, Redhat, Dimagi, Totara, ServiceNow, Cisco, EvolveWare, VMWare, Dell, Lenovo, and IBM. We are certified cold partner of Microsoft and Oracle. We have license agreement in place for Vector system.
17	Provide all "Suspension or Debarment" information that has applied to your organization during the past ten years.	None

**Table 3: Industry Recognition & Marketplace Success**

Line Item	Question	Response *
18	Describe any relevant industry awards or recognition that your company has received in the past five years	Since our founding in 1997, TSCTI has been recognized for its delivery excellence, customer focus, business growth and its commitment and dedication to its employees. We are so happy and proud to be recognized as among the Best Software Companies to Work for by Forbes; by the Client of Maryland for Outstanding Services during Presidential 2020 Elections and as an Inc. 5000 honouree for 12 consecutive years. We are recognized as trusted advisers and innovators who deliver on our clients' largest and most complex projects. We are one of the few firms with the scale, reach and capabilities to help government clients meet the ever-evolving digital expectations of their customers and citizens. With innovative offerings, our consultants have limitless opportunities to make a difference for the clients and communities we serve: 1. FORBES Best Company to Work For 2. CRN Solution Provider 500 of Year 2021 3. Most Promising Managed IT Services Company 2021 4. Top Naval Tech USA Consulting/Services Companies 2020 5. 2020 Inc. 5000 10X Club 12-Time Inc. 5000 Honoree 6. 2021 Inc. 5000 Regionals DC Metro Rank 125 7. State of Maryland Recognition of Outstanding Services 8. Official V3 Certified Company 9. Largest Staffing Firm in the US - SIA Award 10. Top 100 New Jersey Companies 11. 10 Most Promising SharePoint Solution Providers 2019 12. Mazars Ranked 6Th on Fastest Growing Compnies
19	What percentage of your sales are to the governmental sector in the past three years	62%
20	What percentage of your sales are to the education sector in the past three years	28%
21	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?	TSCTI holds the following cooperative purchasing contracts we hold: GSA IT Schedule 70 2020: \$11,344,466.62 2019: \$12,929,174.09 2018: \$15,221,657.32  The National Association of State Procurement Officials (NASPO) 2020: \$46,394,023.70 2019: \$42,452,332.74 2018: \$7,836,790.12  Omnia Partners: No Sales yet. Contract in-progress  Choice Partners Purchasing Cooperative: In Progress, Recently Awarded
22	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?	Yes, we hold GSA IT Schedule 70. Contract: U.S. Department of Energy: Task Order No. 1 / DE-DT0008046 Sale Volume FY2018: 8,203,812.84 Sale Volume FY2019: 8,400,825.02 Sale Volume FY2020: 8,185,550.37

**Table 4: References/Testimonials**

**Line Item 23.** Supply reference information from three customers who are eligible to be Sourcewell participating entities.

Entity Name *	Contact Name *	Phone Number *	
State of New Jersey (MSP Contract) - New Jersey Department of Health	Alyssa Yates, MPH	609-658-2045	*
Virginia Department of General Services - Virginia Department of Medical Assistance Services	Alphonso Dillard, Jr., MBA, VCA	(804) 773-1097	*
The Fire Department of the City of New York, NY	Cecily Haliburton	4718.999.2845	*

**Table 5: Top Five Government or Education Customers**

**Line Item 24.** 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 *	
Department of Treasury, NJ	Government	New Jersey - NJ	IT Services & Solutions	\$246,000,000.00	\$96,685,817.77	*
US Patent and Trademark Office (USPTO)	Government	Virginia - VA	IT Services & Solutions	167,266,825.71	\$78,076,491.76	*
U.S. Army Test and Evaluation Command- ATEC	Government	Maryland - MD	IT Services & Solutions	62,892,404.00	\$29,171,301.81	*
NAWCAD-NAVAIR_2	Government	Maryland - MD	IT Services & Solutions	40,914,502.36	\$26,699,296.14	*
Air Force DCO	Government	Texas - TX	IT Services & Solutions	47,832,331.02	\$26,005,675.90	*

**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 *	
25	Sales force.	TSCTI has 16 regional offices across US and 2 offices in Canada. Our direct hire sales force representatives are located at each of our physical offices. We have employed total 100+ sales representative across US and Canada to market our product offerings.	*
26	Dealer network or other distribution methods.	We have 50+ virtual offices across US and Canada, we utilize our own staff to service needs of our customers	*
27	Service force.	TSCTI has 16 regional offices across US and 2 offices in Canada. Our direct hire service force representatives are located at each of our physical offices. We have employed total 1,000+ services representative across US and Canada to market our product offerings.	*

28	Describe the ordering process. If orders will be handled by distributors, dealers or others, explain the respective roles of the Proposer and others.	<p>All order will be handled by TSCTI itself. Our proposed product Vector VMS is a highly customized, automatic workflow application in which the home dashboard can be customized to show a summary of important services including but not limited to the number of open requisitions, current status of a candidate's screening, number of submissions made against each open requirement, etc. In addition, Vector VMS allow customized email notification to keep users abreast of requisition status. As steps in the workflow are completed, emails are sent out to the appropriate parties who need to take action within the workflow as well as giving access to data to the users who participate in those next steps. Requirement approval chains are defined for each user and configured on their profiles. When a user submits a requirement, it is automatically routed, and an email is sent to the next approver(s) in the approval chain. The user can review the requirement by navigating through Vector VMS or clicking on the link in the email which takes the user directly to the requirement within the application. The approval workflow continues until the requirement reaches the final approval level. Final approval indicates acceptance of the requirement details by all parties in the approval chain.</p> <p>After the final approval is completed, the requirement is routed to the subcontractor network for candidate submittal. The subcontractors also receive an email with a link that takes the subcontractor user directly into Vector VMS which allows them to review the requirement and submit candidates. The requirement contains required qualifications including but not limited to certification and background investigation type. The subcontractor must acknowledge compliance to these requirements within their candidate submittals in Vector VMS.</p> <p>As candidates are submitted, TSCTI's Account Manager(s) receives email notifications, as does the agency Hiring Manager, when candidates are forwarded for consideration. Again, all emails contain links that take the user directly into Vector VMS.</p> <p>Interview scheduling can occur directly within Vector VMS through the 'Request Interview' functionality. Proposed interview times and locations can be negotiated directly within the application. Once the interview is finalized, the users' calendars can be automatically updated with the interview meeting notice. When a candidate is selected, the agency Hiring Manager 'Requests Engagement' via the application. This generates an email to TSCTI's Account Manager(s) and indicates the official start and end date, as well as other onboarding details.</p> <p>Once the candidate is engaged within Vector VMS, the candidate receives email notifications with his/her login credentials, allowing timesheets to be submitted for the work performed. When timesheets are submitted, the agency timesheet approver receives notification via email with a link to the specific timesheet for approval. Vector VMS has the capability to allow a user to approve a timesheet within the email notification without actually having to enter into Vector VMS.</p> <p>Throughout the life of the candidate's engagement, email alerts are sent to the Client Hiring Manager and TSCTI's Account Manager(s) when thresholds on spend or project end dates are met. When the spend tied to the approved timesheets reach 80 percent of the engagement budget, an email is sent notifying the Agency Hiring Manager and TSCTI's Account Manager(s). This notification allows them time to determine if additional funding is needed before the funds are depleted. Alerts are also sent when a candidate's engagement is reaching its end date. These alerts can be configured to be released when the candidate's engagement is due to end in 15 days, 30 days, or 45 days. This notification allows the Client Hiring Manager and TSCTI's Account Manager(s) to determine if an extension of the engagement is needed.</p> <p>Comments can also be stored directly within Vector VMS. Comments can be entered by all users on the requirements, candidates, and engagements. Storing comments directly within the application provides a permanent, reportable record of events that occurred during the workflow. The 'Compliance Manager' functionality allows the managing of both position-specific certifications and onboarding/offboarding requirements for each engagement as well as the management of documents associated to any of the items captured.</p> <p>Evaluations of candidates are also done directly within the application. A schedule is developed which automatically notifies the Agency Hiring Manager when an evaluation is due for a selected candidate. Results of evaluations can be made available to agency users, TSCTI's PMO team, and/or the candidate's subcontractor.</p> <p>Even though these processes and emails are part of the workflow within Vector VMS, TSCTI's Account Manager(s) monitors each step and speaks to agency users, subcontractors, and candidates directly to ensure all parties know the status of the requirements and the candidates.</p> <p>Each engaged candidate must submit a timesheet via Vector VMS for work performed for an agency. The timesheet is then approved by a designated agency approver. An approved timesheet authorizes TSCTI to invoice the Client for those hours. Timesheets can be approved by navigating through Vector VMS, by selecting the link within the timesheet approval email notification, or by approving the timesheet directly in the email notification. A timesheet can be rejected by the agency approver giving the candidate the opportunity to correct any discrepancies by resubmitting the timesheet. This process continues until the timesheet is approved.</p> <p>Each timesheet is tied to a specific PO or funding source used by the Client and can be also tied to specific projects or work tasks. Time entry for the candidates can be configured to allow for splitting of hours across funding sources such as multiple Federal grants. This allows for detailed reporting and tracking of expended funds. A timesheet is submitted each week by each engaged candidate. Hours can be submitted based on billable hours only or time-in and time-out notation. Comments can be entered on the timesheet to denote any special information regarding the hours worked for that week. Vector VMS can also import a timesheet file from a separate time system and import the time data into Vector VMS. Through the Integration Manager, TSCTI can configure a process that imports time data from the Client's time management system.</p>
29	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>One of our key strengths is the ability to provide exceptional customer service, supported by detailed problem resolution and escalation procedures. We take a proactive approach to issues. Therefore, we address minor problems immediately and regularly assess and re-assess our programs and services to identify any potential difficulties to prevent the need for escalations. These procedures are documented, tracked in the "Open Issues" report, and are reported on during our weekly meetings with the Client. Problem resolution is of utmost importance. We first identify and document the issue to be addressed. We research, develop a solution, and if necessary and appropriate, we provide a recommendation to the Client. We then initiate corrective action, track improvements, and conduct follow-up audits. TSCTI will configure our standard escalation procedure specifically for the Client to include various issues that may arise throughout the program. This procedure will be documented and included in our SOP manual.</p> <p>The MSP program team will provide issue and program resolution support from 6:00 AM – 6:00 PM EST, Monday – Friday. An emergency / after-hours number is made available and is covered 24/7/365 to ensure any urgent issues are addressed on behalf of the Client or one of the MSP program subcontractors.</p> <p>TSCTI maintains a highly experienced, well trained, local, 24/7 account management and support team consisting of Tier 1, 2, and 3 technical phone support persons, MSP senior &amp; operational management team, Vector VMS technology developers, deployment specialists, and specialists trained to provide MSP services.</p>



All system users, including resources, subcontractors, and Client managers, are permitted to open issue tickets. Identified issues requiring action may be communicated in person or via phone or email to the MSP program team or within Vector VMS via "chat" sessions. All issues are first escalated through the team. All issues are then triaged and assigned a priority for resolution. All issue tickets are registered, assigned to a program support specialist, tracked, and reported on. The MSP program manager is able to quickly call to action any and all appropriate program & technical support and management team members, day or night, weekday or weekend, standard or holidays. As necessary, the escalation path flows directly to the TSCTI Executive Vice President responsible for all MSP programs.

The MSP program team provides Tier 1 support for all program and VMS related issues. Urgent issues are responded to within two hours, while all other inquiries will be responded to by the support team within four hours. Any technical issue that cannot be resolved by the MSP program team within two hours will be escalated to Tier 2 support. Tier 2 support is responsible for the resolution of VMS technical issues. Tier 2 escalated support requests will be responded to within four hours. 93% of inbound Tier 2 calls are resolved on the initial call. The remaining 7% of technical issues will be triaged with a resolution timeframe assigned that is specific to the identified technical issue and will be communicated to the Client. Support statistics and reports are maintained, tracked, and reviewed during weekly management meetings and are presented during our Client Business Reviews (CBRs). TSCTI also provides Client sponsors with access to our collaboration portal, which includes communications & status changes, user & training guides, updated documents, and timeline of events as well as the Client operations manual inclusive of all current and future Client processes, process maps, and Agency-level policies and procedures.

#### Issue Escalation Plan

The escalation process varies depending on the user and the type of issue. For any issues associated with the VMS tool itself, i.e., software-specific issues, the user starts with the MSP Help Desk, either via telephone or email. For this kind of issue, users include the Client and vendor management, as well as individual contract staff who are working onsite at agency offices

For issues unrelated to the software, we have defined separate escalation paths for the Client users and for subcontractors. This is due to the nature of the business model. For issues related to a requisition or to the performance of the individual contract resource, the Client hiring manager normally contacts his/her designated PMO via telephone or email. All issues related to performance and client satisfaction are in turn part of contract metrics reporting and our SLAs.

We escalate unusual issues to the Client at the discretion of the TSCTI Executive Management and TSCTI Executive Sponsor. The table below depicts the escalation path for each type of issue.

