060624-QKT

Sourcewell

Solicitation Number: RFP #060624

CONTRACT

This Contract is between Sourcewell, 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 (Sourcewell) and Quicket Solutions, Inc., 1 S. Dearborn St., FL 20, Chicago, IL 60603 (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 Software Solutions and Related Services for Public Sector and Education Administration from which Supplier was awarded a contract in Categories 1, 2, 3, 4, and 5.

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 October 25, 2028, unless it is cancelled sooner pursuant to Article 22. This Contract allows up to three additional one-year extensions upon the request of Sourcewell and written agreement by Supplier. Sourcewell retains the right to consider additional extensions beyond seven years as required under exceptional circumstances.

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

2. EQUIPMENT, PRODUCTS, OR SERVICES

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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.

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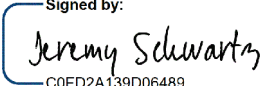
T.   DOMESTIC PREFERENCES FOR PROCUREMENTS. To the extent applicable, Supplier certifies that during the term of this Contract will comply with applicable requirements of 2 C.F.R. § 200.322.

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   Quicket Solutions, Inc.

Signed by:

Jeremy Schwartz

By: ___C0FD2A139D06489...___

Jeremy Schwartz
Title: Chief Procurement Officer

Date: ___10/23/2024 | 8:40 AM CDT___

DocuSigned by:

Christiaan Burner

By: ___A90E7431B68F41C...___

Christiaan Burner
Title: CEO

Date: ___10/23/2024 | 9:12 AM EDT___

RFP 060624 - Software Solutions and Related Services for Public Sector and Education Administration

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Vendor Details

Company Name:	Quicket Solutions
Address:	1 S Dearborn St FL 20 Chicago, IL 60603
Contact:	Quicket Bids
Email:	bids@quicketsolutions.com
Phone:	630-723-7723
HST#:	900983681

Submission Details

Created On:	Wednesday June 19, 2024 11:39:12
Submitted On:	Thursday June 20, 2024 14:07:26
Submitted By:	Quicket Bids
Email:	bids@quicketsolutions.com
Transaction #:	0d855551-2389-4be3-a005-4faa50a3cc5c
Submitter's IP Address:	193.56.116.16

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")	Quicket Solutions, Inc.	*
2	Identify all subsidiary entities of the Proposer whose equipment, products, or services are included in the Proposal.	No subsidiaries. All equipment, products, and services are provided by Quicket Solutions.	*
3	Identify all applicable assumed names or DBA names of the Proposer or Proposer's subsidiaries in Line 1 or Line 2 above.	"Quicket Solutions", "Quicket"	*
4	Provide your CAGE code or Unique Entity Identifier (SAM):	SAM: JMUDVR81V7B5	*
5	Proposer Physical Address:	1 S Dearborn St, FL 20 Chicago, IL 60603	*
6	Proposer website address (or addresses):	www.quicketsolutions.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):	Christiaan Burner, CEO 1 S Dearborn St, FL 20, Chicago, IL 60603 cburner@quicketsolutions.com (630) 723-7723	*
8	Proposer's primary contact for this proposal (name, title, address, email address & phone):	Charles Lasher, Director of Sales 1 S Dearborn St, FL 20, Chicago, IL 60603 clasher@quicketsolutions.com (630) 723-7723 ex 409	*
9	Proposer's other contacts for this proposal, if any (name, title, address, email address & phone):	N/A	

