121923-IDL

Solicitation Number: RFP #121923

CONTRACT

This Contract is between Sourcewell, 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 (Sourcewell) and Ideal System Solutions, Inc., 4646 Main Street, Pequot Lakes, MN 56472 (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 Technology Products and Services with Related Solutions from which Supplier was awarded a contract in Category 1.

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

1. TERM OF CONTRACT

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

EXPIRATION DATE AND EXTENSION. This Contract expires February 27, 2028, unless it is cancelled sooner pursuant to Article 22. This Contract allows up to three additional one-year extensions upon the request of Sourcewell and written agreement by Supplier. Sourcewell retains the right to consider additional extensions beyond seven years as required under exceptional circumstances.

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

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2. EQUIPMENT, PRODUCTS, OR SERVICES

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

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

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

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

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

3. PRICING

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

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

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

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

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

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

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

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

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

4. PRODUCT AND PRICING CHANGE REQUESTS

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

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

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

5. PARTICIPATION, CONTRACT ACCESS, AND PARTICIPATING ENTITY REQUIREMENTS

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

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

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

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

6. PARTICIPATING ENTITY USE AND PURCHASING

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

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

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

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

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

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

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

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

7. CUSTOMER SERVICE

A. PRIMARY ACCOUNT REPRESENTATIVE. Supplier will assign an Account Representative to 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 Sourcewell and Participating Entity inquiries; and
- Business reviews to Sourcewell and Participating Entities, if applicable.

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

8. REPORT ON CONTRACT SALES ACTIVITY AND ADMINISTRATIVE FEE PAYMENT

A. CONTRACT SALES ACTIVITY REPORT. Each calendar quarter, Supplier must provide a contract sales activity report (Report) to the Sourcewell 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;
- Sourcewell Assigned Entity/Participating Entity Number;
- Item Purchased Description;
- Item Purchased Price;
- Sourcewell 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 Sourcewell, the Supplier will pay an administrative fee to Sourcewell on all Equipment, Products, and

Services provided to Participating Entities. The Administrative Fee must be included in, and not added to, the pricing. Supplier may not charge Participating Entities more than the contracted price to offset the Administrative Fee.

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

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

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

9. AUTHORIZED REPRESENTATIVE

Sourcewell's Authorized Representative is its Chief Procurement Officer.

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

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

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

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

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

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

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

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

11. INDEMNITY AND HOLD HARMLESS

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

12. GOVERNMENT DATA PRACTICES

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

13. INTELLECTUAL PROPERTY, PUBLICITY, MARKETING, AND ENDORSEMENT

 A. INTELLECTUAL PROPERTY
    1.   *Grant of License.* During the term of this Contract:
         a.   Sourcewell grants to Supplier a royalty-free, worldwide, non-exclusive right and license to use the trademark(s) provided to Supplier by Sourcewell in advertising and

promotional materials for the purpose of marketing Sourcewell's relationship with Supplier.

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

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

3. *Use; Quality Control.*

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

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

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

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

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

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

14. GOVERNING LAW, JURISDICTION, AND VENUE

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

15. FORCE MAJEURE

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

16. SEVERABILITY

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

17. PERFORMANCE, DEFAULT, AND REMEDIES

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

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

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

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

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

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

18. INSURANCE

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

1.   *Workers' Compensation and Employer's Liability.*
Workers' Compensation: As required by any applicable law or regulation.
Employer's Liability Insurance: must be provided in amounts not less than listed below:
    Minimum limits:
    $500,000 each accident for bodily injury by accident
    $500,000 policy limit for bodily injury by disease
    $500,000 each employee for bodily injury by disease

2.   *Commercial General Liability Insurance.* Supplier will maintain insurance covering its operations, with coverage on an occurrence basis, and must be subject to terms no less broad than the Insurance Services Office ("ISO") Commercial General Liability Form CG0001 (2001 or newer edition), or equivalent. At a minimum, coverage must include liability arising from premises, operations, bodily injury and property damage, independent contractors, products-completed operations including construction defect, contractual liability, blanket contractual liability, and personal injury and advertising injury. All required limits, terms and conditions of coverage must be maintained during the term of this Contract.
    Minimum Limits:
    $1,000,000 each occurrence Bodily Injury and Property Damage
    $1,000,000 Personal and Advertising Injury
    $2,000,000 aggregate for products liability-completed operations
    $2,000,000 general aggregate

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

no less broad than ISO Business Auto Coverage Form CA 0001 (2010 edition or newer), or equivalent.
> Minimum Limits:
> $1,000,000 each accident, combined single limit

4. *Umbrella Insurance*. During the term of this Contract, Supplier will maintain umbrella coverage over Employer's Liability, Commercial General Liability, and Commercial Automobile.
> Minimum Limits:
> $2,000,000

5. *Professional/Technical, Errors and Omissions, and/or Miscellaneous Professional Liability*. During the term of this Contract, Supplier will maintain coverage for all claims the Supplier may become legally obligated to pay resulting from any actual or alleged negligent act, error, or omission related to Supplier's professional services required under this Contract.
> Minimum Limits:
> $2,000,000 per claim or event
> $2,000,000 – annual aggregate

6. *Network Security and Privacy Liability Insurance*. During the term of this Contract, Supplier will maintain coverage for network security and privacy liability. The coverage may be endorsed on another form of liability coverage or written on a standalone policy. The insurance must cover claims which may arise from failure of Supplier's security resulting in, but not limited to, computer attacks, unauthorized access, disclosure of not public data – including but not limited to, confidential or private information, transmission of a computer virus, or denial of service.
> Minimum limits:
> $2,000,000 per occurrence
> $2,000,000 annual aggregate

Failure of Supplier to maintain the required insurance will constitute a material breach entitling 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 cannot use the seal(s), logos, crests, or reproductions of flags or likenesses of Federal agency officials without specific pre-approval.

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

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

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

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

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

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

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

22. CANCELLATION

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

Sourcewell   Ideal System Solutions, Inc.

DocuSigned by:

Jeremy Schwartz

By: _____
C0FD2A139D06489...

Jeremy Schwartz
Title: Chief Procurement Officer

Date: _____
2/26/2024 | 6:40 PM CST

DocuSigned by:

Elise Hernandez

By: _____
DBDD844160094D7...

Elise Hernandez
Title: President

Date: _____
2/26/2024 | 4:54 PM CST

RFP 121923 - Technology Products and Services with Related Solutions

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Vendor Details

Company Name:	Ideal System Solutions, Inc.
Does your company conduct business under any other name? If yes, please state:	No
Address:	4646 Main Street Pequot Lakes, MN 56472
Contact:	Elise Hernandez
Email:	eliseh@idealssi.com
Phone:	888-696-1044
Fax:	218-568-7781
HST#:	41-1861333

Submission Details

Created On:	Thursday November 02, 2023 07:08:58
Submitted On:	Tuesday December 19, 2023 14:39:58
Submitted By:	Elise Hernandez
Email:	eliseh@idealssi.com
Transaction #:	b736e7a4-d150-496a-9c24-0d46f7168f26
Submitter's IP Address:	216.17.86.190

Specifications

Table 1: Proposer Identity & Authorized Representatives

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

Line Item	Question	Response *	
1	Proposer Legal Name (one legal entity only): (In the event of award, will execute the resulting contract as "Supplier")	Ideal System Solutions, Inc.	*
2	Identify all subsidiary entities of the Proposer whose equipment, products, or services are included in the Proposal.	None	*
3	Identify all applicable assumed names or DBA names of the Proposer or Proposer's subsidiaries in Line 1 or Line 2 above.	None	*
4	Provide your CAGE code or Unique Entity Identifier (SAM):	3KLV3	*
5	Proposer Physical Address:	4646 Main Street Pequot Lakes, MN 56472	*
6	Proposer website address (or addresses):	www.idealssi.com	*
7	Proposer's Authorized Representative (name, title, address, email address & phone) (The representative must have authority to sign the "Proposer's Assurance of Compliance" on behalf of the Proposer and, in the event of award, will be expected to execute the resulting contract):	Elise Hernandez, President 4646 Main Street, Pequot Lakes, MN 56472 eliseh@idealssi.com, 888-696-1044 or 612-910-0631	*
8	Proposer's primary contact for this proposal (name, title, address, email address & phone):	Carol Irish, Marketing Director 4646 Main Street, Pequot Lakes, MN 56472 cirish@idealssi.com, 888-696-1044 or 763-255-1876	*
9	Proposer's other contacts for this proposal, if any (name, title, address, email address & phone):	Tom Henderson, CIO/CTO 10900 73rd Avenue North, Suite 132, Maple Grove, MN 55344 thenderson@idealssi.com, 763-447-6310	

Table 2: Company Information and Financial Strength

Line Item	Question	Response *
10	Provide a brief history of your company, including your company's core values, business philosophy, and industry longevity related to the requested equipment, products or services.	Ideal System Solutions, Inc. ("IDEAL") is a Minnesota-based, small, woman-and minority-owned, and HUBZone-certified business offering more than 7 million Information Technology (IT) commodity products through a deep network of suppliers built over 27 years in business. Ideal provides IT Solutions, IT and VAR services, post-sales support, and integrated solutions for government agencies and commercial organizations in Minnesota and across the US and Canada. Our services include system design and integration; deployment and installation; training; and lifecycle management including maintenance and warranty services. As our name implies, IDEAL is an "ideal" provider for Sourcewell Participating Entities. Our well-established Vendor Partner Network ("VPN") is comprised of hundreds of technology manufacturers, distributors, and service providers whom we manage through our ISO-certified Supply Chain Integrity Program. And unlike the large national resellers, we employ local Minnesotans who design and support fit-for-purpose solutions through our internal IT consulting and services practice. Our employees and their families live in these communities and benefit from the services and solutions available through the Sourcewell program. In addition, IDEAL teamed with a group of highly skilled, consultative, specialized service and solution providers, our Strategic Partner Network ("SPN"), to specifically address the requirements of the Sourcewell RFP, Group 3. Our SPN was selected based on several factors including their capabilities and offering, presence within US and Canada, sales and

marketing reach, and their commitment to becoming an extension to IDEAL in terms of sales efforts, marketing the contract, financial commitment, and scalability.

IDEAL is positioned for growth. Over the past five years, we have invested significantly in our infrastructure to improve capacity through servers, storage, a VOIP system, upgraded network and integrated applications. Our robust and modern infrastructure provides world-class order and contract management capabilities to support critical delivery and performance schedules and provides the ability to quickly scale to support rapid growth as additional contracts come on-line. As an experienced Government supplier, IDEAL meets stringent DOD NIST 800-171 security requirements that comply with White House Executive Order 14028 "Improving the Nation's Cybersecurity" and DoD's recommended practices for suppliers.

IDEAL's core values dovetail with Sourcewell's values. We ensure that each individual who comes in contact with IDEAL, either as a customer, vendor, or employee, has a positive and memorable experience. Our highly trained and dedicated professionals ensure the ongoing trust and loyalty of our clients through Flexibility, Innovation, and Commitment. That's what sets us apart. The IDEAL goal is to exceed customer expectations by solving complex business challenges through technology.

Differentiators:

- Minnesota company with more than 27 years of government contracting experience.

- Exceptional past-performance as a prime contractor with highly relevant contracts to Sourcewell.

- Top-tier relationships with the largest manufacturers and distributors with numerous technical certifications, partner affiliations, and preferred status including EPEAT Purchasing Partner.

- Award winning company with multiple client and industry awards: Lockheed 100% Rating, Boeing Performance Excellence Award, DOE HUBZone of the Year, CRN Power 50 Solutions Providers, 2019 General Dynamics Supplier Showcase.

- ISO 9001-2015 Certified Quality Management System and Secure Supply Chain Program.

- Sophisticated and secure ordering processes with proven delivery order execution methodology.

- JIT inventory - access to over 7 million products via multiple warehouse locations throughout the US and worldwide with Nationwide Distribution Channels and Support Services.

- Custom E-Commerce Solutions with Punch-out Capabilities.

- Integrated Customer Management System.

- Nationwide Distribution Channels and Support Services

- Multiple socio-economic categories that Government customers can use to achieve their quotas, including Small Disadvantaged Business (SDB), HUBZone, Woman-Owned Small Business (WOSB), and Economically Disadvantaged Woman-Owned Small Business (EDWOSB).

This proposal is intended to demonstrate that IDEAL has both the capacity and capability to deliver across all three categories of Technology Products and Services with Related Solutions. We will demonstrate that IDEAL has sufficient financial, material, and human resources and a plan to scale to meet increasing demand. IDEAL has secure state-of the-art facilities; a robust supply chain to the largest IT manufacturers in the world; and proven and complete internal processes and systems that will enable us to successfully manage the Sourcewell contract and delivery orders – on-time and within budget. Our GLOBAL supply and distribution network will provide Sourcewell clients with a one-stop shop for leveraging the best technology available matched to their specific IT needs anywhere across the US and Canada. IDEAL supports Sourcewell's vision and mission to be a force multiplier that provides leading solutions empowering community success for Minnesotans, and a quality contract for all Sourcewell Members throughout the US and Canada.

11	What are your company's expectations in the event of an award?	In the event of an award, IDEAL expects to immediately deliver value across three critical business domains: 1) Continue our reputation for outstanding service through outstanding on-time delivery and 100% customer satisfaction; 2) Aggressively market the Sourcewell program to local, national, and Canadian markets; and 3) Continuously improve our processes and policies in response to feedback.
		IDEAL will be an active participant in the Sourcewell ecosystem. Upon award, our dedicated Program Team will launch a 30-day plan to establish Sourcewell as our flagship client, and to leverage our status as a locally- based Sourcewell provider to promote the program. This transition process will establish clearly defined roles and responsibilities within our company and across our networks, define program objectives and Key Performance Indicators (KPIs), and establish governance with dashboard reporting to ensure transparency across every contract. The objectives of our transition plan include:
		1) Establishing the Sourcewell IT contract as an easy-to-use, competitively priced, quality contract vehicle of choice for all state, local, education and government entities.
		2) Earning the position as one of the top contract producers by providing the widest breadth of IT products and solutions while keeping prices competitive and customer support a top priority.
		3) Onboarding an internal Sourcewell Program Team (SPT) with responsibility for launching new marketing and sales efforts across our Strategic Partner Network (SPN)
		4) Establishing a custom Sourcewell e-commerce site and landing page on our website with contract specific resource information including a Buyer's Guide for sales and technical and post-sales support.
		5) Fund and resource new marketing initiatives including press releases, customer and vendor targeted announcements, and website optimization that will increase both awareness and market share to the Sourcewell Contract. More detail can be found at Table 7, Marketing Plan.
		6) Leverage our ISO-certified quality program to hold our vendors and partners to the highest of standards of accountability and ensure every customer is completely satisfied.
		7) Continually diversify our portfolio of products, solutions and services throughout the contract including offering emerging technologies that meet the changing needs of the Customers.
		8) Proactively collaborating with Sourcewell, our Vendor Partner Network, our Strategic Partner Networks, our internal resources, and most importantly, the Customers, to improve Sourcewell contract performance.
12	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.	As demonstrated through our 27-history of highly responsible and ethical service and continual growth as a Value-Added Reseller and Solutions/Services provider, IDEAL is proud of the financial strength and stability we possess to support the Sourcewell contract vehicle. IDEAL has provided supporting documentation to include Letters of Commitment, Bank Standing, and 3rd Party (Rapid Rating) Financial Health Score (see Financial Strength and Stability Folder). Highlights of our relevant financial strength and stability include:
		1) 27 years in business with no bankruptcies and no litigation (i.e. non-payment to vendors or non-performance of contractual obligations to customers).
		2) Financial Health Score (FHS) of "Very Low Risk" from Rapid Ratings, a 3rd party credit analyst.
		3) A strong reputation evidenced by numerous customer accolades and customer assessments.
		4) Lines of credit with over 150 vendors totaling over $50M.
		5) Long-term and established banking relationship to include lines of credit, vendor financed flooring accounts and multiple avenues to increase credit or finance large transactions.
		6) No bankruptcies or litigation (i.e. non-payment to vendors or non-performance of contractual obligations to customers.
		7) Sustained and year-over year sales growth and profitability with positive cash flow.