#### PERFORMANCE ISSUES

1. Agent: TSCTI PMO Team

Task: Work with individual agency if not getting qualified candidates within defined timeline and train subcontractor accordingly.

NOTIFICATION: Verbally or via email.

2. Agent: MSP Operations Manager

Task: Work with subcontractor on fake resume, candidate No-show for interview, unprofessional behavior

Notification: Email, normally with attachments.

3. Agent: TSCTI Executive Management

Task: Discuss issue with all parties, possibly including MSP managers at other accounts for advice on similar issues.

Notification: Verbally or via email, possibly including meeting in person; additional updates to process documentation, if changes occur.

4. Agent: TSCTI Executive Sponsor

Task: Discuss issue with all parties, possibly including Executive sponsors at Client

Notification: Personal meeting with Client stakeholders.

#### SOFTWARE ISSUES

1. Agent: MSP Help Desk

Task: Provide explanation on the phone or by email

Notification: Verbally or via email.

2. Agent: MSP Operations Manager

Task: Review issue explain resolution to Help Desk.

Notification: Normally verbally via print if updating process documentation.

3. Agent: Vector VMS Help Desk

Task: Research/resolve issue explain to Operations Manager

Notification: Email and/or telephone.

#### AGENCY ISSUES

1. Agent: TSCTI PMO Team

Task: Work with individual staff to resolve issues, remove/replace if necessary, review invoice.

Notification: Verbally or via email.

2. Agent: MSP Operations Manager

Task: If labor- or billing-related, research and review data.

Notification: Email, normally with attachments.

3. Agent: TSCTI Executive Management Discuss issue with all parties, possibly including MSP managers at other accounts for advice on similar issues. Verbally or via email, possibly including meeting in person; additional updates to process documentation, if changes occur.

4. Agent: TSCTI Executive Sponsor

Task: Discuss issue with all parties, possibly including Executive sponsors at Client

Notification: Personal meeting with Client stakeholders.

#### VENDOR ISSUES

1. Agent: MSP Help Desk

		<p>Task: Provide explanation by phone, email, fax, or U.S. mail Notification: Verbally or in print via email, fax, or U.S. mail.</p> <p>2. TSCTI Account Manager Review issue and discuss with subcontractor, if necessary. Normally verbally via print if updating process documentation.</p> <p>3. Agent: TSCTI Executive Account Manager Task: Research issue and discuss with subcontractor, if appropriate. Notification: Via email and/or telephone.</p> <p>4. Agent: TSCTI Executive Sponsor Task: Discuss with staff; intervene with subcontractor if necessary. Notification: Via email and/or telephone.</p>	
30	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in the United States.	<p>TSCTI agrees to provide all the requested services for IT Managed Service such as IT Consulting &amp; administrative Service, software/Application development and IT project Management along with Staff Augmentation Solutions related to IT Staffing, IT Workforce Management and ServiceDesk &amp; technical support to all Sourcewell participating entities in the United Clients.</p> <p>TSCTI, is one of the fastest growing IT Managed Service Provider and Workforce Solution companies in the United Clients. Founded in 1997, TSCTI is a Certified National Minority Business Enterprise with 5,200+ people including 700+ Cyber SMEs nationwide supporting our customers in all 50 Clients, Canada, and Mexico. With HQs in Somerset, NJ and Mclean, VA, TSCTI has 16 offices throughout the United Clients. As part of our unrelenting focus on quality and compliance, TSCTI delivery is based on Certified Matured Processes including CMMI L3 Dev &amp; SVC, ISO 20000, ISO 27001, and ISO 9001 quality processes. With a strong focus on the public sector, 22nd Century currently holds government contracts with 14 out of 15 Federal Executive agencies including DoD, 37 other Federal agencies, 39 Clients, 115+ Local agencies, and 37 School Districts. In the last three years, we have expanded our services to Fortune 500 and other commercial clients and currently support 80+ commercial clients.</p> <p>As a nationwide government contractor, TSCTI supports various Client, Local and Educational entities with Information Technology, Healthcare, and other Managed IT Services. With over 24 years of public sector experience and more than 300 contracts, we have built a robust business model that is carefully strategized to serve various public entities in all 50 Clients. TSCTI is also an awardee of several cooperative purchasing programs that have been competitively procured and approved by Client procurement offices. With the intent to benefit public entities, we are providing services to various agencies in over 15 Clients through these cooperative contracts.</p> <p>As an IT services firm of 24 years standing, our recruitment processes are robust, mature, operated by a highly trained team and enabled by a proven set of tools. We have offered workforce solutions for over 24 years and over the past 5 years have developed a fully customizable Managed Services Program. We currently support a workforce of more than 3,000+ with two large programs of over 780 staff each and manage 35+ vendors. Trusted by over 300 customers during the past 24 years, TSCTI's workforce solutions offer customers a customizable, efficient, and low-cost solution to suit their project, short-term, temporary or long-term staffing needs across a multitude of domains, functions, and technologies.</p>	*
31	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in Canada.	TSCTI agrees to provide all the requested services for IT Managed Service such as IT Consulting & administrative Service, software/Application development and IT project Management along with Staff Augmentation Solutions related to IT Staffing, IT Workforce Management and ServiceDesk & technical support to all Sourcewell participating entities in Canada. We have 5+ experience working for various clients across Canada.	*
32	Identify any geographic areas of the United States or Canada that you will NOT be fully serving through the proposed contract.	TSCTI will serve all the geographic areas of the United Clients and Canada.	*
33	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?	TSCTI agrees to serve all the Sourcewell participating entity sectors. TSCTI has a nationwide presence supporting our customers in all 50 States, Canada, and Mexico. With HQs in Somerset, NJ and Mclean, VA, and local office in MN at (1010 Dale St N St Paul, MN 55117-5603), TSCTI has 16 offices throughout the United Clients which will help us to serve the under the contract for all entities and clients	*
34	Define any specific contract requirements or restrictions that would apply to our participating entities in Hawaii and Alaska and in US Territories.	None	*

**Table 7: Marketing Plan**

Line Item	Question	Response *
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35	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>TSCTI has collectively have served over 300 public Agencies and have strong relationships with their Contracting Officers, and Program Managers at agencies. We have developed a comprehensive Marketing Plan (MP) that focuses on primarily targeting agencies where we have existing relationships to obtain business under Program. As a part of this Marketing Plan, we have designated a dedicated Business Manager (BM) who will be an important part of our PMO Advisory Council and will work very closely with our clients to market our services under Sourcewell's program.</p> <p>Marketing</p> <ul style="list-style-type: none"> <li>• Perform a detailed market analysis including assessment of strategic plans, key drivers, and potential opportunities; share this with our team; launch a targeted marketing campaign aimed at establishing and strengthening customer relationships.</li> <li>• Develop and distribute targeted marketing material such as Sourcewell brochures and foldouts to all Sourcewell customers.</li> <li>• Develop "White Papers"—technology briefings for potential customers.</li> <li>• Participate in trade shows, conferences, and Vendor Outreach Sessions.</li> <li>• Track and manage all marketing activities with TSCTI's marketing tool.</li> <li>• Conduct monthly team meetings to report on marketing activities and discuss the plan forward</li> </ul> <p>Our marketing efforts will include personal meetings with the contract officers, and PMs highlighting our Unique Selling Position (USP) to them as well as the benefits of procuring their services that they need through the Sourcewell's contract. We will regularly follow-up on our meetings and ensure that we know of the upcoming engagements at these agencies in advance. This will enable us to plan our execution beforehand including an effective transition plan to ensure continuity of business operations. We will apply innovative technical solutions like video-conferencing, and Customer Relationship Management (CRM) software to track and manage each potential agency client lead, detailing their need, time-frame of procurement, competitive analysis, budget, follow-ups, TO release dates, and sales prospects and customer management. The BM's compensation will be in part tied to the success of his/her marketing efforts on Sourcewell's contract and this will serve as an incentive for him/her to successfully market the Sourcewell's contract. The Sourcewell's will be most effectively marketed by TSCTI by using a system to identify, pursue, and execute TOs.</p> <p>TSCTI advertises the contract in our own highly viewed publications and our contract specific email campaign. We will continue to promote the contract via avenues such and ClientTech publication sites, while continuing to penetrate the market with a live-touch approach. TSCTI will market and promote the contract, through various avenues such as announcements in our publications, website, email campaigns, as well as on the contract's TSCTI's website page. We look forward to working with purchasing entities to develop our marketing strategies even further. Our marketing efforts will include personal meetings with the contract officers, and PMs highlighting our Unique Selling Position (USP) to them as well as the benefits of procuring their services that they need through the Sourcewell's contract. We will regularly follow-up on our meetings and ensure that we know of the upcoming engagements at these agencies in advance. This will enable us to plan our execution beforehand including an effective transition plan to ensure continuity of business operations. We will apply innovative technical solutions like video-conferencing, and Customer Relationship Management (CRM) software to track and manage each potential agency client lead, detailing their need, time-frame of procurement, competitive analysis, budget, follow-ups, TO release dates, and sales prospects and customer management. The BM's compensation will be in part tied to the success of his/her marketing efforts on Sourcewell's contract and this will serve as an incentive for him/her to successfully market the Sourcewell's contract. The Sourcewell's will be most effectively marketed by TSCTI system to identify, pursue, and execute TOs.</p> <p>We have uploaded the marketing samples under the document Upload Section. Please refer.</p>
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<p>36</p>	<p>Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance marketing effectiveness.</p>	<p>TSCTI understands that Marketing business is a very successful way of driving more inbound leads and, by promoting company, can also gain vital brand awareness which helps us raise our profile. For TSCTI marketing for the recruitment will be a continuous effort and initially we required 10 days to complete the marketing for a particular project. We have gained a larger ROI by spending advertising and marketing budgets on these online formats and have marketing through our website which is being the most important of these.</p> <p>TSCTI marketing strategies includes providing quality customer service by finding potential candidates or filling temporary positions as quickly as possible. We establish and maintain relationships through networking and introductions to companies that use agencies. TSCTI uses cold calling, a website, social media networks and direct mail sales letters in order to introduce firm to businesses willing to consider our candidates. Some other marketing strategies include email marketing messages to keep current clients and prospective companies up to date on the candidates you've placed and the openings you've filled to show how your company is building its brand.</p> <p>To attract people seeking employment, we use email marketing, text messaging or tweets to let potential candidates know of job openings you want to fill. We set up an online job board on our website to find candidates and optimize it for the search engines so people looking for a job find your site, feel compelled to send their resume and come in for an interview. We also have group of professionals who are constantly posting job openings on online sites such as Monster and CareerBuilder.com to find suitable candidates.</p> <p>Source of Advertisement: TSCTI has huge list of sources to advertise the requirements open with Sourcewell's. Few of the advertisement sources are Job boards and Career Websites, TSCTI Website, Social Networking Channels like LinkedIn, Local Employment Agencies, and Automatic emails sent to candidates with open positions</p> <p>Sourcing Strategies: TSCTI's recruiters leverage new media, targeted and traditional sourcing strategies. Our sourcing strategies embrace both the time honored and rapidly developing such as:</p> <p>NEW MEDIA:          TSCTI Website          Social networking          Blogs          Community boards          Career sites          Job board integration</p> <p>TARGETED:          Networking          Strategic search          Skill-specific          Recruitment branding          Hiring sessions          Automated emails</p> <p>TRADITIONAL:          Referrals          Redeployment          Job fairs          Open-house events          Colleges and schools          Print advertising</p> <p>Social Media          Our marketing plan also include a strong social media component. We have a dedicated Social Media manager responsible for creating complete profiles that convey our marketing message on Facebook, Twitter, Google + and LinkedIn to ensure that TSCTI is represented online, and we also link it back to our website.</p> <p>Mobility is Essential          TSCTI understands that we have now become a mobile society. Professionals today review emails, get their news and even do their work on mobile devices. A great mobile strategy is an essential part of a successful marketing plan for TSCTI, we make sure to optimize our website in order for it to display properly on a mobile device.</p> <p>Vendor Outreach: We have an Open-Door policy for suppliers; our network is open to all who meet minimum business qualifications. This is not a matter of opening the door and waiting for them to come, however. We actively pursue vendors across all our MSP contracts, encourage them to enroll in more than one state, and help them leverage resources across the "global" supply chain.</p>
<p>37</p>	<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>TSCTI needs Sourcewell's support to market on their official website us a one of the awardees along with this, our team will work with Sourcewell to design the marketing material for promotions like flyers, newspaper publication, etc. TSCTI will update its sales material to integrate Sourcewell awarded contract, the first step will be updated our website about the same. As regular practise, we inform all our existing client and staff about the new contract we win and seek their help to generate lead out of it. Our sales team proactively starts working on marketing the contract we won.</p>