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.	Quicket was incorporated in May 2013 and since its founding has exclusively focused on serving the public sector. Quicket has from Day-1 focused on building a single integrated and intuitive cloud-based platform that is vastly more cost-effective, secure, and easier-to-implement than legacy on-premise offerings that dominate the market today. With large companies focusing on acquisitions rather than on modernizing their tech stacks over the years, Quicket was founded with the sole purpose of building a superior platform from the ground-up. Quicket has experienced strong growth since its inception and now serves over 200 public sector agencies across North America from coast-to-coast that collectively have millions of residents. From small departments to the second largest County in the United States, Quicket has a strong track record of successfully implementing to a diverse set of agencies its comprehensive cloud-based platform that either replaces legacy technology or streamlines paper-based processes. As a private closely-held Company, Quicket will continue its mission of continuing to innovate and provide the most modern and comprehensive cloud-based platform. With the Company's highly flexible, scalable, and cost-effective platform, that has been recognized with two prior Sourcewell contract awards, Quicket is best-positioned to serve the diverse needs of Sourcewell Customers.	*
11	What are your company's expectations in the event of an award?	Quicket recognizes that the public sector is significantly underserved in regards to the quality of technology that is used on a daily basis, especially as it relates to embedding the latest technologies such as Artificial Intelligence (AI), Machine Learning, Big Data Analytics, Data Lake, and more. It is Quicket's mission and the Company has dedicated tens of millions of dollars in research & development to deliver innovative solutions that enable agencies to save money, improve safety, and improve the quality of services provided to residents and visitors. With the potential award of a contract by Sourcewell, Quicket is excited to be able to accelerate its growth and be able to deliver its technology to Sourcewell's members as this RFP best aligns with the comprehensive nature of the Quicket software platform and related services. Our expectation is to significantly strengthen our partnership with Sourcewell, building off of our two prior contract awards and is excited to be able to market its solutions to a broader audience to help many agencies move forward with desperately needed upgrades of their technology.	*
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.	Quicket Solutions has been in business since May 2013 and serves agencies from coast-to-coast in North America. Quicket Solutions is a private and independent company that is majority owned by its executives and board members. Since it's inception, Quicket has raised equity financing from investors that have acquired small minority stakes in the business. Quicket maintains a healthy balance sheet, is profitable, and has been operational and stable since its founding in May 2013. Quicket's headquarters is in Chicago, IL and has operations across the United States. Quicket has attached its most recent SEC Form D filing, confirmation of banking relationship letter, and certificate of good standing for Delaware, the state in which the Company is incorporated. Customer references are also included in the response that demonstrate longevity of working relationships. Quicket since the beginning of its working relationship with Sourcewell has also demonstrated consistent communication and engagement, reflecting the stability of its operations.	*
13	What is your US market share for the solutions that you are proposing?	Quicket is estimated to have a 15% annual market share for the proposed solutions, a more than 50% growth in the last two years, illustrating the growing interest in Quicket's state-of-the-art technology and best-in-class services. To further contextualize this, Quicket recognizes that not every agency is purchasing a particular solution every year and therefore, Quicket measures market share based on the number of estimated total opportunities within a fiscal year. However, it is important to note that over the past two years, Quicket has over an 80% success rate with opportunities that it pursues, meaning that Quicket is selected as the preferred vendor in the vast majority of circumstances based on comprehensive evaluations that factor in price, past-performance, ease-of-use, ease-of-implementation, quality of support, innovation, and other metrics.	*
14	What is your Canadian market share for the solutions that you are proposing?	0%. Quicket has the technical ability with its proposed solution to quickly enter into the Canadian market. From a compliance perspective, Quicket has conducted extensive research in coordination with Canadian-based agencies to confirm viability of a potential expansion to Canada. As an AWS or Azure deployed solution, the cloud-based infrastructure is already permitted and trusted by many Canadian public sector organizations. Should Quicket expand into Canada as a result of this RFP, Quicket would be able to quickly allocate sales and implementation resources that would be based in Canada. Quicket already has experience with international expansion, including hiring and establishing operations in other countries outside of the United States. We are proud to always serve our clients with local resources to ensure the best customer service.	*
15	Has your business ever petitioned for bankruptcy protection? If so, explain in detail.	No. Quicket 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?	Quicket is a software manufacturer that has designed and developed in-house all features and functions described in this proposal. As a software-as-a-service (SaaS) offering, Quicket also provides all ongoing maintenance/support, and updates/upgrades, resulting in a long-term partnership with its clients. Quicket does not rely on any subcontractors or 3rd parties to develop or maintain its own in-house solutions. All sales and implementation resources are based within the United States to ensure a hands-on and highly engaged customer relationship management. Quicket does maintain its own full-time sales team and marketing staff that directly sell its products and services to clients. When it strategically makes sense, Quicket also partners with resellers that also assist Quicket with promoting its products and services. However, as a SaaS provider, Quicket always maintains a direct relationship with the client regardless of the sales channel (i.e. direct or via reseller). Within the context of Quicket's response to Sourcewell, the Company is responding directly and will not utilize any resellers, subcontractors, or other 3rd parties to perform any work/provide any products/services. Sourcewell and its members will have a direct relationship and partnership with Quicket, just like it already has with our two current Sourcewell contracts.
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.	In addition to general business licenses and insurance required to operate in each state and to be compliant with any local/State purchasing requirements, Quicket also strictly conforms to CJIS, PCI, NIEM, and other industry best-practices/guidelines in order to provide a secure and scalable solution for our clients. Quicket is SOC 2 Type 1 and SOC 2 Type 2 compliant. SOC 2 is an accreditation from the American Institute of Certified Public Accountants — an independent third-party examiner. This audit demonstrates our compliance in all five trust service principles: security, confidentiality, processing integrity, availability, and privacy. The SOC audit helps also ensure adherence to the latest CJIS Security Policy, as further described below. Quicket adheres to the Federal and State-specific CJIS policies. CJIS stands for the Criminal Justice Information Service Division. Quicket as a software company that provides solutions for public safety agencies is required to conform to the latest Security Policy provided by CJIS. Quicket has executed the required CJIS Security Addendum, a uniform agreement approved by the US Attorney General to ensure security and confidentiality. For software solutions that require payment processing, Quicket has also adheres to the Payment Card Industry Data Security Standard (PCI DSS). PCI DSS is mandated by all major card brands to ensure that payment-related data is appropriately protected. Quicket also adheres to other best practices such as NIEM, which is the National Information Exchange Model. This enables the efficient information exchange across organizations and is utilized to provide consistent, reusable data terms/definitions, and repeatable processes. In serving the public sector exclusively, Quicket recognizes the importance of acquiring/maintaining the required licenses/certifications and is willing to work with Sourcewell and its members to ensure full-compliance with any local, state, or federal requirements.
18	Provide all "Suspension or Debarment" information that has applied to your organization during the past ten years.	There have been no suspensions or debarments that have been applied to Quicket or any of its executives in the past ten years.

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	Quicket was named a for the 6th year in a row in 2024 a GovTech 100 Company, representing the top 100 companies in the world bringing innovative technology to the public sector. Quicket was named by Amazon as the most innovative company in the world at the New York City Tech Symposium in its "City on a Cloud" Innovation Challenge. One of Quicket's clients, Fox Lake, IL received Special Congressional Recognition and an Innovation Award for successfully implementing Quicket's Cloud Platform in order to improve its record keeping systems and internal controls. Fox Lake made national news for a number of unfortunate events that surrounded an officer death. Quicket was brought in specifically because of its unique ability to provide better real-time oversight, audit, and paperless functionalities in order to improve oversight and transparency. The Company's co-founders, Christiaan Burner and Akshay Singh were recognized in 2020 in Crain's Chicago Business because of how the Company has helped agencies during the Covid-19 pandemic. Specifically Quicket's cloud-based solutions digitize workflows and make services available online for residents to reduce human-to-human contact. Further, with cloud-based solutions, agencies are able to be deployed and maintained remotely whereas many legacy vendor projects were halted or support quality decreased because of their on-premise implementations.
20	What percentage of your sales are to the governmental sector in the past three years	100%. Quicket is exclusively focused on the public sector, including federal, state, local, tribal, and other political subdivisions. Quicket's deep domain knowledge and commitment to serving only the public sector makes Quicket an ideal long-term partner for Sourcewell and its members.
21	What percentage of your sales are to the education sector in the past three years	Approximately 10%
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?	Quicket does not currently hold any cooperative purchasing contracts outside of its two contracts with Sourcewell and looks forward to significantly strengthening its partnership with an award under this RFP to offer its innovative solutions to its members across North America.
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?	Quicket does not hold any GSA contracts or SOSA.

Table 4: References/Testimonials

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

Entity Name *	Contact Name *	Phone Number *	
City of Aurora, IL	William Brown – PMO	(630) 256-3472	*
Rockdale County, GA	Chairman Oz Nesbitt	(770) 278-7001	*
City of Rockford, IL	Angela Hammer	(779) 348-7389	*