Financial Scalability

With revenue expected to exceed $90M for 2023, IDEAL has consistently demonstrated year-over-year growth. Our cash flow is strong, and we have a high Current Ratio (2.27%) due to our high asset values and small number of liabilities. Upon award of the Sourcewell Contract, IDEAL's financial resources will allow us to scale to accommodate contract growth. IDEAL currently has a large line of credit with our bank (27-year banking relationship with Wells Fargo and its predecessors) and participates in a vendor-financed flooring account. As this credit line is supported by receivables, award of the Sourcewell contract will trigger an increase in both our existing Line of Credit and Vendor-Financed Flooring Account. Additionally, as our business grows, our standard vendor lines of credit (currently in excess of $50M) will increase accordingly. IDEAL's strong financial position, nearly three decades in business, and excellent references based on prompt payments to our vendors and length of partnerships, have built extensive credit lines that will continue to increase based on sales growth.

In addition to our own financial strength, and strong, positive cash-flow, IDEAL has access to multiple funding sources, including various finance programs offered by most major distributors, that will allow us to support any size transaction and growth throughout the duration of the contract – both as the customer and the vendor (See Response #56). For example, our partner Carahsoft Technology Corp is a Trusted Government IT Solutions Provider® supporting Public Sector organizations across Federal, State and Local Government agencies and Education and Healthcare markets. As a member of IDEAL's Strategic Partner Network, they provide systems integrators, consultants, services and training, as well as industry leading IT products through a variety of financing options.

Financial Strength

IDEAL's financial strength is further demonstrated by a 3rd party assessment of our financial information. At the request of several current customers, IDEAL submits financial information to an independent, 3rd party supplier risk management organization called Rapid Ratings (similar to DNB). Rapid Ratings provides the most sophisticated predictive insights for third-party partners, suppliers, vendors, customers, and securities issuers; and improves business relationships by managing enterprise risk and embracing interdependence with public and private business partners. IDEAL's most recent Financial Health Score (FHS) indicates we are in the "Very Low Risk" scoring category and states:

"The bottom line: Ideal System Solutions, Inc. is situated in our Very Low Risk group, displays strength in six of our seven performance categories, demonstrates exceptionally strong performance and was upgraded in the most recent period. If current trends persist it would be logical to expect that Ideal System Solutions, Inc. will face very low default risk this coming year while prospects for enhancing efficiency and competitiveness are excellent over the medium-term; thus, the outlook is very positive."

As IDEAL predicts 95% growth in revenue and 154% growth in Net Income for 2023, this score will be even more favorable in the next report.

IDEAL is an "ideal" partner for Sourcewell because our demonstrated fiscal strength and stability will facilitate support to state, local, and education (SLED) agencies and other government entities, which face more diverse and complex financing requirements than our commercial clients. Unpredictable future budgets, non-appropriation risk, and uncertainty around the lifespan of the investment all contribute to the complexity of supporting SLED clients. IDEAL's ability to leverage multiple funding sources, financing plans, and bulk order discounts coupled with our regulatory knowledge and experience assisting government agencies and educational institutions will be a value-add to Sourcewell's Members by acquiring product that they need at a lower cost and to accommodate unique procurement challenges related to multi-year contracts and capital and operating budgets and expenditures. See Financial Strength and Stability, Financial Info for supporting information.

13	What is your US market share for the solutions that you are proposing?	Our Partner Networks represents leading-edge global technology manufacturers and the largest IT distribution channels as market share leaders in the technology industry in North America – a market share in the hundreds of billions of dollars. We currently serve all 50 states and 6 Canadian Provinces which represents an extensive customer-base. Through our extensive Vendor Partner Network and Strategic Vendor Partners as introduced in Table 2, and further described in Table 6, IDEAL can provide products, services, and solutions across all three Sourcewell categories throughout all 50 states and Washington DC and most of Canada.

14	What is your Canadian market share for the solutions that you are proposing?	IDEAL currently offers our products, solutions, and services throughout Canada through our Vendor Partner Network and Strategic Partner Network. As we do not break out Canadian market share separately, the market share is included in the market share described in Response 13.	*
15	Has your business ever petitioned for bankruptcy protection? If so, explain in detail.	No – IDEAL has never petitioned for bankruptcy protection.	*
16	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?	a) Ideal System Solutions, Inc., as our name implies, is a multi-vendor information technology Value Added Reseller offering more than 7 million products. We provide total solutions to information technology acquisitions by providing hardware and software products along with multiple value-added services to include system design and integration, deployment and installation, training, leasing programs, lifecycle management and post-sales support including maintenance and warranty services. IDEAL is authorized to resell products and solutions from over 150 leading manufacturers through OEM Authorized Distribution Channels. Major IT Distributors will only sell product to resellers where authorized (if applicable) and IDEAL only purchases from authorized OEM distribution channels which is very important to supply chain integrity and keeping counterfeit product out of the marketplace. Our sales and technical teams are each trained in multiple solution platforms and OEM products lines. See attached Letters of Authorization, OEM Partner Agreement information and IDEAL Line Card in the Financial Strength and Stability folder. b) IT has converged. Most companies are no longer purchasing IT in independent silos but instead are requiring bundled solutions or integrated technology. IDEAL serves this demand as a trusted partner for acquiring technology hardware, software, support services and complete solutions to provide value and customer satisfaction. This is what Ideal has been offering for over 27 years. Although IDEAL can be best described as a reseller, we are also a services provider. IDEAL leverages its extensive Vendor Partner Network and Strategic Partner Network to provide a deep breadth of technical support services and solutions to cover all areas of the RFP including IT consulting, design, integration, and support services. This ecosystem of partnerships allows us to augment our internal capabilities and provide our customers with a breadth of various IT support services and IT solutions. IDEAL's Vendor Management process ensures that the selection, monitoring and management of each and every vendor follows our ISO 9001:2015 vendor approval and management processes. See Tables 14A, 14B, 15A and 15B for additional information.	*

| 17 | If applicable, provide a detailed explanation outlining the licenses and certifications that are both required to be held, and actually held, by your organization (including third parties and subcontractors that you use) in pursuit of the business contemplated by this RFP. | Although IDEAL is not required to hold any specific licenses or certifications (except for those required to be a reseller partner for certain OEMs and as described in Response 81); we have invested in multiple industry certifications for quality and security to demonstrate our commitment to excellence and to improve our processes and policies. Between IDEAL and our SPN, we hold numerous certifications. IDEAL's direct certifications include:

- ISO 9001:2015 Certified Quality System

- Top Secret Facility Security Clearance (FCL)

- NIST 800-171 Security Standard Compliance

- ISO-Certified Supply Chain and Supply Chain Risk Management Plan (SCRM)

- Multiple vendor certifications – sales and technical

As an ISO 9001:2015 certified company, IDEAL has demonstrated that we maintain effective organizational and operational controls for Program Management, Quality Assurance, Risk Management, Disaster Recovery and Continuity of Operations, Subcontractor and Vendor Management, Production and Property Control, and Safety Programs. These ISO-certified governance structures have been successfully applied to reduce risk and improve efficiency for hundreds of IDEAL clients.

IDEAL also invests significant resources to ensure that our infrastructure is highly secure and meets all industry requirements and best practices for government contracting. Our deep understanding of security requirements includes the ability to anticipate and mitigate vulnerabilities before they are realized. Many government agencies are now requiring these standards from any organization that sells products or services to their organization. Certifications across our Strategic Partner Network include:

- Customers-Trade Partnership Against Terrorism Certification (C-TPAT)

- Transported Asset Protection Association (TAPA)

- Cybersecurity Maturity Model Certification (CMMC) Level 2

- FDA Quality Management System (QMS) for devices (ISO 13485)

- International Traffic in Arms Regulations (ITAR)

- Hundreds of vendor certifications – sales and technical – internally and through our extensive pool of knowledge-based consultants

See Additional Documents, Certifications. Additional certifications are also listed in Responses 92 and 99. | * |
| 18 | Provide all "Suspension or Debarment" information that has applied to your organization during the past ten years. | IDEAL has never been suspended or debarred at any time. | * |

Table 3: Industry Recognition & Marketplace Success

Line Item	Question	Response *	
19	Describe any relevant industry awards or recognition that your company has received in the past five years	IDEAL has received several accolades and citations from our customers commending our performance to include: • Boeing and Lockheed Martin's 100% Performance ratings • General Dynamics Outstanding IT Hardware/Software Award (2020) • Computer Reseller News' (CRN) Power 50 Solution Providers and Elite Power Women of the Channel (2023) • MEDA's Entrepreneur of the Year (2018) • Minneapolis/St. Paul Business Journal Largest IT Consulting Firms and Corporate Diversity, Small Companies (2021) • Exceptional reviews from our government customers and as recorded in the Federal Awardee Performance and Integrity Information System (CPARs and PPIRS). Department of Energy Letter of Appreciation	*
20	What percentage of your sales are to the governmental sector in the past three years	Approximately 75% of our total sales in the last three years are to the government sector.	*
21	What percentage of your sales are to the education sector in the past three years	Approximately 20% of our total sales in the last three years are to the education sector.	*
22	List any state, provincial, or cooperative purchasing contracts that you hold. What is the annual sales volume for each of these contracts over the past three years?	IDEAL holds multiple government contracts; however, and most importantly, IDEAL does not hold any purchasing contracts that would directly compete against the Sourcewell contract. Therefore, IDEAL will focus solely on marketing State, Local, Education and other Government to the Sourcewell contract vehicle. IDEAL will also offer the Sourcewell vehicle to our State and Federal customers that aren't mandated to use an alternate contract. Government Entity - Tennessee - Hardware, software, support services - $115M (3 years) – multi-agency government wide agreement Government Entity - California - Hardware, software, support services - $14.2M (3 years) multi-agency government wide contract Government Entity - District of Columbia - Test and Measurement hardware/software - $6.2M (3 years) multi-agency government wide contract Education Entity - North Carolina - Educational Study – Hardware, software, integration, support services - $2.03M (3 years) – single award Government Entity - Tennessee - Hardware, software, support services - $115M (3 years) – multi-agency government wide agreement California - Hardware, software, support services - $14.2M (3 years) multi-agency government wide contract District of Columbia - Test and Measurement hardware/software - $6.2M (3 years) multi-agency government wide contract North Carolina - Educational Study – Hardware, software, integration, support services - $2.03M (3 years) – single award	*
23	List any GSA contracts or Standing Offers and Supply Arrangements (SOSA) that you hold. What is the annual sales volume for each of these contracts over the past three years?	IDEAL currently holds several Supply Arrangements to include: - Department of Energy Purchasing Agreement – $55.6M (2023), $25M (2022), $26.6M (2021) - Department of State Software Agreement - $6.6M (2022), 5.3M (2021), $6.6M (2020) - Health & Human Services GWAC - $1.2M (2022), $8.7M (2021), $4.4M (2020) - GSA Schedule 70 Contract – 675K (2022), 395K (2021), 370K (2020) - Department of State, Software Agreement - $6.6M (2022), 5.3M (2021), 6.6M (2020)	*

Table 4: References/Testimonials

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

Entity Name *	Contact Name *	Phone Number *	
State Department Agency	N. Hollerieth	202-279-1474	*
University of CA	J. Latimer	510-486-4792	*
Regional Library	B. Missell	763-689-7390	*

Table 5: Top Five Government or Education Customers

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

Entity Name	Entity Type *	State / Province *	Scope of Work *	Size of Transactions *	Dollar Volume Past Three Years *	
Government Agency	Government	Virginia - VA	Software licenses, application support & implementation, Cloud (on-premises) - Single Award	$26.5M Total Contract Value Size of transactions vary	$15.7M	*
Government Agency	Government	Tennessee - TN	Hardware, software, support services - No Ceiling - Multi-agency Government Wide Agreement	No Ceiling Size of transactions vary	$109M	*
Government Agency	Government	California - CA	Hardware, software, support services - No Ceiling - Multi-agency Government Wide Agreement	No Ceiling Size of transactions vary	$14.2M	*
Government Agency	Government	District of Columbia - DC	Test and Measurement hardware, software - No Ceiling - Multi-agency Government Wide Agreemnt	No Ceiling Size of transactions vary	$6.2M	*
Educatiooon K-12	Education	North Carolina - NC	Educational Study - Hardware, software, integration, support services - $3.2M Ceiling	$3.2M Total Contract Value Size of transactions vary	$2.03M	*

Table 6: Ability to Sell and Deliver Service

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

Line Item	Question	Response *	
26	Sales force.	IDEAL will meet the needs of Sourcewell participating entities across the US and Canada through a direct and dedicated sale team, and indirectly through our Strategic Partner Network. Direct Sales Team – Approximately 20 IDEAL direct employees will be dedicated to the Sourcewell contract. The Direct Sales Team will be staffed by an initial team of 12 individuals structured to scale as needed. Our Direct Sales team is located throughout the US distributed across the following regions: West Coast (3), Midwest (2), Southern (2), East Coast (3) and Canada (1). The Direct Sales team will coordinate with our marketing department (see Table 7, Marketing) to promote the contract and manage all orders, including working with our existing Sales Team to promote the Sourcewell contract to their existing customer base of over 120 government entities. The Direct sales team will be supported by a Program Team consisting of: Order Support Managers, Contract/Vendor Administrators, Quality Managers, Solution Architects/Engineers and Technical Support. IDEAL's Program Manager and Administrative Support Team are located at IDEAL's Pequot Lakes, Minnesota location and will oversee the entire Contract Program – this office is geographically close to Sourcewell's headquarters in Staples, MN (just 45 minutes away). The close	

proximity of the two organizations will be beneficial to strategic planning and contract performance meetings with Sourcewell contract stakeholders.

Indirect Sales Team – IDEAL's indirect sales force consists of dozens of sales teams within our Strategic Partner Network (SPN), Our SPN sales teams will become an extension of the IDEAL sales team and have committed resources to promote and market the Sourcewell contract. IDEAL will continue to add additional vendors to the SPN throughout the contract performance. Previously introduced in Table 2 - Our Strategic Partner Network (SPN) was carefully selected to include 2 major distributors and several specialty solution providers. This network will provide Sourcewell Participating Entities a deep breadth of IT products and multiply our in-house delivery capabilities and ability to assess, plan, architect, deliver and support all requirements listed in Categories 2 and 3. Our SPN was selected based on several factors including their capabilities and offering, presence within US and Canada, sales and marketing reach, and their commitment to becoming an extension to IDEAL in terms of sales efforts, marketing the contract, financial commitment, and scalability. Our SPN includes:

TD Synnex is a major worldwide IT distributor of hardware, software and services and a leading Fortune 64 corporation with over 220K employees and worldwide revenue in excess of $60B. TD Synnex has been one of our primary distributors and service provider partners for over 27 years. TD Synnex distributes technology products from more than 1500 world-leading IT OEM Suppliers in over 100 countries. The list of product and service offerings extends well beyond the requirements of this solicitation. TD Synnex has over 1 million square feet of warehouse space across 15 distribution centers, located strategically throughout the country and a comprehensive national and global distribution network that enables will-call and local delivery for the geographical regions serviced by each warehouse. TD Synnex was selected to be a member of our SPN due to their complete lifecycle services and end-to-end solutions, major product distribution capabilities, and breadth of additional services that they offered to IDEAL.

TD Synnex Public Sector As a leading worldwide IT distributor, TD Synnex partners with over 7,000 Value Added Resellers focused on Federal, State, Local Government and Education (SLED). The ecosystem of VARs and resellers provides nationwide service coverage. TD Synnex has a business development team of contract specialists and subject matter experts who help support resellers selling into these markets. Through this network, IDEAL has access to a number of support services through TD Synnex , including marketing, technical, sales, post-sales and contractual support from the TD Synnex Public Sector Program Team.

TD Synnex uses a Dealer Program to engage their value-added resellers on various SLED and Federal contracts. This Dealer Program will allow IDEAL to market the Sourcewell contract to this dealer network, becoming an additional extension of our salesforce, and IDEAL will utilize this network to provide onsite technical, sales, installation and customer support. These marketing activities will include advertising and callout campaigns, attending industry events and related activities in which the resellers can develop a consultative relationship with State Cooperative Customers. TD Synnex will take an active role in promoting the contract and developing opportunities to be closed by our reseller partners who are our national presence in the United States.