38	<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>TSCTI possesses all the ability to integrate with a variety of e-Procurement and Accounts Payable Systems to enable business to be conducted in an efficient manner at all Sourcewell Locations. We have been utilizing number of cost management tools and application from decades. We will utilize:</p> <ul style="list-style-type: none"> <li>• Vector VMS: Procurement Ordering System.</li> <li>• Primavera: Enables monitoring and control of schedule, resources, costs</li> <li>• Earned Value Management (EVM): Ours EIA/ANSI 748 compliant EVM facilitates analysis, evaluation, and action on cost and schedule variances</li> <li>• WebTimeSheet (WTS) Application: Web-based system that collects time, expense, and performance data, from any location, by CLIN</li> <li>• Integrated Financial Management System (iFMS): Integrates with WTS and performs critical financial functions</li> <li>• Program Information Center (PIC): Based on MS SharePoint and stores/manages every artifact generated</li> </ul> <p>TSCTI utilizes the Vector VMS as its supplier management solution. In addition to its fully integrated accounting and finance functionality, it is intuitive, user-friendly and secure. Vector VMS is a configurable, web-based Software as a Service (SaaS) VMS that facilitates all aspects of the requisition and candidate lifecycle including but not limited to: requisition management, rate card management, skills matching, interview coordination, candidate selection, pre-employment screening validation, resource timekeeping, timekeeping approval, expense entry and approval, invoicing, supplier payment, SLA management, project milestone entry and approval, and business analytics reporting and trending. The role of the VMS enables the MSP team to ensure that all aspects of aforementioned process workflows are standardized, compliant and controlled while delivering process efficiencies to the Department, the supplier community, the resources and the MSP.</p> <p>TSCTI is rooted in both the IT and staffing industry, and with years of experience in supporting Vector VMS, our organization is ideally suited to support every aspect, from custom reports to enhanced functionality, of the Client's VMS needs. One of the many distinct features of the Vector VMS is that it provides the Client and the suppliers with accessible and auditable real-time data in a single fully integrated solution. Also, suppliers and Client managers are not burdened with having to manually invoice the MSP for their resource time, and it is not necessary to export time into the MSP's external ERP or accounting system. Quality resource acquisition is made easy using its simple yet sophisticated skills matching tool which ensures suppliers submit, and hiring managers' focus on, only the most appropriate candidates for consideration. Integration of the skills matching engine with Vector VMS exclusive "supplier submission board" ensures Client has access to "the right resource at the right time for the right price".</p> <p>Tools provided and managed by TSCTI includes JobDiva and Vector VMS which helps to reduces hard and soft costs while improving resource quality, retention and resource skill levels. For example, Client of New Jersey requests for temporary staffing services through Vector VMS provided and managed by TSCTI, Client of Montana requests for temporary staffing services through their portal named eMACS and we receive staffing request from Maryland Health Benefit Exchange through email. Sourcewell can choose any means to send requests for temporary staffing services as our dedicated Account Management team lead by senior Account Manager for the contract, who will be responsible to keep a constant track of the Sourcewell's services.</p> <p>TSCTI MSP Model is a powerful combination of an experienced on-site Manager working closely with Sourcewell and supplier network; an off-site program support responsible for invoicing, screening candidates, records management, supplier enrollment and other administrative duties; and a comprehensive, easy to use integrated technology solution - Vector Vendor Management System (VMS). The major components of our solution are described below.</p> <ul style="list-style-type: none"> <li>• MSP Program Team: Foundational to all of our programs, our MSP Program teams include a dedicated On-site Program Manager (On-site PM) with industry knowledge and skills expertise that will provide full requisition management and reduce administrative burden for the client, hiring manager, supplier and resources. The On-site PM will be fully supported by an MSP team that will also perform program services related all aspects of the program.</li> <li>• Vector VMS: Vector VMS provides a single solution that manages all of Client contingent labor as well as the wide variety of service categories such as SOW projects, independent contractors, and indirect services. It helps to effectively and efficiently manage Client contingent and temporary workforce and improve operational effectiveness, mitigate risk, and save substantial dollars within Client non-employee labor program.</li> <li>• Supplier Network: TSCTI will recruit, identify &amp; assess prospective suppliers. We understand the value, a quality and engaged supplier network has on resources, and their individual skills and their continuity to key projects. We believe it is in everyone's best interest to retain a strong working relationship with all supplier organizations and TSCTI places a very high priority on ensuring that all performing suppliers are retained and that locally headquartered suppliers are embraced. We will provide onsite and process-specific training. We will measure suppliers on resource quality, retention, price, responsiveness, SLAs.</li> <li>• Supplier Mentoring and Support:             <ul style="list-style-type: none"> <li>o Improved information flow to enhance knowledge of position needs</li> <li>o Communication, Mentoring &amp; Outreach through regularly scheduled conference calls, quarterly forums and roundtables, and training sessions</li> <li>o Supplier tools to increase performance &amp; improve efficiency &amp; profitability</li> <li>o Supplier cash flow visibility &amp; management</li> <li>o Accurate &amp; auditable online accounting records</li> <li>o Level playing field to allow suppliers to compete on price and quality to earn business</li> </ul> </li> </ul>
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**Table 8: Value-Added Attributes**

Line Item	Question	Response *
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<p>39</p>	<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>TSCTI's strategic business solutions have been on the sharp raise, which is clearly evident from the value-add services and the level of rapport that we build with our esteemed clients. Apart from starting the work upon winning the contract, our primary focus is to provide maximum customer satisfaction to our clients, which can only be achievable with delivering Quality of work, development of mutual trust between our Team and Client-side team(s), transparency, fair deals with respect to invoicing which are timely and accurate, accountability, adaptability to clients' needs, flexibility in terms of change requests to the project norms/ needs, dedicated work by our consultants being deployed on work, continuous endeavor to build healthy rapport with client both by our Consultants and E-care team/Account Manager assigned. In a nutshell, start of business partnership with us would take Sourcewell through a constructive relationship and enhanced business growth for both parties. We bring in-depth expertise supporting 250+ contracts in federal, Client, local, and commercial sectors. Our wide range of services includes contract management, IT project and program management; IT service desk support; IT field operations; incident management services; NOC support services; application development and sustainment; operations and maintenance (O&amp;M); business analysis; systems analysis; IT moderation; IT infrastructure and data center operations; systems engineering and administration; network engineering and administration; DevOps, Agile-DevSecOps; artificial intelligence and machine learning (AI/ML); cloud services; and cybersecurity.</p> <p>We provide education to all program stakeholders for client and suppliers during the initiation of the program and on an ongoing basis thereafter for the life of the contract. TSCTI will train system administrators and other designated Client personnel on the use of Vector VMS as it is configured to meet the specific sourcing, billing, and administrative processes defined for Client upon completion of and approval of future-Client process maps that will be developed upon award of the contract. Training is also provided to Client, agency administrators, suppliers and contingent resources on the Sourcewell's MSP agreed upon processes and procedures. Our standard training curriculum includes supplier rules of engagement with Client hiring managers, on and off boarding procedures, pre-engagement compliance, performance expectations, etc.</p> <p>All training services are provided by TSCTI MSP team and Vector VMS training specialists. Courses are delivered on premise as required and are also made available weekly online. Courses online are instructor-led and interactive, and they deliver the same content as those on-premise. Brief, function-specific training videos are also available via web-based video training. Proper education is critical for the suppliers and resources that will use the system. We give great attention to ensuring that we educate on supplier and their resources on both the use of Vector VMS, and also on the benefits they can gain from Vector VMS and program. Finally, we tailor all supplier and resource education to meet the specific process needs of the Client. Every user, client, supplier, and resource are provided with an MSP Orientation and a Vector VMS "Get Started Guide" which highlights the functions key to the individual's program role. This is a pictorial guide and is also tailored for specifics of Client's MSP program. Curriculum and all training materials are available to Client upon request.</p>
<p>40</p>	<p>Describe any technological advances that your proposed products or services offer.</p>	<p>TSCTI maintains an Emerging Technologies Committee. The committee's charter is to stay abreast of new and developing technologies, job titles, and skill categories that have potential to impact our clients, our MSP service deliveries, and our internal operations. Our committee organizes and executes product and strategy roadmaps each year to ensure we have the right plans for innovation and development. One initiative is the building of our Talent Technology Ecosystem, where we work with the best in class technology partners for key market driven needs like direct sourcing, independent contractor vetting, background checks, and data analytics to power functionality within the application or as a stand-alone service. This allows our clients to have access to a portfolio of vetted, innovative technology partners that can be integrated into the VMS, creating a seamless user experience while addressing key pain points and improving sourcing strategies for talent management. The committee is also chartered to remain knowledgeable of public sector changes which include new legislation, new programs, new technologies, new threats, new demands, and other drivers that challenge public administrators as they strive to optimize their operations. The committee briefs TSCTI leadership each quarter on technological trends, industry best practices, and presents thoughtful considerations and recommendations for process improvements. Our MSP program team leadership then applies the knowledge gained to their individual MSP programs and disseminates it accordingly. From this committee, our MSP leadership and program teams are able to provide industry expertise, allowing our clients to incorporate our actionable findings into their planning and temporary labor strategy. To keep the service offerings current and ensure that latest standards and technology for staffing services are updated, TSCTI attends various events like:</p> <ul style="list-style-type: none"> <li>• National Association of State Chief Information Officer meeting</li> <li>• Staffing Industry Analysts</li> <li>• MSP EXPO</li> <li>• ASCII SMB Summit</li> <li>• Channel Partners Conference and Expo</li> <li>• MSP World</li> <li>• Robin Robin's Bootcamp</li> <li>• NexGen</li> <li>• IT Nation Connect</li> <li>• Reviews ERI data twice annually and compares the results to the current wage rate data that is the core of the rate card</li> <li>• Shares Information learned from TSCTI's other State MSP</li> </ul> <p>Vector VMS follows a bi-weekly (i.e., every 2 weeks) release methodology for our system, which allows us to be agile in meeting our clients' needs and to rapidly deliver innovation. Prior to any major release, we schedule an online session to guide customers through software changes. Before going into production, added feature functionality is available on customers' test systems. TSCTI's program management team will work with the Sourcewell to test any added functionality and determine if it should be activated.</p>

41	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>TSCTI works with a wide variety of clients but it especially seeks out businesses that are committed to values beyond profit. It's our goal to do business the way we live: by using no more than we need, respect those around us and tread lightly with a small footprint. Although this is hard to accomplish in the modern world; we believe that design, creativity and innovation can drive change, generate new ideas and leave things in a better Client than the way we found them. Through its Go Green Polices, TSCTI is committed to save the environment and contribute towards making Earth a better place to live in. Outlined below is green code of practices that we follow:</p> <ul style="list-style-type: none"> <li>• Electricity and save energy: Turn off lights and air conditioners whenever not in use and when leaving the office or conference room. It is of primary attention to save energy while we are not using it. Prior to logging out, TSCTI employees must unplug electronic devices and shut down systems to save energy.</li> <li>• Day Lighting: Use natural light at the office whenever possible.</li> <li>• Recycling: We recycle waste papers and reuse materials at every opportunity.</li> <li>• Partners: TSCTI commits to align with green suppliers and partners.</li> <li>• Saving miles/ gas/ petrol: We encourage employees to have virtual meetings, web conferences rather than traveling to meetings.</li> <li>• Save Trees/ Paper: TSCTI encourages using emails instead of using paper; using e-method to note things; minimize the amount of printed materials &amp; direct mail we use. At TSCTI we use minimalistic printing and embed the following into our email signatures to remind us and others of saving trees. "Please consider the environment before printing this e-mail". When paper is necessary, we photocopy on both sides and use old papers for scrap paper.</li> <li>• Digital/ Cloud storage: To cut down paper usage and reduce clutter, digital/ cloud storage solutions are followed across TSCTI.</li> <li>• Avoid Plastic Bags: Our employees use bags that can be recycled, preferably reusable cloth bags instead of plastic bags.</li> <li>• Bi-annual Green Earth Campaign: At TSCTI we conduct an awareness campaign aligned with our Go Green policy twice in a year.</li> <li>• Training: Every quarter we train our staff on how to be responsible corporate green citizens.</li> <li>• Save water: TSCTI employees are mindful of utilizing water in the best manner possible.</li> <li>• Conduct Annual Go Green Surveys: TSCTI employees are encouraged to make suggestions on how we can be "Greener and environment friendly" company and to use natural resources efficiently and effectively.</li> </ul>
42	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
43	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.	TSCTI is a National Minority Supplier Development Council certified MBE supplier. Certification Copy uploaded under the Document Upload Section.