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 *
Cook County, IL Consortium	Government	Illinois - IL	Quicket is the one of the most widely used technology vendors for agencies in Cook County, IL, the second largest county by population in the United States. An initial group of agencies procured Quicket and over the last several years many more agencies have piggybacked on the existing contracts. Quicket has successfully deployed to over three dozen agencies with collectively over 3,000 users a comprehensive suite of solutions including, but not limited to, financial management, revenue collection, information/work management systems, asset management, records and case management, citizen engagement solutions, and court case management. The majority of these capabilities were delivered as integrated enterprise solutions reflecting Quicket's alignment to the desired solutions in the Sourcewell RFP.	Quicket is paid by each agency in the Consortium ranging from $15,000 to $500,000+ annually depending on size of agency and which software modules are acquired.	2021: $2,400,000 2022: $2,700,000 2023: $3,800,000
Rockdale County, GA	Government	Georgia - GA	Rockdale County, GA is a large metro-Atlanta area county that selected Quicket Solutions over major industry competitors in an RFP in 2018. Through this successful implementation, the Company demonstrated flexibility of Quicket platform for adoption to a wide variety of county functions including human resource software, accounts receivable/billing/revenue and fine/fee management, asset management, work order management for various departments such as code enforcement, citizen engagement via 311 complaint/tip data collection, text/email notifications for citizens, and court case management. Further, Quicket implemented several innovative capabilities included an AI-driven advanced data analytics solution that utilized machine learning to identify hotspots for areas of attention within the county and a countywide data lake for seamless integrations and collaborations between county departments. As Quicket continued to expand its engagement over time with the County, the solution ultimately became an integrated countywide enterprise solution.	Quicket offers a simple annual subscription (SaaS model) for Rockdale County. The customer over time added additional software modules as the success of the platform was demonstrated and additional value was recognized through unifying more functionality with a single platform.	2021: $105,464 2022: $105,464 2023: $105,464
Franklin County, OH	Government	Ohio - OH	Quicket partnered with the largest county in Ohio to develop a comprehensive data lake and integration hub that could connect all major enterprise systems across the county's criminal justice ecosystem. Quicket essentially developed the primary "hub" on which new applications developed by Quicket could leverage data from the County. As an example, Quicket developed a comprehensive court solution to automate documents, developed a public engagement solution with automatic citizen notifications, and created a work management solution to facilitate seamless assignment and completion of daily tasks.	Quicket was given multiple work orders over the last three years to design and develop the solution and for the cloud-based data platform offered as a SaaS.	2021: $282,000 2022: $230,000 2023: $130,000
Lake County, IL Consortium	Government	Illinois - IL	Lake County, IL is the 3rd most populous County in Illinois with over 700,000 people and over two thousand sworn police officers. Quicket was selected by the Lake County Chiefs of Police Association in a widely published RFP for a countywide records and data exchange program in 2017 beating out other major industry competitors. The selection committee, consisting of several Lake County municipal agencies and an independent consultant scored Quicket the highest in every category, including features, ease-of-use, price, security, and more. Quicket now serves over two dozen agencies in the County. Quicket implemented a comprehensive cloud-based enterprise-wide platform including core administrative systems (financial management, billing, and revenue collections), work management for law enforcement agencies, digital asset/evidence management, public engagement via citizen portals and automated notifications, as well as advanced AI-driven data analytic capabilities.	Quicket is paid by each agency in the Consortium ranging from $6,000 to $60,000 annually depending on size of agency and which software modules are acquired.	2021: $1,100,000 2022: $1,100,000 2023: $1,300,000
Rockford, IL	Government	Illinois - IL	Quicket deployed its cloud-based platform as an integrated enterprise solution for the City of Rockford. This comprehensive solution connected multiple city departments under a single platform including the police department, legal department, municipal court, finance, and community development. Quicket's deployment included core administrative systems including financial management/revenue collection, work management software, digital asset management, and a comprehensive suite of public engagement tools including complaint/tip management, automated notifications for citizens, and more. Further, the City deployed Quicket's cutting edge AI-driven advanced data analytic dashboards, providing a real-time view of the entire City's dataset to improve responsiveness to issues, increase workforce efficiency, and increase transparency with the public.	The City of Rockford leveraged Sourcewell via another contract held by Quicket to purchase the entire cloud-based platform.	2021: $96,000 2022:$96,000 2023: $96,000

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.	Quicket has a dedicated full-time sales force that is responsible for selling its cloud-based platform. The sales team is geographically spread out to efficiently cover all of North America. Each director of sales has a particular territory and has additional sales associates and sales consultants that report to the director of sales. All members of the sales force are trained on the entire offering for the public sector, which is different from many companies that may only focus on selling certain solutions or modules. This approach emphasizes the true integrated and unified nature of our cloud-based platform. Certain sales force members are also dedicated to focusing on larger accounts based on population size.
27	Dealer network or other distribution methods.	Quicket has also authorized several additional dealers to resell Quicket's software modules. However, all aspects of the implementation, ongoing support/maintenance, and updates/upgrades are performed directly by Quicket staff. Quicket leverages dealers only for the purposes of assisting with additional client acquisition.
28	Service force.	Quicket has dedicated full-time and US-based project management and support staff that have had considerable experience designing and deploying comprehensive solutions for multiple, complex, and large-scale projects and thus will be well-qualified to handle the diverse requirements of Sourcewell's Participating Entities. Quicket assigns one or multiple dedicated project managers from Quicket's staff to ensure a consistent main points of contact(s) during the implementation/installation phase. Quicket has the right leaders in each department in place to lead any deployment, from engineering, operations, and support. In addition to project managers, Quicket also assigns program managers when required for implementations that each possess specializations in Server & Security, Software & Integration, and Q.A. & Deployment. Collectively, these professionals ensure a smooth implementation process from project kickoff to provisioning of the cloud-based solution, to testing, and finally go-live.
29	Describe the ordering process. If orders will be handled by distributors, dealers or others, explain the respective roles of the Proposer and others.	Given the comprehensive nature of the platform, Quicket always conducts a free consultation with a new potential customer to develop a scope of work. Quicket does have a fully electronic process to develop the quote, prepare the contract, and send the contract for signature. Throughout the process, many variables are accounted for to ensure an accurate ordering process including extensive documentation for configuration requests, noting existing systems/environment, data conversion, and more. Dealers/distributors are not authorized to place orders on behalf of Quicket. Dealers/distributors may oftentimes refer deals to Quicket when an opportunity arises, but these are referrals only. If a referral is made, the process above is followed. For existing customers, Quicket does have a streamlined internal purchase request solution to re-order supplies and to adjust quantities. As an example, a customer can request an additional software license, which would then appropriately adjust the subscription.

| 30 | Describe your strategy related to implementation, integration, and use of implementation partners. | Quicket designs, implements, and supports all products described in this response. Quicket does not require any installation partners as the entire solution is cloud-based and any end-user hardware configuration is completed by Quicket employees in coordination with customer' employees.