Carahsoft Technology Corp is a major Global IT Distributor, Service Provider and Trusted Public Sector IT Solutions Provider, supporting Federal, State and Local Government agencies and Education and Healthcare markets. As the Master Government Aggregator, they deliver solutions for Cybersecurity, MultiCloud, DevSecOps, Big Data, Artificial Intelligence, Open Source, Customer Experience and more. Founded in 2004, Carahsoft is headquartered in Reston, Virginia and employs more than 2,000 professionals dedicated to serving our public sector customers and partners. Carahsoft offers their vendor partners a variety of marketing, sales and support services.

Additional members of our Strategic Partner Network, as related to services and solutions, are introduced in Response 28 (Service Force) and Tables 16A, 16B, 17A and 17B. In collaboration with our Strategic Partner Network, IDEAL exponentially increases our sales and marketing efforts of the Sourcewell contract throughout the US and Canada.

| 27 | Dealer network or other distribution methods. | IDEAL offers products from over 150 manufacturers and software providers. IDEAL purchases products either directly from the manufacturer or their authorized distribution channels and has partnerships with approximately 45 authorized distribution channels. IDEAL has a very stringent Supply Chain Management Program to ensure that we are receiving products from authorized distribution channels and preventing any counterfeit products from entering the supply chain. IDEAL is partnered with North America's top technology, major distribution channels - TD Synnex, Ingram Micro, Arrow Electronics, Avnet, Carahsoft, EC America, AVI, Digi-Key, CDW-G, Mouser, Allied, etc. - to provide us with just-in-time inventory and global delivery capabilities. Our distribution capacity includes over 75 distribution centers across the US and 20 throughout Canada. (See Additional Documents Folder – Ideal Major Distribution Centers for a sample list.)

These major distributors only sell products to resellers that have signed their terms and conditions of sale and are authorized to resell any respective products where an authorization is required. See attached letters of authorization by our major distributors, partners, and OEM's. Through our International Organization for Standardization (ISO) vendor approval process, we carefully vet each vendor and only purchase through authorized manufacturer distribution channels, or directly from the manufacturer, to ensure products are authentic and with a valid warranty. Ideal takes product authenticity very seriously and will not purchase through multi-tier channels such as other resellers, online stores or third-party organizations, as this poses great risks to include non-conforming product, counterfeit products, invalid warranties, and products that can include spyware, viruses, etc. | * |
| 28 | Service force. | IDEAL's service force is vast. IDEAL has a well-developed internal IT consulting and services practice based in Minnesota. IDEAL's internal service force provides Remote and On-site management, IT Consulting, Solution Architecture, Design-build capabilities, Configuration and Custom Integration, Lifecycle Management, Asset Management, Program Management, Project Management and Help Desk services. In order to augment our internal capabilities and provide coverage throughout the US and Canada, IDEAL leverages its extensive Vendor Partner Network and Strategic Partner Network to provide a breadth of technical support services and solutions to cover all areas of the RFP (as further described above). This ecosystem of partnerships allows us to augment our internal capabilities and provide our customers with a breadth of various IT support services and IT solutions. IDEAL's Vendor Management process ensures the selection, monitoring and management of each vendor follows our ISO 9001:2015 vendor approval and management processes. See Tables 14A, 14B, 15A and 15B for additional information.

TD SYNNEX Public Sector is a specialized, fully integrated business unit that focuses on bridging the gap between technology partners and U.S. public sector organizations so they can achieve their individual mission. This is accomplished through specialized and scalable aggregator solutions, including channel enablement, engineering services and support, industry-centric marketing, the Diversity Alliance Program, and our Cloud Navigator, Enterprise Agreement Platform, Confirmed Stateside Support and Secure Software Factory offerings.

For many of the service offerings, IDEAL will utilize TD Synnex "ServiceSolv" ecosystem of service providers to supplement our own service offerings. This augmentation capability:

1) Provides access to hundreds of resources available across all verticals,

2) Ensures quick turnaround in analysis, design and delivery of customer solutions, and

3) Provides online services support portal.

TD Synnex carefully vets each member of the program, then IDEAL screens potential resources utilizing our Vendor Management System to ensure only high-quality, highly available resources are used in support of this contract. Services available include every area of Categories 2 and 3 plus many additional associated or strategic services related to Task Order deliverables under these categories. IDEAL's internal Solution Architect and Program Manager will have complete oversight of every service but will have supplemental access to Level 1-4 engineering expertise and geographical coverage to include the entire US and Canada.

This specialized, fully integrated service capability allows IDEAL to bridge the gap between technology partners and Sourcewell participants so they can achieve their individual mission. This is accomplished through specialized and scalable aggregator solutions, including channel enablement, engineering services and support, industry-centric marketing, the Diversity Alliance Program, and our Cloud Navigator, Enterprise Agreement Platform, Confirmed Stateside Support and Secure Software Factory offerings. | * |

Carahsoft's Configuration, Integration and Deployment ("CID") is an offering to support Carahsoft's partners to supplement, complement and expand their worldwide service delivery capabilities. The CID facility, located in Round Rock, TX, is a made-to-order assembly enterprise that specializes in providing complex integration solutions. CID's portfolio of Global Support Solutions include:

- Configuring and integrating products from multiple vendors to support warehousing, first article testing, logistics, installation, imaging, BIOS, and asset tagging.

- IT Deconstruction, Data Sanitization and E-Waste Recycling Services

- Environmental Testing & Support, i.e., Thermal Shock, Humidity & Vibration, Electro Magnetic Interference, etc.

- Product buy-back

- On-site support to include installations, IMAC's and hardware maintenance.

 Residency, Education and Project Solutions

ComTech, incorporated in 1994 in Germantown, MD, is a worldwide on-site service and support organization with a 24x7x365 dispatch center. ComTech provides a wide breadth of multiple support services to include Installation Services, World-wide rollouts, Time and Materials Support, Break/Fix Maintenance, 6-hour SLA Response, On-site Training, Rack and Stack, Moves, Adds and Changes, Technology Refreshes etc. ComTech supports a variety of products from every major manufacturer and includes all areas of product supported by this contract.

Additional members of the Strategic Partner Network will be introduced in Tables 16A, 16B, 17A and 17B as related to solutions. In addition to our SPN, IDEAL's Vendor Partner Network, which includes over 150 manufacturers and solution providers, also provides a depth of Technology Solutions and Support Services that will provide additional capabilities to support all three categories of the Sourcewell contract. See Additional Information, Services Coverage US & Canada and Services Partner Info.

| 29 | Describe the ordering process. If orders will be handled by distributors, dealers or others, explain the respective roles of the Proposer and others. | ALL orders will be processed internally by IDEAL based on industry best practices and our successful process-driven management experience. Our centralized portal provides the ability to continuously identify, mitigate, and control risks while managing all delivery orders under this contract. Our standardized approach will support the Sourcewell contract with an unwavering focus on quality driven through 1) proven processes; 2) seamless information sharing and collaboration; 3) providing timely, reliable, and quality solutions; and 4) improving cost controls.

The Ordering Process is the backbone for the global management of orders and each individual sales order cycle. IDEAL rigorously enforces compliance with each step in the process through our Customer Management System (CMS) to ensure end-to-end quality for every order. The Ordering Process is as follows:

1) Customer submits order through e-commerce site or via email.

2) IDEAL Account Representative reviews order and submits order through our e-commerce or quoting system – depending upon where quote originated – to the Order Processing Team (OPT).

3) OPT submits orders to the distributor or OEM in our Order Management System which is a sub-system to our Customer Management System described below.

4) Orders are either drop shipped from distribution or shipped to our warehouse if items require consolidation, repackaging, integration, asset tagging or other (per a services work order);

5) If drop shipped, OPT follows order and ensures timely delivery. OPT updates systems with tracking information; if shipped to warehouse, the Logistics Manager updates the system once order has been fully processed and shipped.

6) OPT invoices the customer upon shipment.

The IDEAL CMS is our critical back-end system that ensures our customers receive the highest possible service experience. Processes and management systems are well defined for each stage of the sales order cycle including Pre-sales, Order Fulfillment, Vendor Relationships, Service Delivery, and Post Sales Management. IDEAL utilizes the industry's top customer and vendor management applications to ensure high level management of these processes. This fully integrated order management system allows us to track, manage, and report every order placed with IDEAL. The IDEAL CMS is integrated into our major suppliers such as TD SYNNEX, Ingram Micro, D&H and many others, allowing real-time pricing and order status to manage delivery and performance schedules, and react quickly to emergencies or changing timelines as required. Custom Sales and Order Dashboards, that link our quoting system (Quotewerks) to our order and accounting system (Quickbooks), give us a comprehensive and detailed view of not only order information but also customer and vendor information.

IDEAL has the necessary production, construction, technical equipment and facilities, and the ability to obtain additional resources, if required, to successfully service, manage and run the Sourcewell contract. Through our custom e-commerce solution and quoting tool, IDEAL receives live pricing feeds from over 10 distribution channels that allow us to determine availability, best pricing, and closest geographic location of products for rapid delivery to the end customer. |
| 30 | Describe in detail the process and procedure of your customer service program, if applicable. Include your response-time capabilities and commitments, as well as any incentives that help your providers meet your stated service goals or promises. | Our CMS provides the well-defined processes and tools to manage all aspects of post-sales order support requirements including post-sales maintenance and warranty, reporting, returns and order issues to facilitate management of high volumes of orders. The CMS is operated by IDEAL's process-driven and highly trained order management team, which handles all customer service items. This team is rigorously trained to process high volumes of dynamic and complex orders, recognize when unforeseen issues may arise, and proactively react to mitigate issues and ensure IDEAL meets all delivery and performance requirements.

For customer service issues or post-sales support for Sourcewell, Customers will be able to either send a request to the sourcewell@idealssi.com service support team or request support through our online portal. For each type of customer support issue, there are specific workflow and escalation processes that are tracked in the Cases portal, powered by Salesforce.

The lines of reporting authority and communication for the contract are clear and direct. Our Sourcewell Program Manager will have ultimate authority, responsibility, and accountability to manage all IDEAL resources including the Customer Service team, vendors and team members; and meet the cost, delivery schedules, and technical objectives of the orders. Only issues that can't be resolved at the PM level will be escalated and resolved by the Executive Leadership. |

31	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in the United States.	As detailed in Responses #26 and #27, IDEAL can provide all categories of products and services to the participating Sourcewell entities throughout the entire United States, supported by our large network of distributors, OEMs, consulting partners and service providers. IDEAL offers products from over 150 manufacturers and software providers. IDEAL purchases products either directly from the manufacturer or their authorized distribution channels and has partnerships with approximately 45 authorized distribution channels. Our Vendor Partner Network and Strategic Partner Network, as described throughout this response, provides IDEAL with a deep network of service and solution providers, to augment our internal capabilities, throughout the US and Canada. The IDEAL "partner network" model has been used with other IDEAL prime contracts with great success and significantly augments our financial resources, services capabilities, sales and marketing efforts and value to our customers. Since IDEAL's Program Manager, Chief Technology Officer, Project Manager and Solution Architects lead all efforts in analysis, design, planning, and implementation for contract delivery, Sourcewell customers will have direct points of contact with this IDEAL team during any engagement and resulting contract delivery. Our team will continue to be available post-delivery services, including maintenance and support if required.	*
32	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in Canada.	IDEAL can provide all categories of products and services to the participating Sourcewell entities throughout Canada supported by our large network of North American distributors, OEMs, consulting partners and service providers. See Response 31 above to learn more about our capabilities to provide products and services in Canada.	*
33	Identify any geographic areas of the United States or Canada that you will NOT be fully serving through the proposed contract.	With our large network of distributors, OEMs, consulting partners and service providers, there are no geographical areas of the United States or Canada in which IDEAL will not be fully serving through the proposed contract.	*
34	Identify any Sourcewell participating entity sectors (i.e., government, education, not-for-profit) that you will NOT be fully serving through the proposed contract. Explain in detail. For example, does your company have only a regional presence, or do other cooperative purchasing contracts limit your ability to promote another contract?	IDEAL will be able to service any entity sector through the proposed contract. We strategically selected vendors due to their reach within the US and Canada. As mentioned previously, IDEAL does not have any cooperative purchasing contracts that compete with Sourcewell, so there are no limits on our ability to serve any Sourcewell participating entity though the life of this contract.	*
35	Define any specific contract requirements or restrictions that would apply to our participating entities in Hawaii and Alaska and in US Territories.	IDEAL has no restrictions that would apply to participating entities in Hawaii and Alaska or in US Territories.	*

Table 7: Marketing Plan

Line Item	Question	Response *	

| 36 | 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. | IDEAL's internal marketing team consists of trained marketing and business development individuals that are charged with the task of marketing and promoting our contracts on a regular basis. Their cohesive efforts with IDEAL's Program Managers and Sales Executives have proven extremely successful in engaging with contract customers and initiating relationships with new customers. IDEAL's marketing team designs custom programs and will also design custom literature based on the marketing plan designed around the Sourcewell Members. IDEAL also manages its' own website and each customer e-procurement site. Depending upon the campaign, IDEAL may reach out to our OEMs for marketing assistance, promotions, and funding, and we may also utilize the services of outside marketing companies. IDEAL's current contact database has over 50K contacts at the government level. IDEAL has invested significantly in the management of our contacts and marketing campaigns through Salesforce.com.

Upon contract award, IDEAL will work with the appropriate Sourcewell team members to finalize marketing activities that will expand the outreach and actively promote the Sourcewell contract to current and potential members, which will maximize opportunities under the contract. IDEAL's intent is to not only continue at the sales level of the current contract, but to invest in marketing activities that will expand to reach all members, on a consistent basis, and increase the utilization of the contract year-over-year. The following marketing plan highlights activities that will promote the Sourcewell contract. These activities will be subject to the final approval of the Sourcewell Board of Directors.

IDEAL's marketing strategy includes:

- Launch the Sourcewell customized E-procurement website.

- Create contract specific landing page on website with contract and contact information.

- Engage with 3rd party marketing consultant for Search Engine Optimization.

- Create full page marketing advertisement for sales and promotions – co-branding with Sourcewell logo.

- Create press release to distribute locally in Minnesota, to our Partner Networks, and to organizations such as Association for Educational Communications and Technology (AECT), International Society for Technology and Education (ISTE), Society for Applied Learning Technology (SALT) etc.

- Cooperative marketing with OEMs and SPN - develop final plans with Strategic Partner Network for collaborative marketing. All members of SPN have committed to supporting sales and marketing efforts related to promoting the contract.

- Develop buyers' guides, tent cards, and other materials to train and resource our direct and indirect sales team and Strategic Partner Network on contract requirements and processes.

- Establish social media presence such as Facebook, LinkedIn, Twitter Pages, and blog sites; link to Sourcewell information and e-procurement pages.

- Email Marketing – IDEAL utilizes our Customer Management System that is integrated with Salesforce and iContact allowing us to track all marketing activities and subscriptions. Email Marketing will consist of 1) Contract announcement to include information of the contracts benefits and values and about Sourcewell and IDEAL with links to the e-procurement site; and 2) ongoing email marketing campaigns with the intent to bring continuous awareness to the contract. An example marketing campaign would be Wireless/Mobility Solutions for education or a Gun Detection software application that can integrate with new or current security system solutions.

- Ongoing contact (via phone, email, social media, face-to-face) and business development by our Direct Sales team and SPN.

- Posting promotions, new products and technologies, advancement of environmental aspects on products, success stories and visibility to agencies that have made purchases, articles, and any pertinent information to the various social media sites, blogs, e-commerce page and Sourcewell site (as allowed).

- Advertising in select member or other vertically focused media publications or online sites where visibility will provide enhanced program participation (i.e. Chambers of Commerce, small business marketing sites).