44	<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>We are pleased to provide value-added services to the Sourcewell, directly or indirectly. This narrative describes our value-add from the perspective of agencies who receive our support; and the supplier network.</p> <p>Nationwide Presence: We have a nationwide business presence with more than 250 public agencies.</p> <p>Strong MSP and IT Staff Augmentation Experience: We have been a single awarded Managed Service Provider for Client of New Jersey and have successfully placed more than 7,000 skilled resources under the contract. We recently got award a contract with Client of Florida as Managed Services Provider for their staffing need.</p> <p>Sole MSP in New Jersey: TSCTI is working as a manage service provider for Client of New Jersey and managing 1200+ candidates for this program.</p> <p>ISO 9001:2015 compliant recruitment process: We have ISO compliant recruitment process, which makes us capable to provide requested services.</p> <p>Dedicated Local Account Management Team: TSCTI's account management approach for handling contracts ensures that contract requirements and goals are well supported. For Sourcewell, we will assign a local team to ensure the right delivery of services.</p> <p>Vector VMS tool. TSCTI has aligned its services with an industry leader with an immaculate and reliable performance record for providing software that provides the functionality to enable transparency and access to data across the program.</p> <p>Rates based on industry Standards: The direct labor rate composite for the proposed labor category were obtained by consulting Economic Research Institute (ERI)'s Salaries and Cost of Living Index. In addition, we looked at our salaries on current supported projects and our GSA rates.</p> <p>Productivity Tools: We offer an electronic suite of online tools to increase the efficiency of your ordering, timekeeping, and reporting processes. With these productivity tools, TSCTI and the Sourcewell will gain access to analytics that will allow us to determine areas to improve so that the contract run more efficiently and smoothly. We utilize OfficeClip for Timesheet, QuickBooks for invoicing, and JobDiva as an Applicant Tracking System.</p> <p>Quality Processes &amp; People: Our processes are ISO 9001:2015 certified and we are an IT firm, able to cut through technical jargon to evaluate a candidate's true value to the Sourcewell.</p> <p>Strategic Business Partnerships: TSCTI has developed key partnerships to deliver the best of breed solution to its clients. We have alliances with several leading technology companies like Microsoft, HP, Oracle, Juniper, SolarWinds, Cisco, VMWare, Dell, and IBM. We are Microsoft Certified Gold Partner, Oracle Certified Gold Partner and have developed strategic partnerships with leading providers of open-standard software platforms, which have enabled us to provide premium-quality services to our clients through early access to new technologies as well as preferred access to training and technical support.</p> <p>Turnaround Time: TSCTI has a turnaround time of 4 hours per candidate. We have total 150+ domain specified recruiters with the advantage of 5 electronic resume bulletin boards - Monster, Dice, Corp to Corp, LinkedIn, and CareerBuilder.</p> <p>Competitive Service Level Agreements: We offer best SLA's which help us in delivering apt services with a quick turnaround time with high quality standards.</p> <p>Training Program: We provide customized training programs related to skills, timesheet, safety etc.</p> <p>Un-biased Supplier Selection: We propose using a network that is open to all vendors who meet the minimum requirements and who wish to participate competitively on the Sourcewell's contract. While concentrating on vendor performance, we will continue our record by building a successful Sourcewell-centric network to cast the broadest reach and enable the Client to maintain resource quality through times of peak supply and demand.</p> <p>Resume Database and domain specified recruitment teams: We have over 5M highly proficient and experienced candidates of various skill level and services in our resume database. We keep updating our resume database to meet the client's immediate requirements; it takes us 4-8 business hours to provide 3-4 qualified resumes per position when required. If there is a case of unsatisfactory work performance, disruptive behaviour in the work environment, ill health, and unsuitable work profile for the assigned tasks and for any other reasons involved to terminate the staff, within a maximum period of 1 day.</p> <p>Full Staff Automation: TSCTI provides the competitive tools for full staff automation which help to reduce time-to-hire. Engage the right candidates and make more placements within one integrated system.</p> <p>Domain Specified Recruitment Team: TSCTI has a team of 150+ recruiters (across levels &amp; domains) with a mix of resourcing background.</p> <p>Financially Stable: TSCTI is a well-established and financially stable company, having annual revenue as \$300M+ for the year 2020.</p> <p>Sourcing Methodologies: Our sourcing methodologies has helped us develop a tuned process to get a diverse pool of qualified and equipped candidates meeting the client's needs. Our search capability entails all necessary industry experience, strong relationships at the national level and wide access to a database of candidates.</p> <p>Brand Recognition: Because of our excellent past performance and D&amp;B rating, TSCTI has greater aided building brand consciousness in the industry than other staffing firms.</p> <p>E-On-Boarding: E-On-boarding of candidates are managed by Applicant Tracking System (JobDiva) owned by TSCTI. During this phase, we share the candidates' document with the client and coordinate start date, security check and other formalities with the client and candidate. During this phase, we will also conduct a new hire orientation, ethics training and we interact with the employees to educate about our work culture and benefits.</p> <p>Customer Rating: With a Mission Commitment of "Relationships Build on Success" TSCTI is ranked in the top 2% nationwide compare to other Managed Service Provider for IT Staff Augmentation Services firms by a 3rd Party Survey from Dun and Bradstreet, with the following scores from our current customers:</p> <p>Reliability: 97%          Responsiveness: 97%          Quality: 95%          Business Relations: 99%          Order Accuracy 95%          Delivery &amp; Timeliness 97%          Personnel 98%          Customer Support 95%</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 *
45	Describe any performance standards or guarantees	Through its years of experience in providing MSP services, TSCTI has built number of SLA around



that apply to your services

service parameters to measure our performance under contract. As part of normal SLA monitoring, we evaluate and report on contract usage by multiple dimensions, e.g., agency, subcontractor, job category. Historic usage by job title will be part of the quarterly SLA report to the Client. We evaluate these metrics by quarter, region, and year to identify specific trends; we also monitor them across all MSP accounts, particularly those in close proximity to the Client. This is one method of projecting potential requirements based on historical demand.

The table below depicts our standard SLA and we can discuss the same with the Sourcwell and modify it as required.

Performance Metric: Requisition Confirmation Response time

TSCTI Goal: 4 business hours

Performance Target: 98% or higher

Description: Measures average response time from receipt of request to confirmation of request receipt

Calculation: Number of requisitions which received confirmation within 4 hours / total number of requisitions

Frequency of Review: Monthly

Performance Metric: Resume Submittal Response time

TSCTI Goal: 1 business days

Performance Target: 92% or higher

Description: Measures average response time from receipt of request to delivery of first three candidates' resumes

Calculation: Number of requisitions which received resumes for review within 24 hours / total number of requisitions

Frequency of Review: Monthly

Performance Metric: Hard-to-fill time

TSCTI Goal: 5 business days

Performance Target: 92% or higher

Description: Measures average response time from receipt of request to delivery of first three candidates' resumes

Calculation: Number of requisitions which received resumes for review within 120 hours / total number of requisitions

Frequency of Review: Monthly

Performance Metric: Normal Fill Rate

TSCTI Goal: 100%

Performance Target: 92% or higher

Description: Measures TSCTI's ability to satisfactorily fulfill requisitions: Indicates how many requisitions are open

Calculation: Total number of filled positions at month end / total number of requisitions which have been in place over 2 weeks

Frequency of Review: Monthly

Performance Metric: Hard-to-fill Rate

TSCTI Goal: 100%

Performance Target: 92% or higher

Description: Measures TSCTI's ability to fulfill requisitions: Indicates how many requisitions are open

Calculation: Total number of hard-to-fill positions at month end / total number of requisitions which have been in place over 2 weeks

Frequency of Review: Monthly

Performance Metric: Attrition Rate

TSCTI Goal: 0%

Performance Target: 5% or lower

Description: Measures resource turnover due to unplanned situations which are not caused by The State, not including inadequate performance, death, serious illness, etc.

Calculation: Number of unplanned turnovers / total number of resources

Frequency of Review: Monthly

Performance Metric: Performance Removal

TSCTI Goal: 0%

Performance Target: 8% or lower

Description: Measures resource turnover due to inadequate resource performance

Calculation: Number of turnovers (due to inadequate performance) / total number of resources

Frequency of Review: Monthly

Customer Service Survey Results: Monthly survey of the satisfaction of the agency requestor with the resource(s) placed at that agency by the Offeror. Survey will highlight positive and negative points about TSCTI's processes and resources in order to identify areas for improvement. The State Contract Manager will review and include overall results as part of the scorecard. All metrics will be submitted to the State Contract Manager no later than 10 days past the end of the month being reported on.

Explanations of the SLAs

Requisition Response Time – Because we are all working within a single hosted system, our confirmation is instantaneous: the moment the requisition is submitted, it is available in the work queue of all subcontractor suppliers whose profile and tier matches the requisition. In addition, the VMS system will generate an external email to all impacted suppliers. We propose to exceed the RFP requirement with an SLA of 98 percent. This occurs by nature of the infrastructure and process.

Resume Submittal Response Time (Normal and Hard-to-fill) – This metric measures the speed with which we reply with our resume. We propose the stated one-day window for normal requirements and five-day window for hard-to-fill.

Normal Fill Rate and Hard-to-fill Rate – This SLA measures the percentage of normal and hard-to-fill requisitions that have been filled. We proposed 92 percent for both normal and hard-to-fill requisitions. This is a cumulative metric dating from the start of the contract to the period two weeks prior to month end. It measures the total number of filled positions over the life of the contract against the total number of opened positions, as of two weeks prior.

This removes requisitions opened within the last two weeks of the month from consideration. It also is directly impacted by the State manager's ability to interview (if desired) the candidate and offer an engagement in a timely fashion. During transition we can discuss whether to count the position filled (1) when the candidate begins work, or (2) at some point prior to that when the agency has affirmatively acknowledged the candidate's acceptability.

Attrition – This SLA measures resource turnover due to unplanned situations which are not caused by the State, not including inadequate performance, death, or serious illness. The attrition rate is impacted by market conditions because candidates engaged in a job search may receive offers for permanent employment during the term of a short engagement and leave their Staff Aug engagement early to accept the permanent offer. We propose metric of five percent or lower over the life of the contract.

Performance Removal – This SLA measures resource turnover due to poor performance. We propose the metric of three percent.

Opportunity to Subcontractor Network – This SLA measures the number of resumes coming from our subcontractor network. This metric measures the ability of our subcontractor network to respond with resumes. It does not represent actual placements; it measures throughput of resumes against requirements.

Usage of Subcontractor Network – This SLA measures the number of resources from the subcontractor network selected for engagement by the Client. This metric measures the success of our subcontractor network.

Customer Service Survey Results – We will work with the Client to determine the most effective way to summarize client satisfaction at the candidate level. We will also report the client satisfaction results of the surveys of the employees' performance to our subcontractors during the quarterly subcontractor meeting. We will create a standard survey template to be used by any Client's agency and customized surveys for individual agencies, if appropriate. Over time, this will generate additional client satisfaction metrics for historical reporting.

As part of our performance Guarantee mentioned SLA table, TSCTI will provide a 3- day Placement Guarantee for each staff member placed. Our guarantee ensures that the Client is not charged for an unacceptable resource within the 3-day period. TSCTI, as part of all of our programs, provides an orientation for new staff placed. The orientation program will be customized for the Client. A detailed agenda for orientation at the Client will be developed as part of the Service Level Agreement.

46	Describe any service standards or guarantees that apply to your services (policies, metrics, KPIs, etc.)	<p>Within each phase, objectives, operational activities, responsibilities, resources, deliverables, KPIs/metrics, and performance reviews are defined, assigned, scheduled, established, reported on, and refined. Each requirement is measured against key performance indicators (KPIs) such as time or schedules, cost, scope, and quality which are key in maintaining and improving contract performance standards and output. Performance of all performance requirements and tasks will be continually measured against these indicators providing a basis to assure our services and support are properly planned, controlled, tracked, reported on, and managed according to requirements and SLAs. While requirements, tasks, and/or projects move from the planning phase and through the execution, monitoring and controlling phase, our Account Manager will provide transparent reporting based on qualitative and quantitative data communicated regularly for the respective task areas. TSCTI uses its quality control program that ensures compliance with all contract requirements. TSCTI proven Quality Control Program (QCP), has been effectively proven in over 450 projects of similar size and scope. For Sourcewell, our QCP will assure effective quality assurance (QA) on customized policies and procedures for all contract requirements that our team will identify, control, measure and improve throughout this engagement. We implement Quality Control activities that emphasize prevention rather than detection and drive Continuous Improvement throughout the contract lifespan. Upon Sourcewell's approval, our QCP will describes how we will meet, exceed, monitor, track, report, comply, and improve services and quality standards and meet the WOR goals and mission requirements set forth in the contract. TSCTI's QCP for the Sourcewell encompasses quality methods and techniques that are designed to accomplish:</p> <ul style="list-style-type: none"> <li>• Meeting, exceeding, and improving established performance requirements and standards</li> <li>• Defining a status review process for planning and controlling all activities to ensure completion of all requirements under this contract</li> <li>• Defining inspection systems for all base-lined services identified in the SOW</li> <li>• Identifying specific performance standards, methods, and frequency of inspection, assignment of responsibility to ensure acceptable quality performance</li> <li>• Identifying and correcting problems before effecting projects / operations through trend analysis and conducting well-defined process audits (routine and incident driven)</li> <li>• Implementing systemic process improvements as additional opportunities are identified</li> <li>• Presenting an objective and quantifiable method for improving processes and procedures through quantitative measurement, constantly evaluating the reliability of processes, and services</li> <li>• Defining an effective QM reporting and communications structure through defined QC roles and responsibilities that keeps stakeholders informed of relevant and important quality activities, such as compliance with Commission regulations, Department Standards and RFP requirements.</li> </ul> <p>Each year, we send survey to our clients asking what we are doing well and where we need to improve. Moreover, TSCTI uses internal key performance indicators to track its performance. At project onset, we work with the Clients to define performance objectives and develop meaningful ways for clients to track our results.</p> <p>KPI: Delivery % Measure: Ability to deliver the number of employees requested</p> <p>KPI: Unfilled Order % Measure: Orders TSCTI was unable to fill</p> <p>KPI: Canceled Order % Measure: Orders canceled by the client</p> <p>KPI: First Day Punctuality % Measure: Employees who arrived on time on the 1st day</p> <p>KPI: No Call/No Show % Measure: Employees that did not report to work on 1st day</p> <p>KPI: Replacement % Measure: Orders that required a replacement employee</p> <p>KPI: On-Time Delivery % Measure: Placements filled by the agreed-upon start date</p> <p>KPI: Satisfactory Performance % Measure: Customer satisfaction with an employee's performance</p> <p>KPI: Turnover % Measure: Ability to manage turnover and drive performance</p> <p>KPI: Turnover &amp; Satisfactory Performance Detail Measure: Reasons why orders closed and client feedback on employee performance</p>
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**Table 10: Payment Terms and Financing Options**

Line Item	Question	Response *
47	Describe your payment terms and accepted payment methods?	Payment Terms: Net 30 Days and accepted payment methods are ACH & Cheques.
48	Describe any leasing or financing options available for use by educational or governmental entities.	None
49	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.	We have a standard contract that we get signed between two parties once the contract is awarded. A sample Draft Contract is uploaded under the document upload section
50	Do you accept the P-card procurement and payment process? If so, is there any additional cost to Sourcewell participating entities for using this process?	Yes, we do accept P-card procurement payment process and there is no additional cost to Sourcewell participating entities for using P-card procurement and payment.