All employees assigned to an implementation will have considerable experience designing and deploying comprehensive solutions for multiple, complex, and large-scale projects and thus will be well-qualified to tailor Quicket to any Participating Entity requirements. The total number of employees assigned will fluctuate during the implementation process depending on the project workload requirements. Quicket will have at least one a dedicated project manager from Quicket's staff to ensure a consistent main point of contact.
Quicket has the right leaders in each department in place to lead any deployment, from engineering, operations, and support. To establish project goals:
•   The project will be assigned a dedicated Project Manager (PM).
•   The project will be assigned a dedicated software development team that will consist of a Lead Developer/Senior Software Engineer and team of programmers managed by a Software Development Manager.
•   During early phases of the project, a Business Analyst will be assigned to the project to assist in requirements gathering and interpretation. The business analyst will work closely with all stakeholders to ensure requirements are realized.
Communication and coordination with customer personnel and interfacing vendors are key to the success of the project and will be completed by the Quicket PM, who will ensure efficient execution of project deadlines including installation, implementation, and training. Communications will be managed via a communications management plan (CMP).
Quicket will initially develop a Gantt-style project schedule, in concurrence with each Participating Entity's scope of work, to minimize installation time. The plan will be comprised of tasks, subtasks, durations, milestones, resources, and progress. The plan will identify each installation task, the sequence of installation, and its anticipated duration. The schedule will include dates of completion for each deliverable and will be updated regularly throughout the project to show progress. The schedule will be distributed to project stakeholders on a regular basis. The actual project start date will be established during contract negotiations.
As a general overview, this project will consist of the main task groups containing several subtasks.
Below is a breakdown of anticipated project components for a phased implementation.
1. Project Kick-Off Meeting
•   Introductions
•   Project Plan Review
•   Questions and Answers
2. Coordination Meeting with Other Vendors (if applicable)
•   Introductions
•   Project Plan Review
•   Questions and Answers
3. Implementation of SOW Configurations
•   Configuration Changes - Design
•   Configuration Changes – Development
•   Configuration Changes – Testing
•   Conversion Development
•   Conversion Testing
4. Deployment of Software
•   Coordination with the Customer's IT
•   Coordination with other Vendors
•   Implementation of Software Installation Plan
•   Baseline System Test/Verification
5. Data Conversion (If applicable)
•   Data Extraction from Legacy System
•   Data import to Quicket
•   Quicket system verification
6. Training
•   Data entry and use-case testing in Quicket system
•   System Verification / Acceptance
7. Transition to Quicket System
•   Coordination with other Vendors (if required)
•   Startup of Vendor Interfaces
8. Onsite Training and Assistance
•   Delivery of Training Literature
•   Onsite User Training
•   System Start Up
After the Project Schedule has been established, Quicket will then work with the Participating Agency to create a Requirements Management Plan (RMP). This plan will define each stakeholder and organization and expected responsibilities, as well as the detailed plan on how requirements and workflows are to be established. In addition, the RMP will describe the requirements change process, and clearly define how changes to requirements are to be managed.
Functional and Technical Design:
After the RMP is established, Quicket can then begin to establish the functional and technical design document, or the Software Requirements Specification (SRS). The SRS is tailored for individual projects. It includes a detailed, thorough description of what the software will implement (not how). The requirements process consists of three fundamental steps to produce the SRS: Problem Analysis, Product Description, and Validation. There may be several iterations of problem analysis and production description before validation occurs. The result of these steps are detailed and accurate SRS. The SRS will be categorized by module (or sub module where necessary), and each category (e.g., asset management, financial management, public engagement, etc.).

Quality Management:
Quality control mechanisms will be performed throughout the design and development phases to ensure the finished product exceeds quality expectations. Software defects found late in the process are much more expensive than those found during software review and inspection. We utilize the review and inspection methodology to significantly mitigate "debugging" after modules or subsystems are released.
Software Quality Assurance Plan:
Quicket utilizes a software quality assurance plan (SQAP) on all of our development projects. The SQAP will describe which work units are to be reviewed for quality, how and who will conduct the review, and what tools are to be used to accomplish the review. The SQAP will describe the quality plan not only during the development phase, but also during the requirements, design, and deployment phases. Each system module will be developed and tested in accordance with our SQAP (Software Quality Assurance Plan). This SQAP includes initial functional testing by the developer, code reviews, software requirements verification, as well as deployment testing.
Quality Control:
Strict testing policies and procedures comprise the backbone of Quicket's quality control processes. All software provided by Quicket is thoroughly tested prior to making available in the Cloud. Upon system installation, final acceptance testing is done to ensure system is operating optimally. The Quicket Project Manager is another means of quality control. Weekly updates and close monitoring of project allows for project completion according to scope, schedule and budget while maintaining 100% deliverables. Any potential issues may be identified early and brought to the attention of Management and the Participating Entity, allowing for speedy resolution. |

31	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.	Quicket provides 24/7/365 telephone, email, and in-app based support. In serving exclusively the public sector including many public safety agencies, Quicket recognizes the importance of having always-available support for these mission-critical applications. Quicket also provides a dedicated support manager for every client that is responsible for providing regular reports to the customer, escalating requests when necessary, and monitoring ongoing support for the duration of the contract. As a cloud-based solution with the ability to actively monitor the software and infrastructure in real-time, Quicket has an industry-leading response time. Many legacy providers that offer on-premise solutions rely on client IT staff or have to conduct an on-site visit, which may severely delay a resolution. As an entirely cloud-based solution, Quicket is dedicated not only to providing a modern software solution but is also able to offer superior customer service - which is critical in effectively serving public safety. Far too many public safety agencies have been crippled by legacy technology and poor support and Quicket has been able to dramatically improve this experience so that agencies can better serve the public. When a bug/enhancement is requested based on the nature of the request, it is assigned to one of the following categories: -Critical bugs are assigned directly to the engineering leads and are labeled as an outage situation. Quicket maintains a dedicated emergency support line for critical situations. Quicket has a very efficient support/bug tracking system that leverages 'Zendesk' & Jira' to track all communication between the engineering teams, support, and the client. As the critical bug is being worked on, a support engineer is responsible for maintaining regular communication with the client on the status of resolution of the issue. Once the situation is resolved, a full post-mortem is conducted internally and a detailed report is provided to the client. The standard resolution timeframe for critical issues is under 1 hour, but the average resolution is 15 minutes. -Major bugs are attended the same way as critical bugs but with a longer resolution timeframe of up to 24 hours depending on the request. -Minor bugs are discussed further with the client and then with the engineering teams to apply the patch in the next release or during the standard biweekly or monthly system maintenance. . In addition to standard support, Quicket's entire infrastructure is automated and the system is equipped with several core algorithms and health checks in place to allow for automated system maintenance concurrently while the system is being used. Quicket also performs several internal concurrent patches to address minor bugs, the latest security standards, and regular health analyses. This maintenance is done concurrently with the live system in the backend with no downtime. Unlike legacy systems that require downtime to 'patch' the system, upgrades/updates require zero system downtime with Quicket.	*
32	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in the United States.	Quicket's cloud-based platform can be provided and is scalable to any participating entity within the United States. There are no geographic areas that cannot be served. As a cloud-based solution, Quicket is able to very efficiently implement and maintain solutions across North America. As a software provider exclusively focused on the public sector, Quicket is keenly aware of the necessity to strictly adhere to all federal, state, and local compliance requirements. Because of this, Quicket has dedicated compliance and security specialists that actively monitor any changes in legislation and the most recent cyber security threats. Quicket always works with its customers to ensure full compliance and appropriate safeguards are in place to protect customer data.	*
33	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in Canada.	Quicket's cloud-based platform can be provided and is scalable to any participating entity within Canada. There are no geographic areas that cannot be served. As a cloud-based solution, Quicket is able to very efficiently implement and maintain solutions across North America. As a software provider exclusively focused on the public sector with a significant focus on the public safety vertical, Quicket is keenly aware of the necessity to strictly adhere to all federal, province/territory, and local compliance requirements. Because of this, Quicket has dedicated compliance and security specialists that actively monitor any changes in legislation and the most recent cyber security threats. Quicket always works with its customers to ensure full compliance and appropriate safeguards are in place to protect customer data.	*
34	Identify any geographic areas of the United States or Canada that you will NOT be fully serving through the proposed contract.	Quicket's cloud-based platform can be provided and is scalable to any participating entity within the United States and Canada. There are no geographic areas that cannot be served. As a cloud-based platform, Quicket is able to very efficiently implement and maintain solutions across North America.	*
35	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?	Based on the scope of this RFP, Quicket is able to fully serve all entity sectors without restrictions. Quicket has experience selling to all levels of government, education, and other public sector entities. Quicket does not hold any other cooperative purchasing contracts that would limit our ability to fully promote Sourcewell to any and all potential customers. Quicket has had a successful relationship with Sourcewell and looks forward to growing this significantly with this RFP, which comprehensively covers the full scope of Quicket's integrated cloud-based platform.	*
36	Define any specific contract requirements or restrictions that would apply to our participating entities in Hawaii and Alaska and in US Territories.	There are no additional requirements or restrictions that would apply to Hawaii or Alaska participating entities. In fact, Quicket has engaged with entities in both states and is interested in engaging US Territories. Quicket's cloud-based platform can be provisioned to any Alaska, Hawaii, or Territory customer without limitations.	*