- Review and planning for attendance and exhibition at Sourcewell and other government and educations trade shows, events and conferences that are regionally or vertically focused such as AASA NCE, NSPM, VSPMA, NYSSFA, CASBO and MASBO. |

| 37 | Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance marketing effectiveness. | As mentioned above in Response 36, IDEAL utilizes several means of technology and digital data in our marketing efforts. These include social media, email marketing, call campaigns, website announcements, flyers, individual one-on-one marketing, multiple marketing tools, and our dynamic marketing management and communication tools - salesforce.com and iContact. IDEAL will include direct links to Facebook, Twitter, and LinkedIn in all marketing materials. The usage of social media platforms can provide greater contract visibility and branding options. Contract customers will be able to easily connect with us and share our links and information with others. Additionally, IDEAL has recently engaged with a 3rd party marketing organization that will help us develop a plan to use Artificial Intelligence (IA) tools for data analytics, content generation, targeting, branding and personalization etc. IDEAL also uses a 3rd party organization for Search Engine Optimization (metadata) to optimize our website on search engines. | * |
| 38 | 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? | Sourcewell's role is to streamline the procurement process for its members by developing and competing various contracts to meet the needs of the buyers. Sourcewell's role is also to provide contract information by category and contract holder. IDEAL understands that marketing efforts are the responsibility of IDEAL and we will encourage collaborative discussions and suggestions by Sourcewell as related to marketing efforts. As described in Table 6, Ability to Sell and Deliver Services, Salesforce, IDEAL will have a dedicated, direct Sales team, an indirect Sales team, and will utilize our eco-system of partners as an extension to our salesforce. | * |

| 39 | 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. | IDEAL currently maintains a custom, contract specific, e-procurement solution that is secure, innovative, and user-friendly. IDEAL will provide participating Sourcewell entities with a dedicated storefront, at no charge, that will include contract pricing. Using our third-party eProcurement solution, we will provide a solution that will enable Sourcewell customers to electronically order over 7M products from more than 150 manufacturers and distributors. IDEAL currently holds multiple government contracts utilizing our e-procurement system to include full integration and punch-out capabilities. Customers can shop online, add items to a cart, compare items, and order online. Our e-commerce solution provides:

- An order management tool that can integrate or "punch-out" with the Agency's procurement system (additional fees may apply for customization and punchout)

- Real-time pricing

- Quoting / purchase order generation

- Catalog control allowing only specified OEM and line items.

- Catalog functionalities: Easy navigation, good graphics, clear category listings, search capabilities, sort function, quick buy feature, return policy, customer service information, including the visibility of toll-free numbers, quoting tool, and detailed item listings.

- Administrative controls

- Automated order notification

- Multiple payment options

- Multiple shipping options

- Report generation and analytics

- Contact and configuration imports

- SEO and Ad Management Capabilities

- Upsell and cross-sell

- Multiple currencies and geographies

Benefits to Sourcewell customers include:

- Refined buying procedures

- Consolidation of all purchases through one interface

- Minimization of human error

- Decreased transactional costs

- Decreased order fulfillment cost.

- Improved spend control

- Benefits from one-stop shopping, reporting and forecasting

To view an example of our e-Procurement system you can register at govitestore.com. Also see samples of e-store in the Marketing Plan Samples folder attachments. | * |

Table 8: Value-Added Attributes

Line Item	Question	Response *	

| 40 | 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. | IDEAL offers thousands of vendor-provided training options for millions of products in addition to concierge training provided by IDEAL through both virtual and on-site mediums. When IDEAL is directly involved in training for a specific solution, we align our customer's requirements to one or more of our certified engineers who are experts in the required technology or solution. Prices for custom training vary highly based on the number of people being trained, the complexity of the training requirement, and the expertise of our trainer. We also offer thousands of custom training solutions through our Strategic Partner network. We have provided examples in our response to question 41.

In addition to training options, as an authorized reseller of multiple software products, IDEAL provides Customers with various software and equipment maintenance agreements, software upgrades, continuous updates, patches and fixes. Whether the updates, patches and fixes are standard, or requires a separate maintenance agreement, varies by software provider. Maintenance agreements can also vary significantly to include various levels of support services. IDEAL provides the entire manufacturer's range of software and maintenance support packages and can also create custom maintenance/support agreements to meet specific customer requirements. | * |
| 41 | Describe any technological advances that your proposed products or services offer. | IDEAL's VPN and SPN include the world's most innovative technology manufacturers, software and solution providers. IDEAL's Technology Solutions Team has a reputation as "Out-of-the-box" innovators with a long history of bringing innovation to our customers, and especially when solutions are complex or those that other technology providers have been unwilling to tackle. This reputation for problem solving is in our DNA. Our team enjoys creating solutions that require more than the integration of Commercial off the Shelf products. We seek out emerging technologies, technologists, and organizations of like mind to stay on the cutting edge of what is possible in the world of technology. IDEAL's internal capabilities and our connection with our Strategic Partners will provide options to leverage economies of scale and solve unique challenges on behalf of Sourcewell contract customers.

Below are just some examples of projects we have successfully delivered that were unavailable to our customers through all other technology organizations:

- IDEAL's Solutions Team was approached by a government customer to see if it was possible to create a single platform for classroom training on numerous applications. The customer had 4 to 5 distinct applications, all designed to run on individual and specific hardware platforms and Operating Systems. The result was that each training site had to have separate classrooms for each application, each with their own hardware platforms to present the training. The costs to maintain and replace hardware were excessive, and negatively affected training timelines and budgets. Since major solution integrators and OEMs had failed in coming up with a solution, the customer had concluded that a solution was unattainable. IDEAL requested copies of the applications for testing and designed a multi-boot platform with a daily training drop-down menu, delivering a working prototype in 45 days. Following a test bed validation by the customer, a contract was awarded for delivery of thousands of training systems.

- IDEAL's Engineers designed a distance training capability for Battlefield Awareness Applications for the military. This solution was distributed from an on-premises data center and was developed before today's virtualization technologies had matured enough to effectively reach the market. The customer had a need to extend reach on training to facilitate rapid knowledge transfer and deployment overseas, but had limited facilities and training personnel, and flying soldiers and trainers to multiple sites was going to be a slow and cost prohibitive problem.

- IDEAL's Engineers built a rapid proof-of-concept and test environment and successfully demonstrated operational capabilities to the government, resulting in contracts to rollout self-contained racks of custom servers, switches, firewalls and storage to meet the timelines required by the customer. This solution ultimately passed ATO certification and was delivered to multiple sites.

- IDEAL has delivered and continues to deliver innovative solutions, from custom disk purge devices with certified DoD drive wiping capabilities that increased purge capabilities over 600%, to weapons/gun detect solutions that add another layer to the security posture of military, government, education and health care facilities, we are constantly striving for innovative solutions.

- As a premier partner to Supermicro, a global leader in high performance, high efficiency technology (servers, storage and workstations) and innovation, Supermicro has been developing and supporting end-to-end green computing solutions, cloud computing, enterprise IT, big data, HPC and embedded markets since 1993. A profound relationship with the industry's top semiconductor manufacturers ensures customers early access to cutting-edge technology and enables Supermicro to provide their customers a broad portfolio of systems and solutions that meet the demands of the future of the data-driven business world. | * |

42	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.	IDEAL employs socially responsible green supply chain management and environmental sustainability practices that are critical to preserving our natural resources for future generations. IDEAL encourages its employees to exchange or reuse goods instead of throwing them away, which increases the lifespan of products and keeps them out of landfills. IDEAL partners with United Stated Postal Service (USPS) to ensure green supply by using environmentally friendly Priority Mail packaging for shipping. We also seek partners that have industry standard certifications for decommissioning and recycling such as Hewlett-Packard for printer cartridges. In 2013, IDEAL was selected to join the EPEAT® Channel Partner program in recognition of its expertise in green IT. IDEAL has long assisted clients in developing purchasing strategies that optimize environmentally preferable product acquisition. Becoming an EPEAT Channel Partner augments the company's ability to help its government, education and commercial clients identify and purchase greener electronics. IDEAL has several purchasing agreements where only EPEAT and Energy Star products may be used. As an EPEAT Channel Partner, IDEAL leverages the EPEAT Registry to gain insight into the credible environmental ratings for electronic devices. EPEAT is the definitive global rating system for greener electronics. Thousands of products designed to meet stringent environmental criteria are registered in EPEAT, the leading resource for finding technology designed to minimize impact on the planet. EPEAT Channel Partners commit to provide EPEAT product rating information in their catalogs and to train their sales staff to support customers' EPEAT purchasing and model contract requirements. EPEAT Channel Partners have access to training, materials, and support through the program. See Additional Documents folder for EPEAT Certification.	*
43	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.	As we are not the manufacturer, so IDEAL has not received any eco-labels, ratings, or certifications. However, at the Customer's request, we provide any eco-related codes or ratings on product purchased. Manufacturers use various eco or sustainability type labeling for their products. These labels can vary significantly by manufacturer and can be used to describe packaging materials, system components and completed systems. IDEAL's e-commerce storefront identifies products that include both the EPEAT and Energy Star certifications. While EPEAT is a global rating system for greener electronics, Energy Star identifies high-quality, energy-efficient products. IDEAL currently tracks and reports on these certified products as required by several of our Customer contract vehicles. See Additional Documents Folder Reports.	*
44	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.	When Sourcewell members purchase from a large business, even with a strong diversity partner network, they cannot claim credit for small business participation unless an acquisition is set aside for a small business and includes a small business subcontracting plan. However, IDEAL is a certified small business that meets the requirements for many socio-economic/diversity categories, which are each of significant value to any government entity who needs to meet quotas for small business participation. For example, in the state of Minnesota, the Small Business goal is 25%, regardless of ownership make-up, and an 8% goal for those that are small and minority, woman, economically disadvantage, disabled or veteran-owned. The following small business categories are available to Government entities through IDEAL. - Small Business/Small Disadvantaged Business (SBA) - Woman Owned Small Business (NWBOC) - Economically Disadvantaged Small Business (NWBOC) - HUBZone Small Business Concern (SBA) - Minority Business Enterprise (NWBOC) - Women Business Enterprise (NWBOC)	*

45	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?	As a local provider, IDEAL can not only provide local access to the best equipment, products, and services in North America, but we also understand Minnesota, potentially making us one of the only bidders with last-mile solutions that are collaborative, innovative, and tailored to the communities we live in and serve. As one of the top technology providers available to the Minnesota market, IDEAL provides expert knowledge of industry best practices, standards, laws, and regulations, with a proven 27 year-history of being able to market and distribute our equipment, products, and services to clients locally and around the world. As our name implies, IDEAL is an "ideal" provider for Sourcewell Participating Entities. Our well-established Vendor Partner Network (VPN) is comprised of hundreds of technology manufacturers, distributors, and service providers whom we manage through our ISO-certified Supply Chain Integrity Program to deliver more than seven million products. And unlike the large national resellers, we employ local Minnesotans who design and support fit-for-purpose solutions through our internal IT consulting and services practice. Our employees and their families live in these communities and benefit from the services and solutions available through the Sourcewell program. - IDEAL can offer all categories of products, solutions and services due to our internal capabilities and extensive Strategic Vendor Network to include distributors and consultants. - Excellent top-tier relationships with the industry's largest manufacturers and distributors - Robust services and solutions organization offering multiple VAR services and complete integrated solutions - JIT inventory - access to over 7 million products in multiple warehouse locations throughout the US and worldwide	*

Table 9A: Warranty

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

Line Item	Question	Response *	
46	Do your warranties cover all products, parts, and labor?	IDEAL manages warranties from Original Equipment Manufacturer ("OEM") for our clients. IDEAL only purchases through authorized distribution channels or directly from the OEM, thereby guaranteeing that we can pass the OEM established warranty and coverage period onto the Customer for all products, parts and labor. All products and goods are new and covered by the OEM's standard warranty made available to purchasers of its products. Any repair, replacement or return will be in accordance with OEM warranty terms. If requested, IDEAL will assist Customers with warranty returns. Additionally, IDEAL will help Customers identify gaps in warranty coverage and either provide upgraded warranty coverage options through the OEM or our vendor partner network of 3rd party maintenance providers.	*
47	Do your warranties impose usage restrictions or other limitations that adversely affect coverage?	Usage restrictions will be based on the OEM's established warranty policy only. IDEAL has no other warranties that may adversely affect coverage related to the manufacturer's stated warranty.	*
48	Do your warranties cover the expense of technicians' travel time and mileage to perform warranty repairs?	Expense of technicians will vary by manufacturer and will be stated in the manufacturer's established warranty policy. Most on-site warranty coverage will cover travel time and mileage while return to manufacturer/depot will not. If Customers require additional warranty coverage, IDEAL will either offer extended or upgraded warranty coverage provided by OEM, or through one of our 3rd party maintenance or service providers.	*
49	Are there any geographic regions of the United States or Canada (as applicable) for which you cannot provide a certified technician to perform warranty repairs? How will Sourcewell participating entities in these regions be provided service for warranty repair?	IDEAL has strategically aligned our vendor partner network of service providers to provide full coverage throughout the US and Canada. We offer extended coverage in all areas throughout the US and Canada with our deep vendor partner network to include 3rd party maintenance and service providers.	*
50	Will you cover warranty service for items made by other manufacturers that are part of your proposal, or are these warranties issues typically passed on to the original equipment manufacturer?	Warranty coverage is normally made by the respective manufacturer; however, if the manufacturer does not provide a warranty or maintenance program to adequately address the needs of our clients, or for products that are out of the standard manufacturer's warranty, IDEAL offers extended, enhanced and customized warranty and maintenance services to better protect original product investment and to meet the needs of our client's mission critical environment. Enhanced warranty services extend or uplift standard manufacturer's warranties to ensure ongoing performance, minimize risk and reduce downtime. IDEAL will customize a warranty or maintenance service program to meet the Customer's response time requirements.	*
51	What are your proposed exchange and return programs and policies?	IDEAL supports the OEM stated warranty policies related to exchange and returns; however, if the Customer requires additional or extended coverage, IDEAL can offer this through our extensive vendor partner network. Additionally, IDEAL can offer custom programs to include a readily available spare parts pool (Customer site or IDEAL).	*
52	Describe any service contract options for the items included in your proposal.	In addition to the various service contract options that may be offered by the manufacturer, IDEAL offers various extended or enhanced coverage options through our VPN of maintenance and service providers. This allows IDEAL to customize coverage based on the customer requirements and to ensure critical response times are met to minimize risk and reduce downtime. Options may include: 1) Consolidated and master service contracts; 2) Extended warranty coverage periods; 3) Coverage outside of OEM coverage areas; 4) Expedited service and response times; and 5) On-site spare-parts programs.	*

Table 9B: 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 *	
53	Describe any performance standards or guarantees that apply to your services	Our services organization is managed by our Professional Services Automation application, UNANET. This application is built with multiple integrated modules, including service desk, project and expense management, outsourcing, contract administration, time tracking, reporting, and business analytics -- all running off the same database and accessible from a single screen. The Service Desk module allows us to dispatch field technicians for field service break-fix, installation configuration, and upgrades; and gives us the capability to manage multiple queues, client service issues and sub-issues, priority, status, routing, ticket history, and resource allocation. All projects and services, including time, resources, and expenses, are tracked under a service ticket. IDEAL guarantees: 1) Services will be performed in accordance with the Services Contract or Statement of Work; 2) Services will be provided by qualified personnel; and 3) Deliverables will be met accordingly.	*
54	Describe any service standards or guarantees that apply to your services (policies, metrics, KPIs, etc.)	IDEAL's policies for services are clearly stated in our Services Agreement to specifically include what services are to be performed, the period of performance, deliverables (if any), and responsible parties. Service Provider warrants that Services shall be performed in a competent and workmanlike manner in accordance with applicable commercial standards and are free from defects, merchantable, fit for a particular purpose or non-infringing. Service Provider warrants that Services shall be performed in a competent and workmanlike manner in accordance with applicable commercial standards. Through our Services Delivery Model stated in Response 53, IDEAL's services manager monitors projects and service tickets to ensure milestones, deliverables and resolution are being met. Metrics may include on-time delivery of deliverables and milestones, number and type of support cases, and any known issues and outcomes. See Standard Transaction Document Samples folder documents.	*

Table 10: Payment Terms and Financing Options

Line Item	Question	Response *	
55	Describe your payment terms and accepted payment methods.	Payment terms are N30, and acceptable payment methods include credit card, ACH, PayPal or wire transfer.	*
56	Describe any leasing or financing options available for use by educational or governmental entities.	IDEAL offers multiple leasing and financing options available by our large distribution channel to their reseller partners, such as TD Synnex, Ingram Micro, and Carahsoft. For example, TD SYNNEX, a Strategic Vendor Partner distributor, and 2nd largest IT distributor in North America, offers their resellers access to TD SYNNEX Capital, which is a government financing program and includes the following programs: - Capital and Operating Leases - 100% Software and Subscription Financing - Installment Payment Plans - Consumption-based Financing Carahsoft, offers financing programs to meet the unique needs of their partners to ensure that the process to acquire software and hardware technology meets their current budget. Carahsoft will continue to support IDEAL with credit lines, escrow terms, receivable financing, extended terms and surge lines of credit. Carahsoft is currently managing more than $200 million in finance and lease transactions. This allows customers that need a flexible way to acquire the software and hardware they need now, while staying within their current budgetary constraints. Carahsoft finance programs include: - Lease to Ownership - Lease with Opportunity to Purchase - Extended Payment Plans - Receivable Service Program See Financial Strength and Stability, Financial Info for more information	*
57	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.	For Customers, IDEAL will use our Standard Terms and Condition ("T&C") of Sale which will be provided on the e-commerce site and include in each standard quotation. These T&C's may be adjusted to include Sourcewell contract specific language. Depending on the type of transaction, IDEAL also uses Master Services Agreements, Service Work Orders, Managed Service Agreement, and Statements of Work. Agreements may vary and sample agreements can be found in the Standard Transaction Document Samples folder.	*
58	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?	IDEAL accepts P-card procurement and this fee is included in our standard pricing.	*

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 Sourcewell Price and Product Change Request Form.