**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 *
51	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.	TSCTI will provide line-item discount to Sourcwell from its GSA pricing data. Our GSA approved pricing is upload separately and we offer 5% rate discount to Sourcwell.
52	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.	We offer 5% discount to Sourcwell from its GSA approved price list
53	Describe any quantity or volume discounts or rebate programs that you offer.	Yes, we offer additional 0.5% discount on volume purchase over \$1M.
54	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.	TSCTI is open to negotiated with model of purchase as we accept both "percentage over cost" and "supply a quote for each request".
55	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.	Not Applicable as our provided cost covers all cost of acquisition.
56	If freight, delivery, or shipping is an additional cost to the Sourcwell participating entity, describe in detail the complete freight, shipping, and delivery program.	Not Applicable as our provided cost covers all cost associated with freight, delivery, and shipping.
57	Specifically describe freight, shipping, and delivery terms or programs available for Alaska, Hawaii, Canada, or any offshore delivery.	Not Applicable as our provided cost covers all cost associated with freight, delivery, and shipping for Alaska, Hawaii, Canada, or any offshore delivery.
58	Describe any unique distribution and/or delivery methods or options offered in your proposal.	Our proposed Vector VMS solution is fully customizable as per client request, we can accommodate each change request and can transition-In with 30 days' notice period. We work with our customer as a team and our tiger implementation team work on-site throughout the transition period to facilitate smooth implementation of the program with any additional cost to the customer with maximum ROI.

**Table 12: Pricing Offered**

Line Item	The Pricing Offered in this Proposal is: *	Comments
59	c. better than the Proposer typically offers to GPOs, cooperative procurement organizations, or state purchasing departments.	

**Table 13: Audit and Administrative Fee**

Line Item	Question	Response *
60	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>TSCTI is proposing fix cost to each user of Sourcewell and every customer can access the centralized cost chart of associated services. Our proposed system Vector VMS is capable to track the cost associated with teach work order/task order. We can define various filed to give more clear visibility on the progress of the contract and tracking cost. TSCTI account executive can extract the sales report. As normal practise with provide each customer with sales report on or before the 30th calendar day after the close of the client's fiscal quarter or as request.</p> <p>A sample of sale report we are maintain for one of our customer is provided in the Upload Section Please refer.</p>
61	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>TSCTI provides comprehensive reporting capability that includes, but is not limited to, ad-hoc reporting, extensive standard reporting, and monthly reporting on a number a program attributes. Report delivery is in real time, online, and available 24/7. The reporting is available to the contract administrator, hiring manager or other contract users. Data delivered is also filtered in a manner appropriate to user security permissions as configured by the State. Monthly reporting will include Client required reports on all aspects of the program, including but not limited to requisition management, usage, and supplier performance. The Vector VMS also provides both managers and users the ability to create and run their own reports and managed views. TSCTI provides education services on the use of the Vector VMS ad-hoc report creation tools and on personalization of existing standard reports. We strongly believe that Standard Reports should be configured to client needs to maximize their usefulness. During implementation we will discuss reporting needs and configure reporting as specifically requested from the variables listed below. Below is a high-level of the most common items in our Standard Program Reports utilized within our MSP programs. Standard reports are divided into several categories.</p> <p>Supplier Performance Reports</p> <ul style="list-style-type: none"> <li>o Example: Submission Rates, Hit Rate, Current Placements, Average Bill Rates, Job Titles filled, Compliance with Rates, Compliance with Program requirements, Quality, and Opportunity for expansion</li> </ul> <p>Program Compliance Reports</p> <ul style="list-style-type: none"> <li>o Rate compliance, Program Compliance / SLA Scorecard, Pre-employment compliance, Quality and Satisfaction Surveys</li> </ul> <p>Usage Reports</p> <ul style="list-style-type: none"> <li>o Total head count, and Full Time Equivalent Count (FTEs)</li> </ul> <p>Spend Reports</p> <ul style="list-style-type: none"> <li>o Dollars Spent</li> </ul> <p>Savings Reports</p> <ul style="list-style-type: none"> <li>o Dollars saved from NTE</li> </ul> <p>Combining variables to configure standard reports: Usage, Spend, and Savings reports are available with the following configurations and combinations of factors.</p> <ul style="list-style-type: none"> <li>o By Time Periods: Such as Weekly, Monthly, Quarterly, Annual as well as trending by comparing like time intervals over defined time periods</li> <li>o By Business Unit: Including but not limited to Department, Sub Agency, Seasonal, and Category such as IT Medical Admin, Accounting</li> <li>o Other Factors: Including but not limited to Manager, Project, Cost Centre, Location, Facility, Job Category, Job Title</li> </ul> <p>A Sample dashboard providing overall status of our contract and performance. Each field can be further elaborated to have detailed view is placed in the upload document section please refer.</p>
62	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.)	1%

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

Line Item	Question	Response *
63	Provide a detailed description of the equipment, products, and services that you are offering in your proposal.	<p>TSCTI holds 24+ years of experience providing IT Managed Services, IT Temporary staffing, IT Consulting, Professional services, Administrative Support Services, Project Management Services, ServiceDesk &amp; Technical Support, temporary to hire services, direct hire services, and payroll services. We provide a comprehensive suite of workforce solutions to meet your organization's needs. You can choose a combination or all of the following services. Bundled services are not only cost effective but are also very effective through elimination of redundancy.</p> <p>Recruitment Process Outsourcing: We function as an extension of your HR organization to handle the recruitment needs of your business. As part of our RPO offering, we will manage the entire hiring process from creating the job profile to on-boarding the new hire. Our expertise lies in handling mass recruitment and through our geographical reach we can handle project implementation across multiple locations. We also maintain an updated database of candidates for recruitment that happens over a period of time. We can run a mini HR department for you at half the cost that you are incurring now.</p> <p>Contingent Staffing: Contingent staffing is core to our DNA. We have provided contingent staffing services to over 200 commercial and government clients across the US. We handle most of the categories including IT, Administrative, Clerical, Accounting, Engineering, Financial, Marketing, Healthcare, Clinical &amp; Scientific.</p> <p>MSP Partnerships: We are a known brand in the MSP world with a solid delivery record. We support 25 national MSP programs. Our approach is custom-made as per the MSP's requirement. Partnering with major MSP firms has helped us develop our MSP model where we have dedicated staffing teams headed by account managers in the staffing industry has helped us develop a unique MSP Business Model.</p> <p>Vendor on Premise / Master Supplier: As a Master Supplier or Vendor on Premise, we will take on the entire responsibility of fulfilling your contingent labor needs. We will manage requirement allocation, efficient fulfillment, timesheets management, invoicing and payment with all your second tier suppliers. We can also help with transitioning of contractors if required.</p> <p>Direct Hire: We assist organizations in identifying, recruiting and hiring exceptional talent for permanent positions. Our expert team quickly understands your hiring goals and pipelines talent that match up on hard and soft skills that are vital to you. We assist during the entire hiring process including detailed background checks prior to on-boarding.</p> <p>Recruitment Process Outsourcing: We function as an extension of your HR organization to handle the recruitment needs of your business. As part of our RPO offering, we will manage the entire hiring process from creating the job profile to on-boarding the new hire. Our expertise lies in handling mass recruitment and through our geographical reach we can handle project implementation across multiple locations. We also maintain an updated database of candidates for recruitment that happens over a period of time. We can run a mini HR department for you at half the cost that you are incurring now.</p> <p>Payroll Services: We've been providing payroll services for more than 8 years and provide customized solutions to our clients. From providing simple payroll services to any value added solutions, we will work with you and develop customized solutions to align with your organization's strategy. This will help in meeting your business goals.</p> <p>SOW: When you are managing your own project but need multiple resources to augment your team, leverage our SOW service. We will bundle the right combination of resources for the duration you need and provide them on a bundled T&amp;M basis. They work only under your direction and are an extension of your team.</p> <p>TSCTI Area of Expertise:</p> <ul style="list-style-type: none"> <li>• IT Program Management &amp; Project Management</li> <li>• Business &amp; System Administration</li> <li>• Application Development</li> <li>• IT Infrastructure &amp; architecture Support</li> <li>• IT Security Analysis</li> <li>• Database Administration &amp; Development</li> <li>• Labor &amp; Clerical Support</li> <li>• Network, Wireless &amp; Server Administration</li> <li>• Systems &amp; Functional Analysis</li> <li>• PeopleSoft Services Support</li> <li>• Desktop/Helpdesk &amp; Email Support</li> <li>• Electronic Commerce/ EDI Services</li> <li>• Technology Architecture Planning &amp; Development</li> <li>• Computer Programming Support</li> <li>• SharePoint Support, Services and Development</li> <li>• Documentation &amp; Technical Writing</li> <li>• Telecommunication &amp; Telephony services</li> <li>• Verification and Validation services</li> <li>• Geographic Information Systems Application</li> <li>• Microsoft Exchange Services</li> <li>• Web Development and Graphics Design</li> <li>• Customer Relationship Management</li> <li>• Contingency and Disaster Recovery Planning</li> <li>• Testing Support</li> <li>• Mobile Application Development</li> <li>• Data Modelling/ Architecture</li> <li>• Training Support</li> <li>• Application Analysis</li> <li>• Administrative Support</li> </ul>
64	Within this RFP category there may be subcategories of solutions. List subcategory titles that best describe your products and services.	<p>TSCTI agrees to provide all the services &amp; solutions required by the Sourcewell i.e. IT Managed Service and Staff Augmentation Solutions including not limited to IT Consulting, Administrative Services, Application Development, IT Project Management, IT Staffing, IT Workforce Management and ServiceDesk Support.</p> <p>We also support programs and services related to Vendor Management System, Staffing Management and Tracking System, Vendor neutral program, Project implementation, Recruitment, training etc.</p>

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

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
65	Information Technology Managed Service Provider	<input checked="" type="radio"/> Yes <input type="radio"/> No	TSCTI holds 24+ years of experience working as Managed IT Service provider for various clients across US. *
66	Information Technology Staff Augmentation Services	<input checked="" type="radio"/> Yes <input type="radio"/> No	TSCTI holds 24+ years of experience providing IT Staff Augmentation Services to various clients across US. *
67	Services related to the offering of the solutions described in Line 64 and 65	<input checked="" type="radio"/> Yes <input type="radio"/> No	Yes, TSCTI has strong experience providing all the services as required by Sourcewell. *