Table 7: Marketing Plan

Line Item	Question	Response *
37	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.	Quicket is pleased to attached several sample marketing materials for review by Sourcewell. We believe these materials illustrate professionalism and the Company is looking forward to enhancing our marketing materials to promote this contract upon award. Further, as a current awarded vendor, Quicket also regularly attends trade shows and always promotes the Sourcewell contracts including with the Sourcewell table-top flag at our booth and other marketing materials. Quicket recognizes that upon award, Quicket it can utilize the Sourcewell Trademark(s) in advertising and promotional materials for the purpose of marketing Sourcewell's relationship with Quicket as we have done with Quicket's two previously awarded contracts. Similarly, Quicket will also grant Sourcewell the same ability to utilize Quicket's trademarks in marketing. Quicket understands also certain limitations apply and that all direct advertising, marketing, or offers with Participating Entities must be approved by Sourcewell. Within these parameters, Quicket seeks to substantially market its products and services should it be awarded the contract. It is Quicket's desire to update its marketing materials to include Sourcewell as the preferred purchasing route for all of the capabilities in this RFP, similar to prior awards by Sourcewell to Quicket. Marketing materials that Quicket would like to develop include email announcements, brochures/fliers, social media posts, press releases banners, phone call scripts, and trade show materials. Quicket recognizes that materials/publicity must be approved by Sourcewell and will strictly abide by the terms of the contract. Further, Quicket understands that it cannot claim to be endorsed by Sourcewell.
38	Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance marketing effectiveness.	Quicket has a robust technology-driven marketing/sales process. With email marketing, one of the most widely used components of the Company's strategy, Quicket utilizes a robust email marketing solution connected to its Customer Relationship Management solution. The email marketing solution ingests all current and potential customers, which are then further segmented out into specific roles, department functions, geographical area, and other parameters. From there, targeted email campaigns are developed by Quicket staff. The email marketing solution tracks all aspects of engagement (i.e. metadata) including delivery success rate vs. bounce back, number of opens, clicks on specific links, and replies. Quicket analyzes all of these metrics to monitor engagement and continue to refine its campaigns. Quicket intends to utilize email marketing campaigns with Sourcewell-approved content to provide details on the award of the contract. In prior campaigns related to Sourcewell awards made to Quicket, the Company saw significant engagement and the Company feels confident that given the more comprehensive nature of this RFP in alignment with the full-spectrum of the Quicket platform, there will be substantially more traffic interested in Quicket, and thus interested in leveraging the Sourcewell contract. On Social media, Quicket also anticipates on posting announcements and educational information on the award from Sourcewell. Similarly, much of the engagement can be tracked and paid campaigns can also be utilized to enhance reach/effectiveness. Finally, Quicket also utilizes a unified voice platform for phone call marketing, which tracks engagement, including success rate with calls. Quicket intends to educate its sales and marketing staff on the Sourcewell contract award in order to assist agencies with acquiring Quicket via Sourcewell.
39	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?	Quicket intends to put together educational materials for its entire sales team so that it has the materials and knowledge to speak correctly and in-depth about the Sourcewell contract award when communicating directly with customers. Fortunately, the sales team is already well-trained on Sourcewell given the Company's prior two contract awards, so Quicket will be able to rapidly educate its team so that it can start marketing the new contract. As outlined above, Quicket also has many other digital and physical mediums that be utilized and integrated into the sales process to appropriate promote the contract arising out of this RFP. It is Quicket's hope that Sourcewell also make any appropriate announcement(s) to its members informing them of the award to Quicket and scope of the products/services offered. Quicket recognizes that Sourcewell would not 'endorse' the Company, but looks forward to working with Sourcewell via appropriate methods to advertise awarded contracts.
40	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.	Quicket does not offer an e-procurement ordering process for new customers, but does offer this to existing customers to adjust quantities of certain items. Given the comprehensive nature of the platform, Quicket always conducts a free consultation with a new potential customer to develop a scope of work. Quicket does have a fully electronic process to develop the quote, prepare the contract, and send the contract for signature. Throughout the process, many variables are accounted for to ensure an accurate ordering process including extensive documentation for configuration requests, noting existing systems/environment, data conversion, and more. For existing customers, Quicket does have a streamlined internal purchase request solution to re-order supplies and to adjust quantities. As an example, a customer can request an additional software license, which would then appropriately adjust the subscription.