Line Item	Question	Response *	

| 59 | Describe your pricing model (e.g., line-item discounts or product-category discounts). Provide detailed pricing data (including standard or list pricing and the Sourcewell discounted price) on all of the items that you want Sourcewell 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. | IDEAL prides itself on offering our products, services and solutions at highly competitive prices. Our commitment to our strategic partners, including our ability to adhere to reseller commitments and agreements, and our investments in resources, training and certifications, demonstrates our commitment to these vendors which in turn provides us with top tier pricing. Our competitive capabilities are based on our experience, relationships, volume and low operating costs – factors that in totality may not be achievable by many other offerors. IDEAL has proposed pricing to Sourcewell Members that is significantly below (approximately 8-12%) our standard commercial price lists for products, and 10% for services and is equivalent to our best government contract pricing to include GSA, NITAAC's CIO-CS and SP3 and other government contracts. Although pricing is competitive due to lower overhead costs and lower margin requirements than most publicly traded companies, IDEAL pricing is in accordance with the significant value we provide to our customers to include a highly secure, order processing system, trained and dedicated support teams and complete vendor management.

IDEAL's pricing model is as follows:

- Products are discounted off list price based on product category.

- Product prices are the minimum discounts available. Discounts reflect a quantity 1 discount level. Higher discounts may be provided for large volume or quantity orders.

- Because our product catalog includes up to approximately 7M items, and pricing changes frequently, we did not include a catalog with list price and discount; however, we did provide this information for services. *

- Our services pricing model includes both labor hours and unit pricing for certain services. As pricing services can be dependent on multiple factors to include firm fixed price or time and materials requirements, size and scope of services or project, location and where services are performed (on-site or remote), services levels and etc., we have provided just a sampling of our service rates.

Pricing Discounts for Category 1 are as follows...

Accessories   7.00%
Audio/Visual   6.00%
Cables   12.00%
Data Storage   5.00%
Desktops   4.00%
Electronics   7.00%
Enterprise St   7.50%
Memory   H   8.00%
Monitors/Dis   8.00%
Networking   6.00%
Point of Sale   5.50%
Power Devic   5.50%
Printers/Scan   5.00%
Services   5.00%
Software Rel   5.00%
Workstations   5.50%
Other   0.00%

Pricing can be found in the respective Pricing folder files for Catalogs 1, 2 and 3. |
| 60 | 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. | Pricing is based on the current MSRP (if available) or IDEAL's established list price where MSRP may not be available, less a discount. Pricing can be found in the respective Pricing folder files for Catalogs 1, 2 and 3. * |

61	Describe any quantity or volume discounts or rebate programs that you offer.	The discounts described in Item 60 are the minimum discounts provided to customers based on quantity one (1). Sourcewell's dedicated Account Managers work closely with the OEM's and partners to provide additional discounts based on transaction amount or quantity discounts. As pricing is real-time through our e-commerce storefront, any price reductions, promotional price offers, introductory pricing, or any other offers or promotions will be passed onto the customer in terms of a higher discount that stated in 60.	*
62	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.	For items that may not be available via our e-commerce catalog or require additional sourcing, custom configurations or services, and quantity or large volume pricing, the Sourcewell Member can reach out to our Sales Team via a dedicated toll-free number (to be provided upon award) or request a quote or proposal to SourcewellSales@idealssi.com. A Sourcewell Sales Team member will acknowledge the request within 4 business hours and will provide a quote within 1 business day (quote response times may vary based on the OEM, configuration or process time for special pricing). IDEAL will follow the same pricing model and discount structure as proposed in Responses 59, 60 and 61.	*
63	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.	Additional costs may include shipping charges for heavy weight items (printers, racks etc.), inside or special delivery charges, expedited delivery and etc. Any additional charges that may be assessed by the vendor, OEM or service provider will be identified as a separate line-item charge on the quotation.	*
64	If freight, delivery, or shipping is an additional cost to the Sourcewell participating entity, describe in detail the complete freight, shipping, and delivery program.	Most standard, ground delivery charges will be included in the price of the product. All commercial shipping methods are supported. Additional costs may include shipping charges for heavy weight items (printers, racks etc.), inside or special delivery charges, expedited delivery and etc. Any additional charges that may be assessed by the vendor, OEM or service provider will be identified as a separate line-item charge on the quotation. In the event that shipping is an extra charge, such as described in Response 63, the complete freight charge will be identified as a separate line-item charge.	*
65	Specifically describe freight, shipping, and delivery terms or programs available for Alaska, Hawaii, Canada, or any offshore delivery.	As we have access to multiple distribution channels throughout North America, shipments will come from the warehouse closest to the destination. All commercial shipping methods are supported. Most shipment costs to US and Canada will be included; however, any additional charges that may be assessed by the vendor, OEM or service provider will be identified as a separate line-item charge.	*
66	Describe any unique distribution and/or delivery methods or options offered in your proposal.	IDEAL has a robust distribution model to include direct partnerships with OEMs and IT's largest distributors to include Arrow Electronics, Avnet, Digikey, Ingram Micro, TD Synnex, D&H, Allied Electronics, CDW-G, Carahsoft and many others. Because of this large distribution network, IDEAL has access to over 7M technology products with products shipping from over 75 different warehouse locations across all major US cities and Canada. This gives us access to Just-in-Time inventory to ship to all areas of the globe. Additionally, through our Customer Management System, our quoting tool and e-commerce solution both provide real-time pricing and availability from over 25 major distributors; giving us the ability to the vendor with best pricing and availability to include warehouse location. Customers have the options to use regular ground shipping at no charge to the customer (see exceptions in Response 63), or multiple, expedited freight options to include will-call pick-up services where available. See sample list of warehouse locations in the Additional Documents folder "Ideal Major Distribution Centers".	*

Table 12: Pricing Offered

Line Item	The Pricing Offered in this Proposal is: *	Comments
67	c. better than the Proposer typically offers to GPOs, cooperative procurement organizations, or state purchasing departments.	IDEAL is proposing pricing that is better than what we would typically offer to GPO's, cooperative procurement organizations and state purchasing departments and equivalent to our best federal government pricing to include GSA.

Table 13: Audit and Administrative Fee

Line Item	Question	Response *	
68	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.	IDEAL's ISO-certified quality program mandates that we verify compliance of our current contracts on a quarterly basis. We also perform an annual audit of our contract management processes to ensure that we have adequate controls, systems, and staff in place to manage our contracts as we grow. As a large online reseller, IDEAL uses software to efficiently manage each different contract. We configure each customer's e-commerce portal to enforce the terms of their specific contract, which is centrally managed by our back-office. This capability allows us to configure contract terms such as contract discount structures, shipping policies, and specific terms and conditions based on variables such as product category, location, and volume. For Sourcewell, every contract will be assigned a master contract number that will allow us visibility and reporting capabilities into every order placed against the contract including total sales to properly report administrative fees. Our Order Management System can be configured to set custom data fields and run custom reports. From each report, we can validate the discount off list and automatically compare this to the contract pricing by running validation rules. Reports can be run weekly, monthly, quarterly and yearly and will be delivered in Excel format. See report examples in Additional Documents folder, Report Examples. Upon award, IDEAL will customize a report to meet the quarterly sales report requirements.	*
69	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.	- Sales volume – IDEAL will track all sales by the Sourcewell Contract (as the Master Contract), by Customer, location and contact. Success will be measured based on year-over-year growth of greater than 75%. - On Time Delivery – IDEAL will run reports related to on-time delivery based on the pre-determined lead time provided in the e-commerce site or Sales Representative generated quotation. Our acceptable quality standard is greater than 90% on time delivery will less than 20% of delays greater than one business day. - Service Delivery – IDEAL measures service delivery based on service level agreements, milestones and deliverable schedules. Success will be measured based through customer satisfaction surveys reporting four stars out of five or greater. - Customer Cases – as described in our Quality Management System, IDEAL track all customer cases to include delivery of non-conforming products (i.e. wrong part delivered), customer returns, performance ratings etc. Success will be measured based through customer satisfaction surveys reporting four stars out of five or greater. - Per our ISO 9001:2015 quality management system (QMS), customer quality metrics are based on the number of customer service cases against the total number of sales transactions. The target quarterly rate is less than 3.0% and IDEAL has consistently been under 2.5% since our QMS was implemented in 2013.	*
70	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.)	IDEAL proposes an administrative fee of 1%	*

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

Proposers must designate if they are seeking an award in Category 1 only or Categories 2 and/or 3. As stated in Section II. B.1. of "REQUESTED EQUIPMENT, PRODUCTS, OR SERVICES," Proposers responding to Category 1 must offer a complete electronic catalog system permitting Sourcewell and Sourcewell Participating Entities to make web-based purchases."

Proposers submitting a proposal in Category 1 must include at least one solution in each of Categories 1, 2, and 3 within its singular proposal. For example, if a Proposer offers solutions within the scope of Category 1, 2 and 3 the Proposer should designate it is seeking an award in Category 1. Proposers seeking award in Category 2 and/or 3 must include at least one solution offered within the scope of the desired Category.

Line Item	Category 1	Category 2	Category 3
71	⦿ Yes ○ No	⦿ Yes ○ No	⦿ Yes ○ No

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

Line Item	Question	Response *	

| 72 | Provide a detailed description of the equipment, products, and services that you are offering in your proposal. | IDEAL's equipment, products and service offerings cover a large technology ecosystem from leading-edge technology providers. Over the last 27 years IDEAL has developed an end-to-end portfolio of partners to include the most cutting-edge and emerging manufacturers, vendors and solutions providers. As an innovative and total technology, value-added reseller, IDEAL is constantly assessing new technologies and partners to ensure our portfolio of partners includes best-in-class, innovative and leading-edge providers. IDEAL offers products from over 150 manufacturers (OEMS) of hardware and providers of software. Our e-commerce site will include over 7M commercially available equipment, hardware and software items. IDEAL offers products from the desktop to the data center, and everything in between, to include desktops/laptops, tablets, storage, networking, accessories, peripherals, components, displays, audio/visual, gaming devices, cameras, etc.

IDEAL's centrally-located corporate headquarters in Minneapolis, MN serves as our primary technical center and includes a warehouse, shipping and receiving area, and technical center that provides commodity enabling services for this product group including engineering and design, staging, configuration and integration, deployment and installations, desktop management, remote and on-site support and remediation, 24/7 help desk, security assessments, warranty, maintenance, training, and lifecycle management services for smaller or local deployments. These value-added services are implemented by a team of in-house IT technicians and engineers that adhere to a process-driven methodology to services delivery.

IDEAL has strategically selected a network of Teaming Partners and solution providers that will augment our internal capabilities and capacity and enable full support for all categories within the Sourcewell contract. In order to provide coverage throughout the US and Canada, IDEAL leverages its extensive Strategic Partner Network and Vendor Partner Network, as described throughout this response, to provide a breadth of technical support services and solutions to cover ALL service and solution categories of the RFP. This ecosystem of partnerships allows us to deliver an extensive breadth of IT support services and IT solutions. This ecosystem was selected based on their capabilities and offering, service coverage throughout the US and Canada, and full commitment to excellence and customer satisfaction.

PARTNER PROVIDED SUPPORT SERVICES CAPABILITIES

- Lifecycle Management Services – US and Canada

- Integration, Deployment and Installation – US and Canada

- Service Level Agreements, Same Day, 24/7

- Maintenance and Warranty (OEM and Custom)- US and Canada

- Consulting Services (Design, Assess, PM) US & Canada

- Product Fulfillment – US and Canada

- Outsourced IT Support – US and Canada

- Training (OEM and Custom) - US and Canada

- Solutions Design

See Additional Documents, Ideal Line Card, Ideal Major Distribution Centers, Services Coverge US & Canada, and Services Provider Info | * |

| 73 | Within this RFP category there may be subcategories of solutions. List subcategory titles that best describe your products and services. | Solutions are broad and can be offered through a combination of hardware, software and/or services. IDEAL offers many categories and subcategories of solutions and is continuously joining new reseller/partner programs and deepening our capabilities and provider network to broaden our portfolio of solutions. Examples of subcategories of solutions include:

Cybersecurity – Data, Endpoint, Web and Messaging, IoT/ Industrial and Mobile Security, Identity & Access Management, Risk and Compliance, Incident Response, Cyber Training and DevSec/Ops

Zero Trust – Application Workload, Data, Visibility and Analytics, Automation and Governance

Big Data, Artificial Intelligence (AI) – High Performance Computing (HPC), Artificial Intelligence and Machine Learning, AI Video & Imaging, Analytics, Robotic Process Automation (RPA), Cybersecurity, Hardware Infrastructure

Cloud Solutions – Infrastructure as a Service, Managed Services, Platform as a Service, Software as a Service (to include FedRamp and StateRamp Solutions)

HR & Training – Learning Management, Cyber Skills Training, Human Capital Evaluation

Mobility & Telework Solutions – providers such as Adobe, Blackberry, MongoDb, Nutanix, RedHat, slack, splunk and vmware

K-12 & High-Ed Solutions – Digital Learning & Communications, Student Safety & Cybersecurity, Content Management & Data Analytics, Workforce Readiness, Autonomy, Audio Visual, Collaboration | * |

Table 15A: Category 1 - 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
74	Computer hardware, including desktops, laptops, tablets, and related devices;	⦿ Yes ○ No	IDEAL's computer hardware offering includes desktops, laptops, tablets and related devices from a large portfolio of leading-edge technology manufacturers to include HP, Lenovo, Acer, Asus, Dell, Samsung and Apple. IDEAL also offers custom configured systems and ruggedized laptops and tablets. In addition to these OEM's, IDEAL offers are large selection of 3rd party related devices as described in Response 76.
75	Networking, server, and data storage equipment, including servers, server appliances, racks and cabinets, data storage or data protection devices, and switching technology;	⦿ Yes ○ No	IDEAL offers a variety of infrastructure devices from multiple manufacturers to include (examples only): Systems/Servers - Apple, Dell, CISCO, HP, HPE, IBM, Intel, Lenovo, NVIDIA, SuperMicro Networking/Switching – CISCO, Fortinet, Arista, Dell, Juniper, HPE, Intel Data/Storage – Fujitsu, AWS, DataDirect Networks, Cohesity, IBM, HP
76	Peripherals, accessories, components, and options, including printers, scanners, monitors, audio visual, digital signage, virtual reality, Esports equipment, unified communication hardware, mobility hardware, cabling, modems, routers, switches, power management, and supplies;	⦿ Yes ○ No	IDEAL provides peripherals, accessories, components and options from over 75 manufacturers. See Additional Documentation folder, IDEAL and Distributor Line Cards. These are just examples of all the types of products and manufacturers we provide. IDEAL has access to over 7M technology related products.