**Table 15: Industry Specific Questions**

Line Item	Question	Response *
68	Describe your contractor candidate recruitment, screening, selection, and retention capabilities and processes.	<p>TSCTI's MSP solution was specifically designed to ensure access to the most skilled resources for client specified needs. Our program design has consistently provided the ideal balance of resource quality and retention with competitive market pricing that provides the greatest value to the Sourcewell. TSCTI's MSP program reduces hard and soft costs while improving resource quality, retention, and resource skill levels. Our MSP solution begins well before a job requisition is initiated. Our MSP Management Group maintain close supervision of the ongoing process of assignment and careful selection of the contingent staff best suited and qualified to meet the Sourcewell's program mission and expectations. Our management team's success in providing high quality, on-schedule service delivery is borne out by our high customer satisfaction scores (averaging over 90%) and the fact that our contracts have been renewed / extended on options years by various clients.</p> <p>A summary of the Sourcewell manager-by-manager, requisition-by-requisition candidate sourcing steps conducted by the TSCTI local MSP program team is as follows:</p> <ul style="list-style-type: none"> <li>• Upon receipt of all job requisitions, the MSP program team member consults with the Sourcewell hiring manager to confirm job requisition needs, specifications, description, urgency, pre-requisites, and supplemental and/or additionally desired skills to confirm job task order accuracy and completeness, ensuring enrolled network provider recruiting efficiency and performance.</li> <li>• The manager receives a posting request confirmation via email within two working hours.</li> <li>• The MSP program team clarifies with the manager the rate and position title are appropriate based on the job description, including specific and/or unique requirements before posting it to the enrolled subcontractor network list as requested by the Agency. <ul style="list-style-type: none"> <li>o The MSP program team member posts the position in Vector VMS within one working hour. The requisition is released to the appropriate list of enrolled network providers via Vector VMS.</li> <li>• For new, urgent, or hard-to-fill positions, the MSP program team member will facilitate a subcontractor education call to ensure all necessary information is provided.</li> <li>o The MSP program team member schedules weekly calls with subcontractors to review outstanding postings and answer any questions.</li> <li>• Vector VMS skills matching technology provides subcontractors, the MSP program team member, and Sourcewell managers a specific and consistent comparative resume scoring based upon the match of candidate qualifications to the requisition (task order).</li> <li>• The MSP program team member, using their industry recruiting experience and specialized knowledge of the Sourcewell's needs, reviews, qualifies, and conducts initial resume screening.</li> <li>• The MSP program team member conducts phone screening with candidate(s) to further qualify skills, availability, commitment to assignment, location, and ensure the candidate is eligible to perform work in the U.S. for the entire duration. Any additional pre-screening can be requested and conducted at the manager's discretion. <ul style="list-style-type: none"> <li>o TSCTI also has the ability to provide recorded web interviews for the manager to review with resumes for each candidate, should the Sourcewell or manager request.</li> <li>• Results of the evaluation are presented to the Sourcewell manager for consideration.</li> <li>o TSCTI's MSP program team will present a group of resumes (minimum of three per request) to the Agency / manager within four (4) working hours unless otherwise specified. The manager has the ability to request more resumes, if required. The manager will also have the ability to view all submitted candidates and resumes in VMS should the manager prefer.</li> <li>o The Sourcewell manager's specific resource preferences, scoring methodology, etc. are logged and maintained to ensure that future candidate analysis incorporates the Sourcewell manager's methodologies, interests, etc.</li> <li>o Any candidate submissions exceeding the contracted maximum rate are subject to an agreed upon exception process.</li> <li>o If the manager determines the resumes provided do not meet the requirements as stated in the requisition, the manager may request a new group of resumes. The MSP program team member will coordinate with the manager and subcontractors to ensure there is a clear understanding of requirements from the manager to the subcontractor to ensure proper candidates are provided. This process may continue until an acceptable candidate is selected.</li> <li>o The Agency has the opportunity to conduct skills assessments of the candidates chosen from the selected group of resumes. The methods for skill assessments include, but are not limited to, phone interviews, face-to-face interviews, web conference, video conference, capabilities tests, etc. These skills assessments are conducted until a candidate is selected.</li> <li>• The Sourcewell manager has the ability to schedule an interview through Vector VMS or the MSP program team member can coordinate interviews for the manager.</li> <li>• The MSP program team member coordinates the interview logistics. The MSP program team member meets the candidate and introduces the candidate to the State hiring manager for interview.</li> <li>• The MSP program team member will obtain interviewed candidate feedback from the manager and provide to the subcontractor, helping to improve future recruiting activities for the Sourcewell.</li> <li>• The manager informs the MSP program team member of the desired candidate.</li> <li>• In accordance with the Sourcewell 's program directive, the MSP program team may request best and final offer (BAFO) from the enrolled subcontractor provider(s).</li> <li>• The MSP program team member verifies the final rate is acceptable with the Sourcewell manager.</li> <li>• The MSP program team member and the Sourcewell manager confirm the targeted start date for the</li> </ul> </li> </ul> </li> </ul>

- selected candidate and directs the subcontractor to complete all pre-employment screening and documentation.
- The MSP program team confirms all pre-employment requirements have been met.
- o All pre-employment validations are stored within the central database and available for audit 24/7.
- o If the candidate does not meet necessary criteria, the MSP program team will determine if a secondary candidate is acceptable or if additional candidates are required.
- o If a replacement is required for any reason, the MSP program team will provide a group of resumes for the agency to review within two business days.
- Prior to the identified start date, the MSP program team member verifies that all required activities from operations, security, managers, telecom, etc. have been completed.
- o Subcontractors will be responsible to work with the candidate to ensure the purchase of a security badge is completed, if necessary, prior to work start date. The MSP team member will help to coordinate this requirement.
- The MSP program team builds assignment details within Vector VMS, including end date, PO amount, and billing information for invoicing and reporting.
- The candidate is provided time entry training prior to the start date.
- The MSP team performs orientation with the candidate on the first day (answers questions about work location, security & building access, badging, parking, operational specifics, work hours, facility maps, contact information, etc.)
- The resource(s) enters time in Vector VMS.
- Notification is sent to the State manager for time approval. The manager reviews and approves or denies time.
- Approved time is invoiced to the Sourcwell from the MSP.

We have provided a pictorial description of our Requisition Management & Resource Procurement Process via our VMS under the Additional Document upload section. Please refer.

Candidate Recruitment Process: Attracting, recruiting and retaining qualified personnel are critical for TSCTI to ensure successful delivery of services to Sourcwell. To ensure that the qualified resources are available as per the Sourcwell's requirements, TSCTI will use an ISO certified functional staffing plan and proven and proactive approaches, processes and tools practiced for over 24 years, to provide staff with required skills. TSCTI employs a meticulous screening process, combining our understanding of the requirement and similar experience in staffing government organizations to ensure we staff the requirements with personnel who meet client's requirements, bring the right experience, and has the required qualifications. Our proprietary recruiting methods make us unique from any other firm. Our recruiting team consists of 150+ recruiters, data miners and research analysts with an average experience of 7+ years supporting client requirements. Our recruitment team works closely with our dedicated Account Manager to understand the Sourcwell's requirements for providing best match to client needs. TSCTI will use our ISO-certified staffing approach, processes and tools perfected on over 250 Government contracts to provide high quality personnel with required skills. We use an ISO certified process to ensure that we provide the right candidates to Sourcwell. We have developed in-house processes and methodologies for recruiting, screening, selection and quality control processes in order to provide qualified candidates to Sourcwell.

#### Methodologies and Approach to Source Skilled Candidates

TSCTI's proven sourcing methodology includes a proactive approach to source candidates that match the skill sets related to the Sourcwell's needs.

Proactive Approach: TSCTI uses the proactive approach to identify the resources internally and externally to build a candidate pool for the Sourcwell. This work includes making calls to candidates, introducing our new client and establishing a relationship with them. Our team also shares our success on this contract and the nature of work involved with consultants who worked with us in the past TSCTI uses job Fairs, advertisements, and referrals to build our consultant database. The consultants are added to our database only after the screening process.

Reactive Approach: TSCTI's ISO 9001:2015 certified recruitment process is initiated as soon as we get the sourcing requirement from the Sourcwell through email. The dedicated Account Director drafts a requisition and immediately submits it in JobDiva along with sending it to the Recruitment Manager detailing about understanding of the project requirements, environment, qualification, experience, mandatory and desirable skill set requirement. The Recruitment Manager assigns this requirement to the dedicated recruitment team for the Sourcwell. From there, the recruitment team sources the candidate using one of following methods:

- Incumbent Capture: TSCTI starts the incumbent capture processes as soon as the contract is awarded to retain the institutional knowledge.
- Employee Referrals: One of our best sources of exceptional talent is employee referrals. Our employee referral program offers employees a cash reward for referring their friends and associates for a position for which they are qualified and eventually placed.
- Postings to Internal and External Job Boards: TSCTI's JobDiva publishes requisitions in real-time on TSCTI's career website, enabling jobs to be published seamlessly on the internal job board. TSCTI's over 5,000 employees can search internal requisitions, and depending on their current assignment term dates, apply online as well as refer qualified friends and associates for open positions through the employee referral gateway. JobDiva also helps make external job publishing easier and more efficient by quickly cross-posting requisitions to internet job boards, driving them back to TSCTI's corporate career site for applications and entry into the candidate database. JobDiva provides the ability to cross-post to most of the popular third-party internet job search boards.
- Online Job Boards: TSCTI uses all the common job boards such as Monster, Career Builder, Indeed.com, and Hot Jobs, as well as specialty job boards for niche or highly skilled positions. Our Career Builder account is cross-indexed with several newspapers throughout the nation so that both print and online advertising is created.
- Local Employment Posting Papers and Websites: We understand that many clerical, administrative and industrial candidates review free employment-related websites (e.g. Craigslist) and papers that can be found in local establishments and many support organizations, missions, and restaurants and we post on these sources.
- Community Colleges: Many skilled personnel is being trained through local community colleges and trade schools. We find that advertising and working with internal employment offices can be an excellent source of applicants who are looking for employment opportunities
- Local Job Fairs: In addition to selected advertising in local media, TSCTI's recruiting/management team sponsors and participates in regular job fairs, hosts recruiting open houses, saturates local markets with recruiting and referral fliers, and works closely with state and local job-assistance agencies to ensure every possible sourcing option is pursued. Additional examples include multi-lingual job postings and diversity-based referral bonus programs.
- Social Networking Sites: As social and professional networking sites continue to gain popularity, TSCTI's proactive recruiting strategy maximizes the use of social networking sites such as LinkedIn, Facebook, and Twitter to connect with untapped pools of potential candidates. This medium is also successful in generating



referrals.

Methodology and tools used to ensure consistency: To ensure consistent best fit, TSCTI uses a ten-step recruiting framework. also referred to as our recruitment productivity process, which breaks down recruitment into ten clearly identifiable steps. The factors that make our process unique are the way we execute these steps and TSCTI's long established and proven staffing experience. Our experience, established through the successful management of federal contracts has helped us in developing a standard ISO 9001:2015 certified 10-step recruitment process.

We have provided a pictorial description of our recruitment Process in the additional Document upload section please refer.

TSCTI Recruitment Process and Responsibilities:

Client Requisition:

Analyze the Sourcewell staff requisition and write synopsis of the requisition  
Submit position description and client requirements in JobDiva tools

Responsibility: Program Manager/ Account Director

Identify Consultant

Assign to TSCTI Recruitment team lead through JobDiva  
Check if there is matching skilled consultant available "on bench"  
Identify existing skill sets and candidates within TSCTI JobDiva database.  
Share job profile to all consultants by posting it on our website and sending mailer to approved consultants for referrals.

Post job to external job sites (TSCTI website, Dice, Monster, CareerBuilder)

Responsibility: Recruiting Manager

Pre-Screening

Execute a comprehensive prescreening that confirms previous experience, motivation, salary, skill level, and potential team-fit. Pre-Screening includes online test and internal tools

Discuss salary requirements and relocation needs with candidates and update in JobDiva

Evaluate attitude and aptitude by discussing team scenarios

Provide TSCTI overview and explain benefits

Responsibility: Recruiting Team and Qualified Screening Team Employee Care

Interview

Skill Evaluation

Conduct initial assessment of the candidate's qualifications

Conduct detailed interviews based on job requirement

Soft Skills Evaluation

Evaluate candidate's communication, creativity, analytical thinking, diplomacy, flexibility, change-readiness, problem solving, leadership, team building, and listening skills

Responsibility: Recruitment team and Qualified Screening team

Evaluation

Prepare the feedback form to summarize the results of the interview and update JobDiva with qualified consultants

Relay interview results to the consultants

Check consultant's references

Responsibility: Account Director/ Recruitment Team

Consultant presentation and Setting up Client Interview

Create skill matrices matching required skills with experience of consultants to present consistent skill summary to Sourcewell.

Submit resumes with a Skill summary of the selected consultants and references to Sourcewell.

Discuss interview schedule with hiring manager for pre-qualified consultants

Set face to face or telephone interview depending upon the Sourcewell requirements

Responsibility: Account Director

Security Screening

Conduct criminal, credit and background check including driving record and sexual offender database search

Conduct drug check for selected consultants

Verification of employment, education, certifications and licenses

Responsibility: Employee care

Offer

Conduct criminal, credit and background check including driving record and sexual offender database search

Conduct drug check for selected consultants

Verification of employment, education, certifications and licenses

Responsibility: Employee Care

Ongoing Support and Training

Conduct training on need/ project basis

Update PDP (Personal Development Plan) of each consultant

Responsibility: Employee care

Screening & Selection Process: TSCTI's process to ensures candidates' qualifications meet the requirements set forth in the Contract: The entire TSCTI step-by-step process for candidate screening and validation below explains all the steps our local MSP program management team will take to ensure candidates are properly vetted and screened, providing the Sourcewell with the best candidates at the best price and preventing high turnover.