Table 8: Value-Added Attributes

Line Item	Question	Response *
41	Describe any product, equipment, maintenance, or operator training programs that you offer to Sourcewell participating entities.	Quicket offers hands-on scenario-based training and frequently utilizes the "train the trainer" approach. We will provide extensive on-site or virtual (at the client's discretion) training during initial go-live with key staff members and can also be on-site for any other future major releases. The purpose of this extensive training is to cover all aspects of the software (product), equipment, maintenance, and other operator functions, which covers all aspects as outlined by Sourcewell. Quicket would recommend "experts" be assigned as the lead trainers on the participating entity's end. From there, we can continue to update the lead trainers on updates, changes, etc. for future deployments. Quicket conducts regular webinars for ongoing training. Interaction with our team and the participating entity is key to building and deploying a state-of-the-art system. Quicket will provide continued updates to the system and define what is the best avenue to share this information with the participating entity. Some find an email with updates monthly is effective, but others would like to schedule monthly (or whatever timing works) updates on our system and training. Every deployment is different based on the requirements, schedules, teams, etc. Quicket will find what works best for the participating entity's staff and continue to update / train on new and exciting features Quicket deploys. Quicket will create multiple user groups, which usually consist of standard users (officers), supervisors, records, admin, and specialty staff, with each having their own specialized sessions as well as one standardized session for general system use (profile management, login, basic navigation, etc.). Each user session in our experience takes no more than 2-3 hours per software module, with the exception of admin training which requires typically 5-8 hours. Training consists of "real-life" scenarios developed by Quicket in coordination with the participating entity, including for example, completing incident reports in the records management system, completing eCitations, and other workflows for users, to redaction capabilities for records, to password reset for admins. Lastly, Quicket will provide all needed user documentation, training materials, and UI supported web help guided tours where applicable for the participating entity's specific implementation of the Quicket software.

42	Describe any technological advances that your proposed products or services offer.	Quicket is a leader in providing secure, highly configurable, device-agnostic, rapidly provisioned, and CJIS conforming cloud-based solutions for sensitive government workloads.

Quicket recognizes the need of public safety agencies to have access to real-time data from anywhere. Quicket's unique device-agnostic solution provides native secure applications for any device that utilizes all major operating systems including iOS, Android, and Windows. In addition, Quicket provides a web-based application accessible from any web-browser. Many legacy applications for core enterprise systems are only offered as clunky .NET Windows applications, while Quicket alternatively provides total flexibility. Public sector professional can access the data and operational intelligence they need from any device with Quicket.

Through partnering with Quicket, Sourcewell's participating entities will also realize a significant return on investment through the usage of cloud computing. In addition, participating entities will enjoy a far more seamless experience compared to legacy solutions, as the solution was designed from the ground-up to be a single unified solution rather than multiple solutions poorly integrated together and not modernized as a unified tech stack. As a cloud-based application, Quicket does not require the client to install any server infrastructure. Every aspect of the infrastructure and environment is set up by Quicket staff, ensuring a rapid and smooth implementation.

Amazon Web Services (AWS) and Microsoft Azure, the cloud environments used by Quicket, are the world's largest Infrastructure-as-a-Service (IaaS) provider. The AWS GovCloud and Microsoft Azure Government Cloud provides secure, scalable, and cost-efficient solutions to support the unique requirements and missions of all levels of the US and Canadian governments. The cloud services provided by AWS can be employed to meet mandates, reduce costs, drive efficiencies, and increase innovation across federal, state, provincial, and municipal government organizations. It is trusted by these entities to provide a secure and cost-effective data storage and computational environment. With Quicket Solutions, Sourcewell and its participating entities have the unique opportunity to join a community of now thousands of private companies and public-sector agencies who are experiencing the immense benefits of cloud.

The key benefits of working with Quicket and its expertise with cloud-based solutions, compared to an onsite server installation is that the infrastructure provided by a leading cloud provider is more affordable, secure, and powerful. A core precept of cloud computing is to avoid the cost impact of over-provisioning or under-provisioning of computing resources. With projects that require massive amounts of computation and storage, oftentimes it can be difficult, if not impossible, to accurately forecast internally the exact needs for a server. Oftentimes, an organization may invest not enough and thus the servers do not have the computational or storage capacity to meet he needs of the project. On the other hand, an agency may overbudget, and thus far too many computational resources were purchased and consequently go unused. With the Quicket Cloud Platform, organizations eliminate the need to guess on infrastructure needs. Financially speaking, there are generally significant upfront capital requirements for an on-site solution. With the cloud, rather than large upfront capital expenses, Sourcewell participating entities will be able to enjoy a predictable and consistent low subscription model.

The second, and widely accepted, reason why cloud can provide immense cost savings is due to the ability to take advantage of economies of scale. Building your own server infrastructure is not just
expensive initially, but also expensive and complicated to maintain as it becomes necessary to replace outdated or failing technology. With Quicket, all US and Canadian public-sector organizations can join a consolidated data center. With an enormous volume of servers and other inherent efficiencies of aggregating computational environments under one roof, clients can enjoy economies of scale or, in other words, cheaper per unit pricing than the participating entities would be able to receive in an independent project to build or refresh on-site infrastructure.

Quicket, AWS, and Microsoft are trusted by many organizations for handling highly sensitive data including law-enforcement/criminal justice sensitive data that must adhere to the latest CJIS Security Policy. A combination of logical and physical security, especially for public-sector workloads, makes the Quicket platform vastly more secure than onsite offerings. Logical security, including end-to-end device, network, database encryption, multifactor authentication, and automatic backups combined with state-of-the-art physical security, including geographically isolated, guarded data centers results in a much more secure solution. Finally, when implementing a cloudbased solution, users will be able to enjoy a more powerful and reliable solution for computational and storage needs. Quicket will deploy state-of-the-art server configurations utilizing high end CPUs, RAM, and other critical components to deliver a fast and efficient computational environment for Sourcewell participating entities that is designed to automatically scale based on the current workload.

| 43 | Please describe your software innovation maturity related to the following technology areas:
o   Machine learning
o   Natural language processing
o   Virtual assistants/chatbots
o   Predictive analytics
o   Big data analytics
o   AI/Generative AI | Quicket is continuously leveraging cutting-edge software innovations to enhance our cloud-based platform. Quicket spends a considerable portion of its research and development funding on many of the latest trends noted by Sourcewell. Our incorporation of Machine Learning, Natural Language Processing, Virtual Assistants/Chatbots, Predictive Analytics, Big Data Analytics, and AI/Generative AI provides advanced solutions that streamline operations, improve citizen engagement, and deliver actionable insights. Quicket has provided below examples of each, but this list is far from exhaustive as these advanced software innovations are used throughout the platform, both on the customer-facing side as well as in underlying infrastructure to improve reliability, security, etc.

Machine Learning (ML)
Crime and Incident Detection and Prevention
Application: Our platform employs machine learning models to analyze patterns in our records/case management system and via 3rd party integrations to mapping, license plate readers, CCTV, and more to detect trends/hotspots and help prevent future occurrences.
Benefit: These models continuously learn from new data, enhancing community safety and well-being through more efficient and effective response from public safety agencies.