77	Software related to the purchase of the equipment described in Lines 74-76 above;	⦿ Yes ○ No	IDEAL offers software related to the purchase of equipment to include operating systems, management tools, security tools and other 3rd party applications. We also provide all subscriptions, management and maintenance services associated with software. IDEAL chose Carahsoft as a primary distributor in our SPN as they are one of the largest government software distributors in North America.
78	Configuration, software implementation, hardware installation, support, assessment, training, and asset lifecycle services related to the purchase of the equipment or software described in Lines 74-77 above; and	⦿ Yes ○ No	IDEAL has broad experience with configuration, software implementation and custom imaging, hardware installation, assessment of requirements and technical issues, Level 1, 2 & 3 engineering and help desk support, technical documentation/user manual creation, end-user training and asset lifecycle services, and data destruction and warehousing out of our Maple Grove Configuration Center. In addition, by utilizing our Strategic Partner Network's configuration facilities, Ideal's team can plan, stage, configure and deliver large scale rollouts, offering unlimited scalability as needed, covering all hardware items listed in Responses 72-75 of this RFP. To augment our internal capabilities and provide coverage throughout the US and Canada, IDEAL leverages its extensive Strategic Partner Network and Vendor Partner Network, as described throughout this response, to provide a breadth of support services such as configuration, software implementation, hardware installation, support, assessment, training, and asset lifecycle and etc. This ecosystem of partnerships allows us to deliver an extensive breadth of IT support services and IT solutions.
79	Security, cloud, network, data, IT asset lifecycle services, and solutions described in Categories 2 and 3.	⦿ Yes ○ No	IDEAL has delivered all subcategories listed above to some of our largest Government customers, and deliver the breadth of products, solutions and required services in Categories 2 and 3. From Security IP Video campus solutions for Naval facilities, Multi-Site, air-gapped wireless networks to Veteran's Affairs, RedHat stack of cloud applications for data modernization for a large Federal Agency, to Cradle to Cradle full lifecycle management for a large Federal Health Care Systems organization, (to name a few examples) Ideal's Solution Architect and engineers along, with our Strategic Partner Network, can design, integrate, plan, deploy, train, maintain and support all of these solutions. IDEAL leverages its extensive Strategic Partner Network to provide a deep breadth of solutions to include high levels of security management and consulting services, cloud solutions (on-and off-premise), data management and support services and IT asset lifecycle services. IDEAL's Vendor Management process ensures that the selection, monitoring and management of each and every vendor follows our ISO 9001:2015 vendor approval and management processes. See additional solution information in 16A, 16B, 17A and 17B.

Table 15B: Category 1 - Industry Specific Questions

Table 15B: Industry Specific Questions relate to products and services offered in Category 1 (see Table 15A).

Line Item	Question	Response

80	Describe your capability to report Sourcewell member purchases of products with environmentally preferred attributes (e.g., eco-labeled, rated, or certified).	IDEAL can report multiple environmental attributes as manufacturers increasingly identify these attributes in their item descriptions or listings. Through the order process, IDEAL identifies environmental categories such as EPEAT level and Energy Star compliance by creating additional fields in our order management system. See attached example in the Additional Documents folder, Report Examples. More information related to environmentally preferred attributes in Responses 42 and 43.
81	Identify any reseller certification(s) (or similar third-party validation of technical expertise) that your organization has attained, if any.	IDEAL holds many reseller certifications. Additional Reseller Certifications can be found in Financial Strength and Stability, Authorization Letters and Response #92. Examples of Reseller Certifications held include... APC Sales – Platinum Partner Adobe Certified Government Specialization Apple Authorized Reseller Aruba Silver Level Partner AWS Partner Business and Tech Professional Cisco Select Level Partner, CCDA, CCNA Citrix Silver Level Partner Data Direct Networks (DDN) Authorized Reseller Dell/EMC Gold Tier Partner Digium Partner – dCSE, dCSP, dSSE EMC Partner – Storage Specialist Fortinet Silver Level Partner Hanwha Partner HP Silver Tier Level Partner HPE Silver Level Partner IBM Silver Level Partner IXIA Authorized Reseller Lenovo Authorized Reseller Microsoft Registered Reseller – Mult Certs NSE Security Associate Oracle Gold Level Partner Poly Registered; US Federal/NATO Specialization Red Hat Red Hat Ready Partner Spectra Lab LLC Authorized Reseller Veeam Partner – VMSP, CMTSP Veritas Registered Reseller Violin Registered Reseller VMWare Advanced Level Partner – Mult. Certs Xirrus Authorized Reseller – Xirrus Certified Wireless Tech
82	Describe your maintenance solutions for software products, such as maintenance agreements, software upgrades, continuous updates, patches, and fixes.	As an authorized reseller of multiple software products, IDEAL provides Customers with various software maintenance agreements, software upgrades, continuous updates, patches and fixes. Whether the updates, patches and fixes are standard, or requires a separate maintenance agreement, varies by software provider. Maintenance agreements can also vary significantly to include various levels of support services. IDEAL provides the entire manufacturer's range of software and maintenance support packages and can also create custom maintenance/support agreements to meet specific customer requirements.

| 83 | Describe your website and the ease-of-use for customers, including order placement, payment, order tracking, etc. | Sourcewell client agencies can access IDEAL's e-commerce portal from IDEAL's website (www.idealssi.com) or directly through a unique URL, to be provided upon award. Sourcewell members will have a custom e-commerce storefront that will include contract-specific information and contract pricing. Our custom storefront provides integration with our major distributors giving the ability to offer our customers over 7M products. Customers can shop for products, place items in the cart and save for later, or place their orders directly from the e-commerce storefront. If Net Terms are established, Customers can place the order against a Purchase Order, or use a credit card. Standard Features of the storefront include:

1. Catalog and product customization
2. Featured products and spotlight product display.
3. Real-time pricing with promotional product notification
4. Product specifications containing environmental ratings (EPEAT, Energy Star)
5. Advanced search capabilities
6. Side-by-side product comparisons and compatible choices
7. Quoting/purchase order generation
8. Administrative controls
9. Automated order notification
10. Multiple payment options / credit card processing
11. Multiple shipping options
12. Report generation
13. Contract and configuration imports

IDEAL can also offer several Optional Features as part of the e-commerce storefront including:

1. Shopping engine export
2. Authorization workflow on store/CPAS (company purchase approval system)
3. Custom supplier/manufacturer/product integration
4. Store "punch-out" to end customer procurement systems.
5. Custom domain name option
6. Multi-languages

See example in Marketing Plan Samples |

Table 16A: Category 2 - 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
84	Cybersecurity services, such as cyber risk assessments, program strategy and operations, zero trust, skills and training, penetration testing, threat and vulnerability management, content security, network visibility and endpoint detection, log aggregation and correlation, disaster response and recovery, and managed cybersecurity;	⦿ Yes ○ No	IDEAL's Strategic Partners Advizex and Edge Communications are leading providers of comprehensive Cybersecurity Solutions tailored to meet the unique needs of each customer we serve. Advizex is a leading technology provider focusing on Adaptive Infrastructure, Intelligent Operations, Network, Security and Cloud Managed Services. Headquartered in Ohio with offices in 15 cities, they have global reach with proven expertise in cybersecurity, risk analysis/assessments, zero trust architecture planning and implementation, penetration testing and threat management, cloud, and a 50-person sales team with 200 on-staff, highly certified technologists to deliver solutions. Edge Communications has a broad portfolio of Cybersecurity services and staff of Certified Information Systems Security Specialists (CISSPs). Headquartered in Plano Texas, with offices in Dallas, New Jersey and Miami, they operate Tier1 Geo-Redundant data centers. Edge provides services throughout the United States and currently serves over 2,500 customers in nearly every vertical that includes K-12 schools, non-profits, and state and local government and provides a 100% US based, 24/7 network and security operation center (NOC/SOC). Our Cybersecurity Team's Approach to Subcategory examples:

Cybersecurity Risk Assessments:

IDEAL's experienced assessors are certified professionals with a deep understanding of industry best practices and regulatory compliance requirements. All risk assessments performed by IDEAL include a pre-scoping call to identify the critical goals of the assessment. Our Cybersecurity Team performs security assessments across several industry standards including NIST, PCI DSS, ISO 27k, MITRE ATT&CK as well as cybersecurity insurance assessments required by many insurance providers.

Conducting a risk assessment allows an organization to view the application portfolio holistically - from an attacker's perspective. We identify key security control conditions within the network and applications and focus on preventing application security defects and vulnerabilities. We map potential attack vectors, prioritize risks across people, processes, and technology, and provide clear and concise reports that provide actionable recommendations to guide your security investments and support managers in making informed resource allocation, tooling, and security control implementation decisions.

A comprehensive security assessment allows an organization to:

•   Identify assets (e.g., network, servers, applications, data centers, tools, etc.) within the organization.

•   Create risk profiles for each asset.

•   Understand what data is stored, transmitted, and generated by these assets.

•   Assess asset criticality regarding business operations. This includes the overall impact to budget, reputation, and the likelihood of a firm's exploitation.

•   Measure the risk ranking for assets and prioritize them for assessment.

•   Apply mitigating controls for each asset based on assessment results.

Program Strategy and Operations:

IDEAL will assist Sourcewell clients to craft customized security programs tailored to their specific needs and risk tolerance including defined security roadmaps, established governance structures, and systems to ensure ongoing program effectiveness. We review the current network deployments and work with clients to plan and manage updates based on recommended remediation and industry best practices.

IDEAL's Program Strategy and Operations support includes a Virtual Chief Information Security Officer as a Service (vCISO), which provides a remote security board-level leader and a team of cybersecurity specialists to continually evaluate clients' cyber landscape and business security posture. Whether used as a sounding board or to report to client boards directly, the vCISO provides advice on nearly every security topic our clients face.

Should an incident or event occur, our Cybersecurity team will stop the breach, lead the investigation into the cause and recommend action steps to block future attempts. With IDEAL, Sourcewell clients will have a technology and security specialist that thoroughly understands individual business's architecture, integrates their technology, and helps clients manage

organizational security.

Resources such as the vCISO program are cost-effective solutions to bridge the gap between client technology goals and the security and protection that enables utilization of digital tools. IDEAL will act as a dedicated point of contact to facilitate Sourcewell clients' access to expert security skills and expertise for a managed security service that helps them achieve their goals.

Zero Trust Security Posture:

Zero trust is a modern security strategy based on a simple principle: "never trust, always verify." Instead of assuming everything behind the corporate firewall is safe, the Zero Trust model assumes breach and verifies each request as though it originates from an open network. IDEAL supports all components of zero trust networks such as Identity and Access Management (IAM) including Multi factor Authentication deployments and least privilege access; Network segmentation (Switches and Firewalls) and micro-segmentation to minimize attacker movement and protect critical assets; monitoring and analyzing network traffic to identify and remediate areas of concern (SIEM); End Point protection, Policy and Procedure creation and enforcement; automation of security tasks such as patching; incident response; and policy adjustments. Our Zero Trust architects are at the forefront of the field, utilizing cutting-edge technologies and best practices to build a layered defense that adapts to evolving threats.

Employee Skills and Training:

While IDEAL can and will provide continuous security management for clients, we are equally capable of providing stakeholder training for customer staff to build their capability to internally manage solutions. IDEAL offers tailored training programs covering topics like phishing detection, incident response, and security awareness that empower client teams to be active participants in their own security posture. Our training programs are developed and delivered by security experts based on the specific customer technology ecosystems, personnel, and organizational structure. IDEAL's customized industry specific training is further catered to all levels of client organization as needed to meet any organizational training curriculum requirements and ensure knowledge retention and practical application of skills.

Penetration Testing:

IDEAL will provide Penetration Testing, Ongoing Vulnerability Scanning and one-time vulnerability scans depending on customer needs. Vulnerability scans detect and mitigate weaknesses in your IT infrastructure ensuring proactive defense, with External Scanning mimicking potential attackers and Internal Scanning spotting internal risks.

We utilize commercial tools and methodologies such as OSSTMM and PTES to conduct penetration testing. Our team members hold many certifications and course knowledge including CISSP, CEH, OSCP, Pentest+, eJPT, eCPPTv2 and TPN Security Assessment Certification (2 out of 50 certified auditors nationally are team employees) We offer targeted and customized testing to address client specific risks and ensure client defenses are up to date.

IDEAL's penetration testing rigorously tests defense effectiveness by simulating cyberattacks. Remediation reports with knowledge base resources are provided

with post-testing and scan results. Our engineers review the findings with clients to devise remediation strategies and then work with the customer to assign responsibilities for remediation and conduct retest or scan after remediation to validate that remediation is complete.

Content security, network visibility and endpoint detection, log aggregation and correlation (SIEM), Disaster response and recovery, and managed cybersecurity:

When a security incident occurs, early detection and response is the key to protecting critical assets. The response must be swift. In the unfortunate event of an incident, we provide on-demand incident response teams to quickly help the customer manage and contain damage.

We utilize advanced threat intelligence feeds and vulnerability scanning services beginning with Security Information and Event Management (SIEM) tools to aggregate all network logs, leverage AI to determine when network traffic is suspicious, and proactively identify and prioritize vulnerabilities. Those systems create alerts in our ticketing system for our team to review and act in real time.

Our Team assists organizations in preparing before an attack occurs. Our Cybersecurity team are experts in threat intelligence analysis and vulnerability management tools, and we offer automated and manual threat detection to ensure client defenses stay vigilant against evolving threats and implement web application firewalls, intrusion detection/prevention systems, and data loss prevention (DLP) solutions to secure client web applications and APIs against common attacks. Developing early detection through end point detection and SIEM helps organizations respond effectively should an attack happen. We then provide proactive crisis management and tracing the root of a breach through computer forensics (including malware analysis).

IDEAL has extensive experience in incident response and recovery, guiding organizations through complex situations and minimizing damage. We offer full back up and Recovery services including monthly or quarterly testing of the back-ups. We leverage BCI and DRII frameworks to develop a resilient recovery plan for our clients that encompasses people, processes, and technology. This includes conducting tabletop exercises to ensure client teams are prepared to respond effectively to any disruptions. Additionally, our team is ready to restore data if an attack occurs, minimizing downtime and potential financial costs.

| 85 | Physical security services, such as site assessment, upgrade planning and execution design, installation, integration, access control, video management, and managed physical security services; | ⦿ Yes
◯ No | IDEAL has installed, integrated, trained, maintained, and supported Physical Security Services and campus security solutions for our largest Government customers. We offer comprehensive physical security services, from site assessments and upgrade planning to installation, integration, and managed services to ensure clients' physical environment complements their digital defenses for complete protection.

As part of our best practices approach for our enterprise customers, IDEAL provides a fully independent site assessment. This analysis and related planning reviews are typically a collaboration with the customer's IT group as internal knowledge of systems, organizational missions and emerging threats are critical data points in development of final design plans.

IDEAL's independent site assessments are performed by IDEAL's Strategic Teaming Partner, Security Risk Management Services, LLC (SRMC). SRMC is a woman owned security consulting organization providing physical security risk, technology and process assessment, master planning, emergency procedures, security technology planning, design, specification, and system integration, command center design, project management, process and policy solutions, and security program management support. SRMC holds numerous industry security certifications including CPP, CFE, CSC, CPTED Practitioner, PSP, MSAJ, MSM, CHPA, CPTED Practitioner, CSSP, CIPM, MPA and more. See Additional Documents, Letters of Commitment, for more details. Our Security Team can deliver all subcategories of physical site/campus security requirements for Sourcewell clients. |

86	Cloud, such as Infrastructure as a Service (IaaS), Platform as a Service (PaaS), Software as a Service (SaaS), and strategy, design, migration, deployment, and managed cloud solutions;	⦿ Yes ○ No	IDEAL offers a suite of cloud management solutions that span cloud strategy and consulting; designing cloud deployment; creating the infrastructure; migration of data and applications to the cloud; and ongoing management. We provide customer support for the entire journey into the cloud with an emphasis on optimizing IT operations, improving efficiency, business continuity, security and cost management. - Cloud Strategy and Consulting includes planning to meet the client's business objectives, IT infra-structure, and cost optimization. This process helps the customer develop a complete strategy prior to committing resources to the cloud. - Infrastructure can be created as part of a one-time project or managed cloud as a service. Scalable virtual machines are provided and storage solutions to meet the needs of the customer allowing organizations to adjust the level of support and resources as their needs change. For example, a customer may need to scale up during a busier season or scale down once the season ends. - Platform as a Service (PaaS). IDEAL can manage the complete cloud deployment if the customer chooses that method. This allows organizations to focus on their core business activities and allocate their resources and attention to areas where they excel, rather than diverting the IT-related tasks. - Software as a Service is focused on security and the underlying network needs to support the software. 24/7 monitoring and remediation is available to identify and address potential issues before they disrupt operations, reducing downtime and minimizing the impact on business processes. - Full migration and redesign services are available for organizations moving to the cloud, to on-premises or creating a hybrid environment. Planning is key for all migrations and is led by our project management team prior to moving any data or applications.

| 87 | Network, such as maintenance and monitoring, edge computing, SD-WAN and LAN, and data center networking; | ⊙ Yes
○ No | IDEAL's Managed Service and Support offering includes maintenance and monitoring for all internal network components including switches, routers, servers and Wi-Fi networks. When we provide continual customer network monitoring, we are typically first to notify of an ISP circuit outage. IDEAL's strategic partner Edge is an FCC licensed interconnect and SIP Trunk Provider and uniquely situated to meet the Carrier Service needs of our customers. This includes providing, monitoring, and managing SD-WAN for ISP circuits or simply managing failover and monitoring of connections. Additionally, as requested, IDEAL can support data centers providing badged employees to manage any issues or projects including rack buildouts, equipment upgrades and decommissioning.