Our local MSP program management team, using their industry recruiting experience and specialized knowledge of the Sourcewell's needs, will review, qualify, and conduct initial resume screening. The MSP team member will perform phone screening with candidate(s) to further qualify skills, availability, commitment to assignment, location, and ensure duration for the entire timeframe. TSCTI also has the ability to provide recorded web interviews for the manager to review with resumes for each candidate, should the Sourcewell or manager request.

- Industry Expert MSP Team, review of resumes. – TSCTI's local, expert MSP program management team

exceeds the requirement for candidate screening and validation. Within Vector VMS, the MSP team is able to view the candidate(s) resumes and scores. Using their industry recruiting experience and specialized knowledge of the Sourcewell's requirements and needs, the MSP team member reviews, qualifies, and conducts initial resume screening. Our MSP program management team conducts phone screening with candidate(s) to further qualify skills, availability, and commitment to the assignment, location, and duration for the entire timeframe. The MSP program management team also has the ability to conduct further phone screening, web interview, and skills matching at the manager's request. TSCTI also has the ability to provide a recorded web interview, as described above, for the manager to review prior to selecting candidate(s) for interview.

- Candidate pre-screening interviews – Selected candidates are then screened by a Subject Matter Expert (SME). The interview is based on technical aspects in regard to the job description that we get and per previous experience an applicant has. In the screening process, we evaluate personnel with a case-based interview and behavior-based interview. Combining the Vector VMS skills matching engine with asynchronous interview videos ensures only the most qualified candidates are considered, saving time, resources, and money.

- o Case-based interviewing – Designed to predict the ability of the contingent candidate in providing services per the client's requirements. A case-based interview starts with a problem for the candidate to solve. These questions can be based on the job description and/or tools a candidate will or has used in the current job. With the help of mock scenarios, we understand the logical thought process of a candidate. The SME evaluates a candidate on the basis of the following:

- If a candidate is able to identify the most important issues.
- If a candidate is employing sound and logical analysis.
- If a candidate is able to develop an action plan for addressing the problem(s)
- If a candidate has made any recommendations or not.

- o Behavioral-based Interviewing – Designed to elicit experiences, behaviors, knowledge, skills, and abilities from an applicant that directly match a given job description. A behavioral interview is based on recent work experience, projects completed, initiatives, and past performance to illustrate the qualities of a candidate. The assigned SME for this interview takes extensive notes to document evidence that a candidate exhibits particular qualities that will lead to a job offer and subsequent success in the workplace. The SME evaluates a candidate on the basis of the following:

- Candidate's role in the project
- His/her planning to achieve desired results
- His/her teamwork ability and coordination
- His/her experience in difficult situations

- Advanced Skills Matching Technology – Vector VMS skills matching technology provides subcontractors, the MSP program management team, and the Sourcewell managers with a specific and consistent comparative resume scoring based upon the match of candidate qualifications to the requisition / task order. The Vector VMS skills matching tool is a Semantic Matching Engine and is the most sophisticated skills matching engine available. Vector VMS matches profiles, not keywords. It not only extracts semantic data, but it also extracts and uses metadata. For example, Vector VMS is designed to extract a skill called "Microsoft Excel" and determine that it has a cumulative value of 45 months, and a date of last use of June 2012. It will further know that the skill called Microsoft Excel was found within the context of a profile that has (or requires) 12 years of total experience (metadata). Vector VMS's skills matching is a true profile matching engine. Vector VMS parses, extracts, classifies, characterizes, and constructs candidate profiles and matches them with the Sourcewell's job postings.

Retention of Personnel: TSCTI's staffing policy adheres to methods that have proven most successful in attracting and maintaining a qualified and stable workforce. TSCTI believes that most important element that ensures a stable and qualified workforce is technical and professional training. Our training programs afford our staff the opportunity to enhance skills and obtain multiple professional certifications. These staff development programs, when combined with a level of pay and benefits offered by TSCTI, have contributed to a stable workforce with an employee turnover rate significantly less than the industry average. We will apply these proven methods to the proposed workforce supporting this task thereby reducing any risk of staff turnover.

TSCTI's extensive past experience with similar projects has solidified the key to effective performance, which is a fully qualified, stable workforce. The method of recruiting and retaining such a workforce is a combination of competitive salaries, benefits, and individual recognition for the contribution to mission success. Our approach to personnel management has resulted in significantly lower voluntary turnover rates than the industry average. The following is a list of the other primary methods employed to retain staff members followed by a brief description of each of these items. Management focuses on these areas to promote overall staff retention:

- Providing supportive management
- Individual career development
- Competitive salaries
- Competitive benefits package
- State-of-the-art work environment

Providing Supportive Management: TSCTI management supports its employees by providing timely feedback, recognition, individual career planning, and ensuring that employees have the tools they need to do their jobs. Communication is a key factor in employee retention. Feedback is provided consistently through verbal and written communications and through formal and informal performance reviews. Recognition is provided through several mechanisms, including:

- Verbal and written commendations "on the spot"
- Verbal and written commendations at meetings
- Awards and bonuses

Management provides consistent feedback in order to open lines of communication for both positive and negative feedback to and from the employee. Employees receive "on the spot" awards for outstanding performance as it occurs. Employees are recognized for their contributions at meetings and company-wide gatherings. We will hold regularly scheduled staff meetings, luncheons, and grassroots level meetings to communicate project events, the status of work schedules, and other relevant information. Our Program Manager holds encouraging discussions with our consultants concerning workplace issues and complaints and provides methods to motivate and improve the efficiency/effectiveness of work operations. Individual and group awards are presented to recognize both individuals and teams for sustained excellence. Another key ingredient to retention is the individual career plan.

Individual Career Development: TSCTI managers work with each employee to develop individual career plans. The plans contain three types of goals and objectives: 1) achievements on behalf of the customer, 2) achievements specific to TSCTI, and 3) training programs help to meet the targets identified in the first two areas. The goals and objectives identified in the career plan provide the basis for the employee's annual performance review. The plan communicates what the employee is expected to accomplish and is developed by the employee with input from the direct supervisor. This participatory management style provides the employee the opportunity to set the direction of his/her career and the criteria by which he/she will be

		<p>judged. The result most often is that the employee sets higher goals than the supervisor would have set. The employee also works harder to achieve goals and objectives that he/she would have had the goals and objectives been set solely by the supervisor.</p> <p>Competitive Salaries: TSCTI's staff both employees and teaming partners, have a strong commitment to excellence and are our most valuable assets. TSCTI has established corporate guidelines for fair and equitable salary based on skills, years of experience, and education and training. The salary ranges for our respective labor categories are based on industry standard salary surveys appropriate to the areas in which we do business.</p> <p>Competitive Benefits Package: While compensation has been found to be one of the lesser reasons employees use to determine whether to stay with an organization or move on, we at TSCTI provide competitive salaries with an outstanding benefits package. The benefits package includes the educational and training programs described earlier, a 401(k) program, cafeteria-style family health care options with multiple health care options to choose from, and a vacation program.</p> <p>State-of-the-Art Work Environment: Key to TSCTI's ability to retain personnel is the fact that we offer the opportunity to work on the latest software development technology such as .NET, Java, J2EE, Oracle, SQL Server, TFS ALM, jQuery, other Microsoft products and implementing cutting edge solutions in terms of Service-Oriented Architecture (SOA) using Extensible Markup Language (XML), Windows Communication Foundation (WCF), Web API, Model View Controller (MVC) and others. TSCTI offers its employees opportunities in the software engineering, system engineering, and data engineering fields; enabling each employee to realize his/her career path.</p> <p>Joining          Inform the joining date of the candidate to Sourcewell          Conduct e-Verification          Candidate joins the project on specified date          Responsibility: Employee care/ Account Director</p>
69	Describe your process for development of participating entity statements of work, service levels, quality control plans, and performance standards (as applicable).	<p>TSCTI has integrated multiple ERP systems with number of clients. For state of FL we are proposing well recognized SaaS system Vector VMS which is been used by 10+ States for managing MSP contract. We have integrated the proposed system Vector VMS at State of NJ. The State of New Jersey MSP program contract was implemented in April 2018 with the goals of reducing costs, adding value, enhancing resource quality, improving resource retention, increasing Sourcewell's Economic Impact (minority, women, and veteran business outreach) and gaining greater command and control through a centralized database and reporting system. The program has been live for 35 months and we have developed a strong and productive working relationship with 250+ State's agencies and departments and delivered continuous process improvement enhancements which have reduced administrative burden, improved communication, provided cost savings and overall organizational and contract efficiencies. Some of our prestigious clients where we have implemented ERP system to be used by different ordering agencies are State of New Jersey (Vector VMS), Commonwealth of VA (CONREP), Fire Department New York (CONREP), School District of Palm Beach County (CONREP), Buffalo Public School (BPS), New York (CONREP).</p> <p>TSCTI follows industry-specific models to deliver quality control and consistency to the Sourcewell contract requirement. Our certifications at CMMI Maturity Level 3, ISO 9001:2015, ISO/IEC 20000-1:2018, and ISO 27001:20013 demonstrate our strong commitment to quality management, monitoring mechanism, and continuous process improvement. Our management team works with Sourcewell stakeholder leadership to continually identify quality controls and improvements for streamlined, consistent, repeatable services, and deliverables. TSCTI provides comprehensive reporting capability that includes, but is not limited to, ad-hoc reporting, extensive standard reporting, and monthly reporting on a number a program attributes. Report delivery is in real time, online, and available 24/7. The reporting is available to the contract administrator, hiring manager or other contract users. Data delivered is also filtered in a manner appropriate to user security permissions as configured by the Department. Monthly reporting will include Department required reports on all aspects of the program, including but not limited to requisition management, usage, and supplier performance. Vector VMS also provides both managers and users the ability to create and run their own reports and managed views. TSCTI provides education services on the use of Vector VMS ad-hoc report creation tools and on personalization of existing standard reports.</p> <p>We provide a reporting mechanism to track compliance with the contract SLA. The SLA scorecard will be made electronically available on a quarterly basis to the contract manager. Details of the SLA will be available to the manager via web link. The contract manager can "drill down" to understand the detail behind a requirement. Vector VMS has a powerful reporting engine. Standard reports like the SLA data as well as custom reports are generated online via the VMS "Reports Tab". All data used to generate the reports is viewable within the VMS tool and data may also be exported to Excel for further sorting and manipulation of the data or to produce printed copies if needed.</p> <p>TSCTI understands and agrees to the requirement to submit quarterly reports to the Department's Contract Manager within thirty (30) calendar days after the close of each Sourcewell Fiscal Quarter and will comply with this requirement. Quarterly reports will be configured to meet the unique needs by Department. TSCTI will also provide, at Department's request, interface(s) to Sourcewell systems for transference of requested reports and reporting data. The reports we will provide to the Sourcewell will include at minimum:</p> <ul style="list-style-type: none"> <li>• A summary report with the sales for the period subtotaled by Agency, current hours and bill rates</li> <li>• A detailed report containing the line items details of each PO by Agency, bureau / purchasing organization and enrolled network provider (subcontractor)</li> <li>• A utilization report</li> <li>• An SLA achievement report</li> <li>• MFMP Transaction Fee Report</li> </ul> <p>With a D&amp;B open rating score of 93, TSCTI is committed to quality in all aspects of the Sourcewell program. Our quality approach contributes in discovering, improving, and executing all activities. We perform trend analysis on the performance survey (as explained in earlier section of the response) and establish quality measures based on lesson learned programs. As an ISO 9001 certified organization, TSCTI uses an ISO 9001:2015 registered Vector VMS, providing quality independent oversight, review, and auditing of program performance, ensuring work to be performed under this contract meets contractual requirements. We, as an MSP, can only meet or exceed our SLAs if the subcontractor network meets or exceeds their SLAs. TSCTI's MSP programs continually evaluate subcontractor performance and adherence to the Sourcewell SLAs. Resume submittal response time, fill rate, attrition rate, performance removal, response rate, and quality of resumes are reviewed at least quarterly. If a subcontractor is underperforming, a corrective action plan is developed. If improvement is not demonstrated in the agreed upon timeframe, the subcontractor may then be put on probation or endure suspension periods until the subcontractor can demonstrate that requested improvement criteria have been met. At this time, the MSP team will review subcontractor performance metrics, and will present recommendations to the Sourcewell regarding further program subcontractor community reductions and / or modifications, should the Sourcewell allow.</p> <p>TSCTI believes that quality assurance (QA), i.e., defect prevention, is of the utmost importance to improve our overall performance. We have developed many of our processes and procedures, such as candidate</p>

screening, with the intent to prevent defects instead of detecting them. Our corporate culture is about root cause analysis and correction (i.e., fix the problem once so it does not recur, versus fix the same problem time after time). This approach leads to the lowest cost of ownership.

Contract QA - In terms of contract-level QA, quality wage review assures fixed rates are compatible with current market data and employers' costs. Providing an adequate wage rate allows TSCTI to meet the SLAs centered on the delivery of sufficient resumes and providing a quality subcontractor network. Thus, as a quality analysis in submitting this proposal, our team performed extensive analysis of wages to determine the core metric for contract pricing. We are consistently aware of trends in the marketplace and work force. On a quarterly basis, we summarize these trends and present them to executive sponsors.