Natural Language Processing (NLP)
Document Processing and Analysis
Application: Quicket uses NLP algorithms to automate the extraction of key information from large volumes of government documents and forms within its work management/records management solutions for a variety of use cases, such as within the finance department or court. Quicket then automates the generation of documents from this data, saving valuable time that would otherwise be used for manual data entry.
Benefit: This reduces manual processing time, minimizes errors, and allows staff to focus on more complex tasks.
Virtual Assistants/Chatbots

Citizen and Client Support Services
Application: Our virtual assistants and chatbots provide 24/7 support for citizens, answering common questions, guiding them through service processes, and handling simple transactions. We also employ a chatbot for our support library, allowing users to type prompts to find help on how to utilize Quicket. Quicket employs natural language processing so that users can type in "natural" speech, which reduces friction in finding the right information.
Benefit: This improves the accessibility and efficiency of public services, leading to higher citizen satisfaction. This also vastly improves the speed and quality of support for our clients.

Predictive Analytics
Predictive Maintenance for Public Infrastructure
Application: Quicket's predictive AI-driven analytics forecast maintenance needs for vehicle fleets, community resources such as parks, and other common areas that require regular attention.
Benefit: This helps in proactive maintenance planning, reducing downtime, and extending the lifespan of assets.

Big Data Analytics
Smart City/Community Development
Application: A city implements AI-driven big data analytics to support a smart community initiative and improved community development. The Quicket platform integrates data from various sources, including building permits, citizen complaints, and environmental data. AI analyzes this data to predict maintenance needs, detect code violations, optimize inspection routes, and provide actionable insights for urban planning.
Benefit: The government agency experiences improved efficiency in code enforcement, better resource allocation, enhanced public safety, and more informed policy decisions. Residents benefit from quicker response times to issues, improved infrastructure, and a higher quality of life.

AI/Generative AI
Automated Report Generation
Application: Our AI capabilities generate detailed reports based on data analysis, saving time for government officials. Rather than having to manually develop and format reports in Excel or other tools, Quicket utilizes generative AI to find the data they are looking for and present it in the desired format.
Benefit: This ensures timely, accurate, and comprehensive reporting, aiding in better decision-making and policy formulation.

Integrated Use Case
Smart City Management
Application: As a unified cloud-based platform that can provide integrated enterprise solutions as desired by Sourcewell, Quicket combines ML, NLP, virtual assistants, predictive analytics, big data, and AI to create a comprehensive smart city management platform. This platform analyzes data from various sources (traffic cameras, public transportation systems, utilities), predicts maintenance needs, provides real-time updates to citizens via chatbots, and generates reports for city officials.
Benefit: This enhances city operations, improves the quality of life for residents, and supports sustainable urban development. |
| 44 | Describe connectivity and integration capabilities between your offered solution(s) and other software systems. | Quicket has robust integration capabilities between its system and 3rd party vendors or homegrown systems. Quicket, unlike many other vendors, is happy to work with other vendors to help our clients achieve our mission of a unified and integrated solutions. While Quicket prefers utilizing its open API framework, Quicket recognizes that many vendors have legacy data transmission methods, so Quicket can also support more basic data sharing mechanisms such as FTP, SFTP. Below are more details of our integration strategies:

Open API Framework:
-RESTful Architecture: Quicket's API follows RESTful principles, ensuring scalability, simplicity, and compatibility with a wide range of programming languages.
-Standard Protocols: Utilizes HTTP/HTTPS for secure data transmission.
-JSON Format: Employs JSON for data interchange, ensuring readability and ease of use.

Authentication and Security:
-OAuth 2.0: Implements OAuth 2.0 for secure and standardized user authentication.
-API Keys: Provides API keys for authenticated access, ensuring that only authorized systems can interact with Quicket.
-Encryption: Ensures data is encrypted both in transit and at rest to protect sensitive information.

Comprehensive Endpoints:
-User Management: Endpoints to create, update, delete, and manage user profiles and permissions.
-Data Access: Allows retrieval, insertion, updating, and deletion of data entities within Quicket.
-Event Management: APIs to manage events, bookings, ticketing, and other core functionalities.

Reporting and Analytics: Provides endpoints for accessing reports and analytics, enabling integration with external BI tools.

Developer Resources:
-API Documentation: Detailed and interactive API documentation, including examples and best practices.
-SDKs and Libraries: Provides SDKs and libraries in popular programming languages to simplify integration.
-Sandbox Environment: Offers a sandbox environment for testing integrations without impacting live data. |

| 45 | Describe your migration, customization, configuration, and upgrade processes. | Quicket is dedicated to providing a seamless experience for our clients during migration, customization, configuration, and upgrades of our SaaS platform. The policy below outlines our processes to ensure efficient transitions and optimal performance.

1) Migration Process:
Assessment and Planning:
-Conduct a thorough assessment of the client's current systems and data.
-Develop a detailed migration plan, including timelines and resources required.
-Identify potential risks and create mitigation strategies.

2) Data Preparation/Migration:
-Clean and prepare data for migration.
-Map data fields from the client's system to Quicket's system to ensure compatibility.

3) Migration Execution:
-Use automated tools to transfer data securely and efficiently.
-Perform data validation checks to ensure accuracy and integrity.
-Monitor the migration process to address any issues promptly.

4) Post-Migration Validation:
-Verify that all data has been accurately transferred and is functioning correctly within the Quicket system.
-Conduct user acceptance testing (UAT) to ensure the system meets client requirements.
-Provide detailed migration reports to the client.

5) Customization Process

Requirement Gathering:
-Collaborate with clients to understand their specific needs and goals.
-Document detailed customization requirements and prioritize them based on client impact.

Design and Development:
-Develop customization solutions that align with Quicket's platform architecture.
-Create mock-ups and prototypes for client review and feedback.
Implementation:

Integrate custom features into the Quicket platform.
Ensure that customizations are scalable and maintainable.

6) Testing and Deployment:
-Perform thorough testing of customizations in a staging environment.
-Deploy custom features to the live environment after client approval.
-Monitor the performance of customizations and make adjustments as needed.

7) Configuration Process

Initial Setup:
-Set up the client's account and necessary permissions within the Quicket platform.
-Configure initial settings based on client specifications.

Detailed Configuration:
-Customize system settings, workflows, and user roles according to the client's operational requirements.
Configure integrations with other tools and platforms used by the client.

Validation:
-Conduct configuration validation sessions with the client.
-Make adjustments based on client feedback to ensure optimal setup.

8) Training and Documentation:
-Provide comprehensive training for client users on configured settings.
-Deliver detailed documentation on the configuration for client reference.