IDEAL provides a full portfolio of network support services including:

- Security Consulting and Design

- Data Center Networking LAN/SD-WAN

- Application Modernization

- Microservices

- Microsoft Consulting and Platforms

- ServiceNow

- Business Process Engineering

- Virtualization

- Oracle Applications and Platforms

- Platforms and Systems

- Storage

- Hyper-converged Systems

- HPC Security & Risk Assessments and Compliance

- Scaled Agile Framework

- DevOps, CI/CD, SDLC

- Cloud Native Application Development

- Mobile Computing

- Security response & remediation

- Backup & Recovery

- Business Continuity and Disaster Recovery

- Managed Services (Help Desk, Network, DR, Database, Infrastructure)

- Cloud Computing

- Database Technologies

- Oracle Middle Ware & Identity Mgt.

- AI/ML |
| 88 | Data, such as data modernization, data backup, data and document processing and storage, and assessment, validation, production, and management of AI and machine learning solutions; and | ⊙ Yes
○ No | IDEAL's Strategic Teaming Partner, Advizex, has extensive experience in Data Modernization, Backup and Storage. With the latest advancements in Machine Learning and Artificial intelligence, it is imperative to have consulting strength to support and prepare enterprise organizations to leverage AI/ML effectively |

and derive meaningful insights from its data. Advizex is highly skilled in this specialized area, and is steeped in assessment, validation, production, and management of data driven AI and Machine Learning solutions.

Data Modernization: Data modernization refers to the process of updating and transforming an organization's data infrastructure, systems, and practices to meet the demands of modern business requirements and technological advancements. It involves adopting contemporary technologies, methodologies, and best practices to enhance the efficiency, flexibility, accuracy and accessibility of data.

Key Components and Steps to Data Modernization Include:

1. Cloud Adoption: Moving data storage and processing to cloud platforms allows for greater scalability, flexibility, and cost-effectiveness. Cloud services like Amazon Web Services (AWS), Microsoft Azure, and Google Cloud Platform offer various tools for data storage, analytics, and machine learning.

2. Big Data Technologies: Utilizing big data technologies like Apache Hadoop, Apache Spark, and NoSQL databases enables organizations to efficiently process and analyze large volumes of data. This is particularly important as the volume, variety, and velocity of data continue to grow.

3. Data Integration and ETL (Extract, Transform, Load): Implementing modern data integration solutions allows organizations to connect and consolidate data from diverse sources. ETL tools facilitate the extraction, transformation, and loading of data into a unified and usable format.

4. Data Governance and Security: Implementing robust data governance practices ensures data quality, compliance, and security. This involves defining and enforcing policies and procedures for data management, access, and usage.

5. Artificial Intelligence, Machine Learning and Advanced Analytics: Leveraging machine learning algorithms and advanced analytics tools can help organizations derive valuable insights from their data. This includes predictive analytics, sentiment analysis, and other data-driven decision-making approaches.

6. Real-time Data Processing: Modernizing data systems to support real-time data processing enables organizations to make faster, data-driven decisions. Technologies like Apache Kafka and Apache Flink are commonly used for real-time data streaming and processing.

7. Data Warehousing: Implementing modern data warehousing solutions, such as Snowflake, Amazon Redshift, or Google BigQuery, allows organizations to store and analyze large volumes of structured and semi-structured data.

8. APIs and Microservices: Adopting a microservices architecture and using APIs (Application Programming Interfaces) facilitates the seamless flow of data between different systems and applications, enabling better interoperability.

9. Self-Service Analytics: Empowering non-technical users to access and analyze data through self-service analytics tools promotes data democratization and enables faster decision-making.

10. Data Lifecycle Management: Implementing effective

data lifecycle management ensures that data is properly managed from creation to deletion, optimizing storage costs and ensuring compliance with data retention policies.

Data modernization is an ongoing process, and organizations need to continuously evaluate and update their data strategies to keep pace with technological advancements and changing business needs.

Preparation for AI/ML Initiatives: Data readiness is a critical component for the success of AI/ML initiatives. It involves preparing and organizing data to ensure that it is accessible, accurate, and suitable for use in machine learning models. IDEAL will assist Sourcewell clients to develop a comprehensive strategy for data readiness for AI/ML, covering tooling, people, and projects. Comprehensive strategy development includes an assessment of client's existing IT infrastructure, design of a tailored infrastructure solution aligned to specific organizational requirements and anticipated AI/ML workloads, and development of a robust data governance framework incorporating data ownership, access controls, and data quality standards. Through development of a comprehensive strategy, IDEAL assists clients to create a solid foundation for data readiness, ensuring they are well-prepared to leverage AI/ML effectively.

| 89 | Related solutions, such as endpoint security products, network security technologies, identity and access management technologies, security analytics, data security products, IP video monitoring systems, intelligent controllers, mission control systems, electronic locks, network infrastructure, and server room technology. | ⦿ Yes
◯ No | IDEAL delivers indoor and outdoor IP security camera video monitoring solutions, panic alarms, and entry systems for some of our largest Federal Government clients (i.e., Naval and Veteran's Affairs campus wide solutions). We also provide unique security solutions that extend and enhance the security posture for our customers beyond typical requirements for State & Local Governments, K-12 campuses, Universities and Healthcare Facilities. For example, many of these organizations are concerned about the presence of firearms near or on their grounds or campus. Ideal has a unique weapons/gun-detection solution that adds an additional layer of security for existing or planned IP Security camera solutions. This solution analyzes video real-time and can identify guns in contrast to other items (i.e. cell phones, etc.) and immediately alert appropriate security personnel with location and threat analysis. For sites without IP Video Surveillance, we can design a solution from the ground up. For those sites with existing Security cameras and Video Management Software (VMS), we can install configure, integrate train and maintain solutions for those customers as the product is agnostic when it comes to leading brands of cameras and VMS products. IDEAL also installs Identity and Access Management solutions, electronic locks and panic alarms.

In addition to IDEAL's in-house security solution capabilities, that span facilities, network, video, control systems and server room technologies, IDEAL has partnered with Edge Communications to provide additional customer support at the network and OS level. Edge can provide and manage the server environment where applications reside. Edge holds certifications for most network manufacturers hardware including firewalls, servers and Wi-Fi solutions and their management platforms including Palo Alto, Cisco, Fortinet, Juniper, Extreme, Ruckus and Aruba, to name a few.

Taken together, our Cybersecurity offering is deep and can deliver and support a wide range of solutions including: Zero Trust; Next Generation Firewall; Secure Remote Access; DDR, MDR and XDR; Business Continuity Planning, Disaster Recovery, and design, integration, and support for Microsoft, SentinelOne, Sophos, Rapid7, Cylance, Knowbe4, Mimecast, DUO and RedHat. |

Table 16B: Category 2 - Industry Specific Questions

Table 16B: Industry Specific Questions relate to products and services offered in Category 2 (see Table 16A).

Line Item	Question	Response
90	Describe how you help organizations with their zero-trust programs, if applicable.	Zero Trust is a modern cybersecurity strategy that assumes no implicit trust, even among entities within the same security perimeter. Zero Trust is based on a simple principle: "never trust, always verify." Instead of assuming everything behind an organization's firewall is safe, the Zero Trust model assumes breach and verifies each request as though it originates from an open network. IDEAL currently supports and enforces zero trust through Identity and Access Management (IAM), multi-factor Authentication deployments and least privilege access policies; Network segmentation (Switches and Firewalls) and micro-segmentation to minimize attacker movement and protect critical assets; monitoring and analyzing network traffic to identify and remediate areas of concern (SIEM); End Point protection, Policy and Procedure creation and enforcement; automation of security tasks such as patching; incident response; and policy adjustments. We work with our clients to provide a streamlined budget conscious roadmap to achieve a Zero Trust security posture. IDEAL is experienced in moving organizations with traditional network architectures to secure system engineering [SP800-160v1] practices such as Zero Trust. Traditional

architectures were built as a perimeter network, where once someone was on the network, there was an implicit level of trust. The shift toward cloud hosting, remote work, and other modernization has created challenges with a traditional perimeter network architecture.

IDEAL understands from first-hand experience that not everyone starts in the same place. We are experienced in sizing and scoping an organization's environment and creating tools such as roadmaps, heat maps, and Plans of Action and Milestones (POA&M) to migrate them to a Zero Trust Architecture (ZTA). We also understand that most enterprises cannot migrate to zero trust in a single technology refresh cycle and therefore, there may be an indefinite period when ZTA workflows coexist with non-ZTA workflows in an enterprise. To help customers navigate this transition, IDEAL breaks down the Zero Trust journey into four phases:

ZTA PHASE 1: The roadmap for the implementation of Zero Trust starts with the "User," which includes employees, contractors, and customers. To implement Zero Trust, an organization must first have an accurate picture of who should be trusted, and with what. This is known as Users Unique Identity (UUID). IDEAL assists clients to establish a method to securely authenticate the identity of all users applying MFA within all Line of Business applications to ensure clients have the utmost protection against credential theft or phishing attacks. We next address the organization's Endpoints and Devices. Endpoints and Devices include any device, API, or software service within an organization or that has access to organizational data. After identifying the full set of devices, APIs, and services, Zero Trust policies can be implemented based on the context of each device, API, and service. Endpoint protection software and asset management software is deployed to track all devices that have been distributed to users and an accurate list of devices is created and maintained to track which devices are valid and authorized to access specific applications. APIs and services are also detected and maintained in an inventory. Network scanning is leveraged to identify newly seen APIs and software services that can communicate over an internal or external network.

ZTA PHASE 2: Internet Traffic includes all user traffic destined for websites outside of an organization's control, ranging from business-related tasks to personal website usage. ALL outbound traffic is susceptible to malware and malicious sites and organizations must establish visibility and control over user traffic destined for the Internet. Typically, most organizations manage internet traffic using devices such as Cisco, Fortinet, Juniper, or Palo Alto (to name a few). To further establish control and insight into the traffic that traverses in and, IDEAL relies on DNS filtering. DNS filtering is applied via router configuration or directly on a user machine and is one of the fastest ways to protect users from known malicious websites. Unfortunately, some threats can still hide behind the SSL layer and therefore TLS decryption is leveraged to further protect users from threats behind SSL. This requires a greater lift and typically network protection represents the largest effort in Zero Trust initiatives.

Networks include all public, private, and virtual networks within an organization. We assist Organizations with full documentation of their existing set of networks and segment them to prevent lateral movement. Next, Zero Trust policies are created that granularly control which segments of a network users, endpoint, and devices can access.

ZTA PHASE 3: Applications must be protected with Zero Trust policies that consider a user identity, device, and network context before authenticating and authorizing access. Applications should have granular policies that enforce the least privilege, especially for applications that contain sensitive data. There are three major application types and the Zero Trust security model varies for each type. The major application types and their associated security models are:

1. Private self-hosted applications (addressable only on the corporate network)
a. Build an encrypted tunnel between the application and the Zero Trust policy layer.
b. Make the private DNS resolver available for users of the ZTNA client device.
c. Build policies based on user, device, and network context to establish who can access the applications.

2. Public self-hosted applications (addressable over the Internet)
a. Move the authoritative DNS or a CNAME record to the Application Reverse Proxy
b. Ensure all inbound ports for closed for the application's network.
c. Build policies based on user, device, and network context to establish who can access the application.

3.SaaS applications
a. There are many possibilities for enforcing ZTNA policies for SaaS applications, most integrate through API connections to the Identity management service you have chosen, Cisco DUO, Zscaler, Netskope to name a few that allow the same policy enforcement as a reverse proxy self-hosted application.
i. Remove the existing MFA or SSO integration (if present)

ii. Integrate the Identity proxy- with the SaaS application.
iii.Ensure SAML matches the user.
iv. Create policies based on the user, device, and network context.

At its core, Organizations must first understand the applications that exist and then establish Zero Trust policies for each application or, in some cases, block unapproved applications.

ZTA PHASE 4: Once all the Zero Trust architecture elements are established, that architecture will generate large volumes of data detailing all actions inside a client's network, which in turn requires implementation of Data Loss Prevention and Logging. These are a set of processes and tools focused on securing sensitive data and flagging any potential opportunities for data leakage.

Organizations must first understand where their sensitive data exists and then establish Zero Trust controls to block sensitive data from being accessed and exfiltrated. Sensitive data varies widely depending on the industry: Technology companies are concerned about protecting source code while medical providers are heavily focused on HIPAA compliance. Therefore, it is important to establish what sensitive data is for each client in addition to identifying where that data is stored to establish an accurate definition and inventory of sensitive data to inform the implementation of Data Loss Prevention tools.

A Security Operations Center (SOC) is a critical function within a security team in a Zero Trust framework. The SOC is responsible for reviewing information logs and security alerts and adjusting Zero Trust policies across all core security products. This is as much a technological implementation as it is a physical process that must be followed through routinely by teams or individuals.

Once the Zero Trust architecture is established for all elements of an organization, IDEAL will assist organizations through the actions required to transition to a Zero Trust steady state and ensure consistent operation and application of the Zero Trust architecture moving forward.

| 91 | Describe how you deliver cybersecurity solutions in accordance with the National Institute of Standards and Technology (NIST) framework, if applicable. | Ideal has designed and implemented our entire organization's IT infrastructure to meet or exceed NIST 800-171 requirements and is skilled in assisting organizations at all levels to identify specific requirements based on their unique IT ecosystem. We address specific requirements to meet related standards and maintain their required security posture moving forward by implementing the guidelines and best practices provided in the NIST cybersecurity framework. When we partner with an organization to deliver cybersecurity solutions there are important steps we follow under the NIST 800-171 framework:

- We conduct a risk assessment to identify and prioritize cybersecurity risks and document them within a risk register that is shared with all relevant stakeholders.

- We review, or if needed, establish, Policies and Procedures including who has responsibility within the organization for security, identifying all key stakeholders.

- As part of the assessment we identify which security controls need to be remediated to protect organizational data. Once we have remediated all the items identified in the assessment, we transition to continuous monitoring.

- Continuous monitoring is implemented to detect and respond to all cybersecurity threats.

- We prepare organizations for incident response and Recovery when an attack does happen. Our goal is to identify the event early, contain it and then recover all systems as quickly as possible.

- We leverage our virtual CISO offering to continually challenge the current deployment to search for ways to improve. In many cases, we engage third parties to perform the next penetration test so that our work is reviewed by an independent 2nd resource.

Organizations required to meet NIST 800-171 standards typically include DoD contractors and subcontractors, in addition to other institutions and service providers connected to Federal Government contracts. However, the government often shares sensitive information with other levels of government, educational institutions, and independent research organizations which may require them to address security requirement flow downs from these organizations. Protecting sensitive information means that organizations as well as down-channel partners must understand the nature of the information being accessed during the normal course of daily business.

NIST 800-171 describes 110 security controls that contractors must implement, but it does not specify how they need to be implemented. Therefore, contractors are free to implement the solution(s) of their choice so long as it satisfies NIST 800-171 requirements. Delivering cybersecurity solutions requires an honest assessment of the cybersecurity baseline of the hardware and software already in place and requires organizations to understand complex integrations and dependencies. To deliver the right individual solution for each client's individual needs, our team closely examines the client's existing networks and procedures to ensure they meet appropriate NIST 800-171 requirements.