Process Level QA - We developed our proposed MSP solution with quality and continuous improvement engrained into it. We followed quality check points for developing components, such as multiple reviews of the pricing spreadsheet, checking the rates, and the position description mapping. Our MSP Program Office team has weekly internal meetings to discuss issues, risk mitigation, and process improvement. For example, subcontractor time reporting issues will be discussed, and a remediation plan will be developed. As an MSP, we perform a number of tasks. For instance, the Account Manager(s) performs QA of requirements going to the subcontractor network as well as requests for specific resources. The Account Manager(s) approves the requirement, validates skills & tasks against the requirement, assures the correct job category is selected, and reviews the requirement before sending it to the network. Following best practices, we have integrated these quality steps within the process itself by institutionalizing the release process.

Candidate Level QA - Prior to presenting candidates to the agency, TSCTI performs a number of QA tasks related to their personal situation to supplement the electronic filtering embedded within the VMS tool and the information within their individual resume. Screening includes a Vector VMS search for past engagements or submissions to determine whether the candidate has completed prior engagements successfully.

We also speak with each candidate, i.e., our MSP role involves significantly greater effort than simply screening and forwarding resumes. In personal conversation with the candidate, we verbally validate skills, availability, ability to get to the work location, and willingness to complete a short-term engagement. This interaction validates the relevance and applicability of the candidate for the position. Our onboarding process includes a number of quality practices, the most important of which is ensuring each candidate has all necessary security clearances. This includes the Sourcewell check required for all engaged resources, discussed below, as well as any other agency-specific clearances required.

Reports to measure performance quality - For evaluating performance, TSCTI has developed a number of reports and continues to refine and develop new reports, both for internal analysis and for client presentation. TSCTI provides a comprehensive reporting capability that includes, but is not limited to, ad-hoc reporting, extensive standard reporting, and monthly reporting on a number of program attributes. Report delivery is in real time, online, and available 24/7. The reporting is available to the contract administrator, hiring manager, or other contract users. Data delivered is also filtered in a manner appropriate to user security permissions as configured by the Sourcewell. Monthly reporting will include the Sourcewell required reports on all aspects of the program including, but not limited to, requisition management, usage, and subcontractor performance. Vector VMS also provides both managers and users the ability to create and run their own reports and manage views. TSCTI provides education services on the use of Vector VMS ad-hoc report creation tools and on personalization of existing standard reports. We strongly believe that standard reports should be configured to client needs to maximize their usefulness. During implementation, we will discuss reporting needs and configure reporting as specifically requested from the variables listed below. Below is a high-level summary of the most common items in our standard reports utilized within our MSP programs. Standard reports are divided into several categories.

- Program Compliance Reports
  - o Rate compliance, program compliance / SLA scorecard, pre-employment compliance, quality, and satisfaction surveys
- Usage Reports
  - o Total head count and FTE count
- Spend Reports
  - o Dollars spent
- Savings Reports
  - o Dollars saved from NTE
- Combining variables to configure standard reports: Usage, spend, and savings reports are available with the following configurations and combinations of factors:
  - o By Time Periods: Such as weekly, monthly, quarterly, and annually as well as trending by comparing like time intervals over defined time periods
  - o By Business Unit: Including but not limited to department, sub-agency, seasonal, and category such as IT medical admin and accounting
  - o Other Factors: Including but not limited to manager, project, cost center, location, facility, job category, and job title

TSCTI's on-the-job inspection is intended to be a source of communication for the contract support team between employees and their supervisors. They are used to evaluate an employee's performance, define goals for the upcoming year, commend strengths, point out opportunities for improvement, and alert supervisors to the needs of employees. Our Account Manager(s) is free to conduct formal performance reviews more often if they feel it is helpful to do so. TSCTI's on-the-job inspection concept integrates strategic planning, performance planning, budgeting, and other management activities into an aligned and coherent process. This process will help create and maintain a formal inspection process for reviewing metrics against defined and measurable targets. TSCTI has performed various contracts and has deployed a range of appropriate, cost-effective tools and techniques to meet the performance objectives of our clients.

- Periodic Inspections/Spot Checks. This method, sometimes called "planned sampling", consists of the evaluation of tasks selected on other than a 100% or random basis. Periodic inspection enables the client to evaluate contractor products and services at intervals consistent with the performance of the work, deliverable due dates, major milestones & critical paths, and/or scheduled reports. We conduct this method of surveillance consistent with other appropriate monitoring techniques to validate the results of the evaluation, reinforce other measures of performance, and ensure consistency.

70	Describe the range of IT MSP or Staff Augmentation service contracts (as applicable) that you have completed in the government sector (smallest, largest, average).	<p>Government Sector Clients for IT MSP &amp; Staff Augmentation</p> <p># of largest clients: 50+</p> <p>Clients Name: City of Baltimore (BCIT), City of Dallas, City of Houston, City of Las Vegas, City of Norfolk, City of Phoenix Aviation Department, City of Sunnyvale, City of Tucson, Cleveland Airport System, Commonwealth of Pennsylvania, Dallas Area Rapid Transit, Deliverables-Based Information Technology Services (DBITS), Department of Information Resources TX, Department of Management Services, Financial Information Services Agency (FISA) and Office of Payroll Administration (OPA), Gulf Coast Community Services Association, THE PORT AUTHORITY OF NY &amp; NJ, he County of Sacramento, The County of Orange, The Chicago Transit Authority (CTA), State of South Dakota, State of South Carolina, State of Ohio, State of North Carolina, State of New Mexico, State of Massachusetts and many more</p> <p># of Average clients: 27+</p> <p>Clients Name: (SCAG) Southern California Association of Governments, Anne Arundel County, Arlington County, Bi-State Development, Boulder County, Hennepin County, Hillsborough County Aviation Authority, Illinois Department of Transportation, Illinois Student Assistance Commission, Long Island Power Authority (LIPA), Lower Colorado River Authority, Mecklenburg County, Multnomah County, Oakland County, Philadelphia Gas Works, Port Authority of Allegheny County, UN Women, University of Oklahoma, Virginia Housing, Washington County, Washington Health Benefit Exchange, Waukesha County, Wayne County Airport Authority (WCAA), Westchester County</p> <p># of Small Clients: 10</p> <p>Client Names: Kane County, Pima County, Ramsey County, San Diego Association of Governments (SANDAG), Tulsa County and many more</p> <p>This list includes both for MSP and Staff Augmentation Services</p> <ul style="list-style-type: none"> <li>Supporting 30+ VMS/MSP Programs</li> <li>State of NJ, CO, AL, SC, WI, CT, OR, AR, DE, GA, IA, MI, NJ, NC, VA, NH, AZ, MS, MO, NV, OH, RI, UT, MI</li> <li>UTMB-TX</li> </ul>
71	Describe the range of IT MSP or Staff Augmentation service contracts (as applicable) that you have completed in the education sector (K-12 and/or Higher Ed - smallest, largest, average).	<p>Our engagements range from complex state-wide educational networks such as EdLink, an early childhood education network linking all state, local and federal programs for Louisiana, to provisioning temporary staffing for Orange County Public Schools. We have supported or are supporting 47 school districts nationwide.</p> <p>IT Services, Solutions and Support to K-12 in 47 different states                  Building and maintenance of Educational Networks, SIS, Infrastructure, Security                  Supporting Teacher and University Retirement Systems                  Department of Education, Louisiana (LDOE)                  Public Schools - Baltimore County, Miami Dade County, Orange County                  School District - Charleston County, Orange County, Houston                  Colleges &amp; Universities in MD, AL, SC, NC, IL, OR                  State's Department of Education – State of MD, PA, IA</p> <p># of Large Clients: 10+</p> <p>Client Names: City College of San Francisco, City Colleges of Chicago, Colorado School of Mines, Dallas Independent School District, Montgomery College, Texas Region 8 Education Service Center and more</p> <p># of Average Clients: 20</p> <p>Client names: (SURS) State Universities Retirement System, Adams 12 Five Star Schools, Alamo Colleges District, Baltimore County Public Schools (BCPS), Beaufort County School District, Chicago Public Schools, Douglas County School District, Fairfax County Public Schools, Houston Independent School District (HISD), Jefferson County Public Schools, Los Angeles County Office of Education (LACOE), New Jersey Higher Education Student Assistance Authority, University of Las Vegas, University of Massachusetts Medical School (UMASS), University of New Mexico</p> <p># of small clients: 10</p> <p>Clients Name: Tulsa Public Schools, University of Arizona, West Virginia University and more</p>

**Table 16: Exceptions to Terms, Conditions, or Specifications Form**

**Line Item 72. NOTICE:** To identify any exception, or to request any modification, to the Sourcwell template Contract terms, conditions, or specifications, a Proposer must submit the exception or requested modification on the **Exceptions to Terms, Conditions, or Specifications Form** immediately below. The contract section, the specific text addressed by the exception or requested modification, and the proposed modification must be identified in detail. Proposer's exceptions and proposed modifications are subject to review and approval of Sourcwell and will not automatically be included in the contract.

Contract Section	Term, Condition, or Specification	Exception or Proposed Modification
	NONE	

**Documents**

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

- Documents in PDF format are preferred. Documents in Word, Excel, or compatible formats may also be provided.
- 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.
- 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](#) - Pricing\_TSCTI.pdf - Tuesday July 13, 2021 06:01:55
- [Financial Strength and Stability](#) - Financial Strength & Stability\_TSCTI.pdf - Tuesday July 13, 2021 06:07:17
- [Marketing Plan/Samples](#) - Marketing Plan Samples\_TSCTI.pdf - Tuesday July 13, 2021 06:09:53
- [WMBE/MBE/SBE or Related Certificates](#) - WMBE MBE SBE or related certificates\_TSCTI.pdf - Tuesday July 13, 2021 06:11:52
- [Warranty Information](#) - Warranty Information\_TSCTI.pdf - Tuesday July 13, 2021 06:17:25
- [Standard Transaction Document Samples](#) - Standard Transaction Document Samples\_TSCTI.pdf - Tuesday July 13, 2021 06:13:35
- [Upload Additional Document](#) - Additional Figures, Sample Reports & Our Profile\_TSCTI.pdf - Tuesday July 13, 2021 09:48:06

**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. - Caroline Beliles', Contract Manager, 22nd Century Technologies, 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_16_IT_MSP_Staff_Augmentation_RFP_071321 Mon July 5 2021 12:18 PM	<input checked="" type="checkbox"/>	4
Addendum_15_IT_MSP_Staff_Augmentation_RFP_071321 Fri July 2 2021 10:01 AM	<input checked="" type="checkbox"/>	1
Addendum_14_IT_MSP_Staff_Augmentation_RFP_071321 Tue June 29 2021 06:05 PM	<input checked="" type="checkbox"/>	2
Addendum_13_IT_MSP_Staff_Augmentation_RFP_071321 Mon June 28 2021 05:20 PM	<input checked="" type="checkbox"/>	1
Addendum_12_IT_MSP_Staff_Augmentation_RFP_071321 Fri June 25 2021 03:26 PM	<input checked="" type="checkbox"/>	1
Addendum_11_IT_MSP_Staff_Augmentation_RFP_071321 Thu June 24 2021 04:11 PM	<input checked="" type="checkbox"/>	1
Addendum_10_IT_MSP_Staff_Augmentation_RFP_071321 Tue June 22 2021 04:50 PM	<input checked="" type="checkbox"/>	3
Addendum_9_IT_MSP_Staff_Augmentation_RFP_071321 Fri June 18 2021 05:25 PM	<input checked="" type="checkbox"/>	1
Addendum_8_IT_MSP_Staff_Augmentation_RFP_071321 Thu June 17 2021 06:57 PM	<input checked="" type="checkbox"/>	3
Addendum_7_IT_MSP_Staff_Augmentation_RFP_071321 Wed June 16 2021 06:14 PM	<input checked="" type="checkbox"/>	3
Addendum_6_IT_MSP_Staff_Augmentation_RFP_071321 Mon June 14 2021 09:42 AM	<input checked="" type="checkbox"/>	3
Addendum_5_IT_MSP_Staff_Augmentation_RFP_071321 Fri June 11 2021 09:10 AM	<input checked="" type="checkbox"/>	2
Addendum_4_IT_MSP_Staff_Augmentation_RFP_071321 Wed June 9 2021 04:03 PM	<input checked="" type="checkbox"/>	4
Addendum_3_IT_MSP_Staff_Augmentation_RFP_071321 Mon June 7 2021 04:39 PM	<input checked="" type="checkbox"/>	2
Addendum_2_IT_MSP_Staff_Augmentation_RFP_071321 Thu June 3 2021 05:13 PM	<input checked="" type="checkbox"/>	1
Addendum_1_IT_MSP_Staff_Augmentation_071321 Tue June 1 2021 08:46 AM	<input checked="" type="checkbox"/>	2