Our dedicated engineering staff specializes in understanding the implementation of technical controls such as multi-factor authentication and encryption, as well as administrative controls like incident response, training, security policies, and reviews. Delivering any cybersecurity solution, regardless of NIST compliance benefits, requires three main steps; a complete assessment of the existing state (specifically identifying prerequisites and dependencies), determining the end goals of any on-prem or cloud implementation, and lastly giving guidance on how to take advantage of new or upgraded solutions within your risk management and security policy context to update and maintain the required security posture of the organization. Our team has Solution Architects on staff to assess, architect, plan, deploy and maintain unique Cybersecurity solutions for Sourcewell customers. |

| 92 | Please list any certifications or testing results you or your partner(s) hold which show security posture in your proposed solutions, if applicable. | IDEAL and our partners are continually adding certifications. A current list of our certifications includes:

Palo Alto Accredited Configuring Engineer (ACE)
Palo Alto Networks Certified Network Security Engineer (PCSNE)
Encase Digital Forensics
EC Council: Certified Ethical Hacker (CEH)
ISC2 Certified Information System Security Professional (CISSP)
ISC2 Certified Cloud Security Professional (CCSP)
ISACA Certified Information Security Manager (CISM)
ISACA Certified Information Systems Auditor (CISA)
ISACA Certified Data Privacy Solutions Engineer (COPSE) Offensive Security Certified Professional (OSCP)
Cylance Certified
Certified Penetration Tester (CPENT)
Tenable.io Certifications
Nessus Certificate
Penetration Testing Certifications; OSCP, Pentest+, eJPT, eCPPTv2
TPN Security Assessment Certification (2 of 50 certified auditors nationally are Edge Employees)
Rapid7 InsightVM Certified Engineer
Rapid7 InsightIDR Certified Engineer
Rapid7 InsightAppSec Certified
VMware Technical Sales Professional
VMWare Sales Professional
VMware Certified Professional
OpenStack
ITIL Foundation V3
Fortinet NSE1
Fortinet NSE2
Fortinet NSE3
Fortinet NSE4
Fortinet NSE5
Fortinet NSE7
Administering Cisco Unified Communications
Cisco Certified Network Associate (CCNA) - Network
Cisco Certified Network Professional (CCNP) - Network
Cisco Certified Internetwork Expert (CCIE) - Network
Cisco Certified Network Associate (CCNA) - Collaboration (voice) Cisco Certified Network Professional (CCNP) - Collaboration (voice) Cisco Certified Internetwork Expert (CCIE) - Collaboration (voice) SIP Sense Associate (SSA)
SIP Sense Certified (SSC)
SIP School Certified Associate (SSCA)
Juniper Enterprise Routing and Switching Associate (JNCIA-Junos)
Juniper Enterprise Routing and Switching Specialist (JNCIS-ENT)
Juniper Enterprise Routing and Switching Professional (JNCIP-ENT)
Junos Security Specialist (JNCIS-SEC)
Junos Security Professional (JNCIP-SEC)
Juniper Design Associate (JNCDA)
Aruba Certified Mobility Professional (ACMP)
Aruba Certified ClearPass Associate (ACCA)
Extreme Networks Certified Specialist (ECS)
Sophos Certification Program: Various across the organization
Sentinel One: Various across the organization
Knowbe4 Security Awareness: Various across the organization
ISO27000 Advanced Certifications
Security+ certified consultants
AWS Solutions Architects |

| 93 | Describe how you deliver cloud solutions in accordance with the NIST definition of cloud computing, if applicable. | IDEAL aligns its delivery of cloud solutions with the National Institute of Standards and Technology (NIST) definition of cloud computing. The NIST definition provides a clear and standardized framework for cloud computing, which includes five essential characteristics, three service models, and four deployment models.

We plan, strategize, configure, migrate, and manage cloud or cloud-hybrid environments designed to meet the NIST principle outlined in their publications. Our Virtual CISO will assist Sourcewell clients to plan, strategize, configure, migrate, and manage whichever cloud or cloud-hybrid environment will best meet their needs and budget and ensuring that the NIST guidelines and principles are followed.

Each organization has its own regulatory compliance as well as growth and data retention challenges. To determine the right cloud solution for each organization, the IDEAL engineering team helps clients understand the levers that affect each potential solution by answering several important questions through the lens of each type of cloud solution:

- What is the nature of your data and its sensitivity?

- What are your budget constraints for cloud services?

- Do you need specific industry certifications for regulatory compliance?

Public Clouds offer many services, such as data storage, hosted applications, virtual desktops, machine learning, and artificial intelligence that assemble an arsenal of solutions that empower businesses to innovate and grow. They foster collaboration and remote work, transcending geographical boundaries. Most of these solutions are not suitable for NIST standards unless specifically specify FedRAMP compliance, GCC G3-G5, or even GCC High.

Private Cloud solutions are dedicated and co-located with a third-party provider. They offer a more secure and customizable environment, making them suitable for larger enterprises. Customers gain complete control over their infrastructure in this secure domain, ensuring it aligns perfectly with their needs, effectively a tailor-made solution crafted exclusively for the client. Managing an on-premises private cloud requires a skilled IT team well-versed in infrastructure management. Alternatively, clients can opt for a hosted private cloud located in one of several data centers that comply with NIST standards, eliminating hardware maintenance and freeing them from the burden of daily upkeep. While this comes with benefits, it may also affect customers' ability to scale.

Hybrid Cloud solutions combine the benefits of public and private clouds, allowing businesses to maintain critical data on a private cloud while leveraging the public cloud for non-sensitive operations. This flexibility provides an optimal balance between security and scalability. During periods of high demand, the public cloud lends its agility, gracefully scaling resources to meet the surge. When protecting sensitive data or complying with strict regulations, the private cloud takes the lead, offering a security fortress. The beauty of the hybrid cloud model lies in its adaptability. It offers a lifeline for traditional businesses embarking on their digital transformation journey, allowing them to transition at their own pace without overwhelming changes. This solution introduces a complex architecture that demands careful oversight and skilled personnel to manage the integration challenges that come between public and private components. |
| 94 | Describe which deployment methods you provide cloud-based services (e.g., private cloud, community cloud, public cloud, or hybrid cloud), if applicable. | IDEAL supports all cloud environments. A cloud project will begin with consultation to determine which environment best suits the customer's needs. During this consultation we will discuss the organization's security needs, cost to create and maintain the environment, future needs to scale and access requirements. After consultation many of our institutional organizations opt for Hybrid deployments to increase redundancy for applications like security, nurse call, cameras, etc.

For community clouds IDEAL engages all interested parties and leads the conversation to determine their needs. We also manage the complex billing arrangements that sometimes occur in community clouds and if necessary, play a larger role in providing Cloud as a Service. |

Table 17A: Category 3 - 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

| 95 | IT Asset Management Services, including hardware and software asset management, software as a service management, audit management, maturity assessments, sustainability solutions, and repair and maintenance; | ⦿ Yes
○ No | | Ideal's Strategic Teaming Partner Ivanti is a global leader and one of the highest rated enterprise IT Asset Management (ITAM) organizations. Their Neurons software Platform consolidates your IT asset data and lets you track, configure, optimize and strategically manage your assets through their full lifecycle. Neurons provides hardware and software inventory management across the entire enterprise. The solution's configurable design helps you define and follow your own workflows or implement out-of-the-box processes.

IDEAL's capabilities available through the Neuron's platform include:

- Discover and Inventory all IT assets with Real-Time visibility using active and passive scanning and third-party connectors. This platform provides actionable insight with normalized hardware and software inventory data, software usage information automatically feeding configuration management and asset management databases, along with comprehensive service maps.

- Approved partner of Google, enabling import and reconciliation of Google OS devices heavily used in Education (i.e., Chromebooks) into Ivanti Neurons platform from the Google Chrome Enterprise Connector. This provides a complete picture of organizational assets, regardless of what Unified Endpoint Management tool is used.

- Reduces from weeks to minutes time spent on aggregating and harmonizing asset data.

- Provides complete service management and can plug security vulnerabilities and understand service mapping dependencies.

-Analyze dashboards and reports allowing IT to proactively take action on service issues and trends to indicate necessary repair and maintenance requirements.

-Provides Risk-Based Vulnerability Management

- Inventory Audit and Endpoint Management |

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| 96 | IT datacenter decommissioning, including planning and valuation, data shredding, de-racking, de-cabling, de-powering, and packing; and, | ⦿ Yes
○ No | IDEAL's Asset Management Team provides planning services to cover data center to desktop decommissioning across the enterprise. IDEAL and our Strategic Teaming Partners geographic reach can service all U.S. and Canada. We coordinate remarketing valuations as needed, and our team has all Federal, DoD and other industry data destruction and recycling certifications to maximize end of lifecycle value while eliminating data security risks.

IDEAL delivered custom data destruction solutions for the DoD in support of missions during Middle East Operations. These certified solutions were required in-theatre and at specific Turn-In-Points (TIPs) and assisted the military in cleaning data from hard drives from specialized enclosures facilitating safe re-fielding of the equipment and saving the Government millions of dollars by allowing re-use of devices that would have otherwise been destroyed and required repurchase of equipment and devices. As an extension of our internal team, IDEAL's Strategic Partner OceanTech extends our geographic reach and certifications for current Data Destruction certifications across all verticals.

OceanTech is a highly rated ITAD company that provides an expansive array of ITAD services. Their planning and valuation process will outperform original manufacturers and off-lease pricing in acquiring and processing customer's end of life assets. and their process exceeds all local, federal, and international standards and data destruction regulations. OceanTech utilizes a patent-pending wiping solution in all data sanitation and data destruction processes and guarantees that sensitive data is non-recoverable. They regularly perform Quality Control checks by having OnTrack specialists audit devices at their facilities to independently audit results. OnTrack's expert recovery attempts have yet to recover any data on any device that has gone through this independent audit. This thorough process ensures compliance with R2 standards for data security and guarantees that absolutely no data leaves OceanTech's secure facility without first being overwritten, sanitized, or physically destroyed.

IDEAL expands its geographic site capabilities for these services through our Strategic Partner ComTech who has global reach and can easily cover all the U.S and Canada. With over 5,000 field technicians, they can easily scale up for date center de-commissioning, rack and stack, de-rack, cabling demo (de-cabling), de-powering and packing of equipment, in preparation for valuation and sale of end-of-life products.

All technicians are full-time employees have successfully passed rigid background checks and screenings prior to assignment to data center decommissioning teams. This ensures that only qualified and capable technicians will be handling customer equipment and confidential data.

IDEAL, OceanTech and ComTech technicians are fully trained and experienced in handling all aspects of data center decommissioning projects. Our white-glove approach to decommissioning means technicians will complete any project efficiently, on-time and in accordance with customer's our specific requirements. See Additional Documents, Services Info - Partners. |

| 97 | IT Asset Disposal and Retirement Services, including secure data destruction, serialization, asset value recovery, recycling, remarketing, refurbishing, onsite collection, and ESG reporting. | ⊙ Yes ○ No | IDEAL's Strategic Partners OceanTech and ComTech mentioned in 96IT provide asset disposal, secure data destruction, serial number capture, asset value, recycling, on-site collection and ESG reporting.

IDEAL coordinates with customers to assist in remarketing products that hold market value. Our full team provides superior expertise in mitigating clients' risk by eliminating environmental liabilities and ensuring complete data security. Our IT asset disposal procedures follow very strict processes to meet stringent security requirements and lower any potential risk. |

Table 17B: Category 3 - Industry Specific Questions

Table 17B: Industry Specific Questions relate to products and services offered in Category 3 (see Table 17A).

Line Item	Question	Response
98	Please list any certifications your company or your delivery partner(s) hold which are relevant to IT Asset Lifecycle Services, such as R2v3, e-Stewards, NAID AAA, ISO 9001, ISO 14001, ISO 45001, and ITAM Forum.	IDEAL holds an ISO 9001:2015 Certification. Our delivery partners hold the following certifications: R2: 2013- Responsible Recycling certification ISO 14001:2015 environmental management system and ISO 45001:2018 occupational health and safety certifications. In the process of attaining these internationally recognized certifications, our environmental, health, safety, occupational, and security procedures have been stringently evaluated and certified by an independent third-party auditor.
99	Please indicate the standards to which hard drives are wiped, such as the Department of Defense or NIST standard 800-88.	IDEAL holds the following certifications and/or utilizes the following standards through our partner network: - Data Erasure Wiping Standards - NIST 800-88r1 Clear - US Department of Defense 5220.28-STD - US Department of Defense 5220.22-M - US Air Force System Security 5020 - Gutmann All - Russian GOST-R 50739-95 - Pfitzner Algorithm 33-Pass - AR 380-19 - British HMG InfoSec Standard 5 - Canada RCMP TSSIT OPS-II - Gutmann RLL 1,7 - US Navy Staff Office - Schneier's Algorithm - Gutmann RLL 2,7 - Pfitzner Algorithm 7-Pass - Germany VSITR

Table 18: Exceptions to Terms, Conditions, or Specifications Form

Line Item 100. NOTICE: To identify any exception, or to request any modification, to Sourcewell standard Contract terms, conditions, or specifications, a Proposer must submit the proposed exception(s) or requested modification(s) via redline in the Contract Template provided in the "Bid Documents" section. Proposer must upload the redline in the "Requested Exceptions" upload field. All exceptions and/or proposed modifications are subject to review and approval by Sourcewell and will not automatically be included in the Contract.

Do you have exceptions or modifications to propose?	Acknowledgement *
	○ Yes ⊙ No

Documents

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

1. Documents in PDF format are preferred. Documents in Word, Excel, or compatible formats may also be provided.

2. Documents should NOT have a security password, as Sourcewell 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 Sourcewell.

3. Sourcewell may reject any response where any document(s) cannot be opened and viewed by Sourcewell.

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."

- [Financial Strength and Stability](#) - Financial Strength and Stability.zip - Tuesday December 19, 2023 13:25:38
- [Marketing Plan/Samples](#) - Marketing Plans Examples.pdf - Tuesday December 19, 2023 13:26:26
- [WMBE/MBE/SBE or Related Certificates](#) - WMBE MBE SBE Certifications.zip - Tuesday December 19, 2023 13:48:01
- [Warranty Information](#) - Warranty Information.pdf - Tuesday December 19, 2023 14:19:15
- [Standard Transaction Document Samples](#) - Standard Transaction Doc Samples.pdf - Tuesday December 19, 2023 13:30:43
- [Requested Exceptions](#) - Requested Exceptions.pdf - Tuesday December 19, 2023 14:19:40
- [Upload Additional Document](#) - Additional Documents.zip - Tuesday December 19, 2023 13:36:02
- [Pricing - Category 1](#) - Sourcewell_Pricing_Category 1.pdf - Tuesday December 19, 2023 13:44:10
- [Pricing - Category 2](#) - Sourcewell_Pricing_Category 2.pdf - Tuesday December 19, 2023 13:44:27
- [Pricing - Category 3](#) - Sourcewell_Pricing_Category 3.pdf - Tuesday December 19, 2023 13:44:44

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. - Elise Hernandez, President, Ideal System Solutions, 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_17_Technology_Products_and_Services Tue December 12 2023 03:16 PM	☑	6
Addendum_16_Technology_Products_and_Services Thu December 7 2023 03:22 PM	☑	1
Addendum_15_Technology_Products_and_Services Wed December 6 2023 04:12 PM	☑	4
Addendum_14_Technology_Products_and_Services Tue December 5 2023 07:50 AM	☑	2
Addendum_13_Technology_Products_and_Services Fri December 1 2023 01:49 PM	☑	3
Addendum_12_Technology_Products_and_Services Thu November 30 2023 02:56 PM	☑	2
Addendum_11_Technology_Products_and_Services Tue November 28 2023 02:59 PM	☑	1
Addendum_10_Technology_Products_and_Services Mon November 27 2023 02:37 PM	☑	3
Addendum_9_Technology_Products_and_Services Wed November 22 2023 09:01 AM	☑	1
Addendum_8_Technology_Products_and_Services Mon November 20 2023 04:30 PM	☑	2
Addendum_7_Technology_Products_and_Services Wed November 15 2023 03:37 PM	☑	4
Addendum_6_Technology_Products_and_Services Thu November 9 2023 03:02 PM	☑	2
Addendum_5_Technology_Products_and_Services Wed November 8 2023 03:28 PM	☑	2
Addendum_4_Technology_Products_and_Services Tue November 7 2023 02:33 PM	☑	3
Addendum_3_Technology_Products_and_Services Fri November 3 2023 02:06 PM	☑	2
Addendum_2_Technology_Products_and_Services Thu November 2 2023 03:08 PM	☑	1
Addendum_1_Technology_Products_and_Services Tue October 31 2023 03:29 PM	☑	1