9) Upgrade Process

Upgrade Planning:
-Notify clients in advance of upcoming upgrades and new features.
-Schedule upgrades at times that minimize disruption to client operations.

Testing and Validation:
-Test upgrades in a controlled environment to identify and address potential issues.
-Validate that new features and improvements are functioning as expected.

Implementation:
-Perform the upgrade in the live environment, ensuring minimal downtime.
Monitor system performance during and after the upgrade to address any immediate issues.

Post-Upgrade Support:
-Provide support to clients post-upgrade to resolve any issues or questions.
-Collect feedback from clients to improve future upgrade processes.

In conclusion, Quicket is committed to ensuring a smooth and efficient process for migration, customization, configuration, and upgrades. Our structured approach and dedication to client satisfaction ensure that our SaaS platform meets and exceeds client expectations. | * |
| 46 | 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. | Quicket and its cloud providers, AWS and Microsoft are committed to running our businesses in the most environmentally friendly way possible and achieving 100% renewable energy usage for its cloud infrastructure. By leveraging Quicket and migrating away from on-premise solutions, agencies will recognize substantial environmental benefits. The results of a study by 451 Research show that cloud infrastructure is 3.6 times more energy efficient than the median of the surveyed U.S. enterprise data centers. More than two-thirds of this advantage is attributable to the combination of a more energy efficient server population and much higher server utilization. Amazon and Microsoft data centers are also more energy efficient than enterprise sites due to comprehensive efficiency programs that touch every facet of the facility. According to the study, when we factor in the carbon intensity of consumed electricity and renewable energy purchases, which reduce associated carbon emissions, the cloud performs the same task with an 88% lower carbon footprint. In 2019, Amazon co-founded The Climate Pledge—a commitment to be net zero carbon across the business by 2040. Microsoft similarly has pledged to be net zero carbon across the business by 2030. In addition to direct environment benefits associated with utilizing Quicket's cloud-based platform, there are also environmental benefits associated with Quicket's implementation and servicing/maintenance. Because all or almost all aspects of implementation, including provisioning of the solution can be accomplished remotely, there is far less travel required to client sites. On-site visits typically only occur during the initial kickoff for requirements gathering and for hands-on training. Further, a cloud-based solution can be serviced/maintained remotely as well, meaning that Quicket staff do not have to travel on-site for routine or urgent updates/upgrades. | * |

47	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.	Quicket does not have any third-part issued eco-labels, ratings, or certifications. However, as outlined in the response above, Quicket's utilizing of entirely cloud-based infrastructure provides significant environmental benefits over legacy solutions.	*
48	Describe your strategy related to ecosystem partners for additional functionalities or capabilities.	Quicket is dedicated to enhancing our SaaS platform by partnering with companies that offer complementary functionalities and capabilities. This strategy outlines our approach to identifying, engaging, and managing ecosystem partners. Objectives: -Enhance Capabilities: Integrate complementary technologies. -Drive Innovation: Leverage partner expertise. -Expand Reach: Access new markets and customer segments. -Improve Satisfaction: Offer comprehensive solutions. Partner Identification -Market Research: Identify potential partners offering complementary technologies. -Strategic Fit: Evaluate partners for alignment with Quicket's goals. -Technical Compatibility: Ensure seamless integration with Quicket's platform. Partner Engagement -Initial Outreach: Contact potential partners and highlight mutual benefits. -Collaboration Framework: Define roles, responsibilities, and governance. -Joint Development: Co-create integrated solutions using agile methodologies. Integration and Deployment -Technical Integration: Collaborate on integration, testing, and support. -Launch and Promotion: Execute joint go-to-market strategies and marketing efforts. -Customer Onboarding: Streamline onboarding and provide training. Ongoing Management -Performance Monitoring: Track solution performance and gather feedback. -Continuous Improvement: Enhance solutions based on feedback and trends. -Relationship Management: Maintain strong partner relationships through regular communication. Partner Ecosystem Growth -Expanding the Ecosystem: Seek new partners to diversify offerings. -Community Building: Foster a collaborative partner community.	*
49	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.	Quicket does not have any Women, WMBE, or Veteran HUB designations. Under SBA sizing definitions of less than 500 employees, Quicket fits under the criteria of SBE and may obtain a local certificate in a particular jurisdiction for this.	*
50	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?	Quicket exclusively serves the public sector, including all major verticals that Sourcewell has as Participating Entities. With the sole focus of serving the public sector, Quicket has more experience than any other vendor in delivering exclusively cloud-based innovative solutions. It is for this reason that Quicket has consistently demonstrated that it can replace legacy competitors and tackle large-scale and diverse implementations. There is only one vendor in the market today that can claim to have a single unified cloud-based platform and data engine built from the ground-up that spans nearly every core function of government. In addition, Quicket's Open API allows for seamless integrations to other systems. With this approach, combined with many successful implementations, Quicket is best positioned to be the preferred technology partner of Sourcewell and its participating entities for years, if not decades to come. Regarding Quicket's technology, the Company's proprietary and patented Configuration Engine was designed to handle the unique and specific requirements of diverse agencies across North America. Specifically, the Configuration Engine manages diverse government workflows and regulations while significantly reducing engineering resources required for implementations. Quicket's Artificial Intelligence driven Configuration Engine automates and decouples application building from software development. This eliminates the need to manage multiple applications for each client. In addition, no application updates are required, eliminating need to coordinate with client IT. As a direct result, Quicket's implementations for its public sector solutions are completed in typically 50% or less time than legacy competitors and for notably less implementation costs. This enables Quicket to handle projects far more efficiently than competitors and provides a superior customer experience, enabling agencies to take advantage of the benefits of the solution much sooner.	*
51	If applicable, how does your solution facilitate increased citizen engagement and feedback in public sector processes?	Quicket's cloud-based platform offers various tools to enhance citizen engagement for government agencies, streamlining communication and improving service delivery. While the list below is far from exhaustive, our goal is to illustrate to Sourcewell a number of examples that showcase the depth and breadth of the platform as it relates to citizen engagement. Courts Virtual Assistants and Chatbots Application: AI-powered virtual assistants provide information about court dates, case statuses, and procedural guidance through the court's website or mobile app. Benefit: Reduces staff workload and provides 24/7 assistance to citizens. Finance Automated Payment Assistance Application: Chatbots answer common payment questions, guide citizens through the process, and notify them of issues. Benefit: Increases efficiency and enhances citizen satisfaction. Text/Email Notifications Application: Automated notifications remind citizens of payment deadlines, payment confirmations, and other reminders. Benefit: Keeps citizens informed and reduces missed deadlines. Substantially reduces the need for paper correspondence. Public Facing Dashboards Application: Dashboards display the status of reported issues from 311, ongoing projects, and inspection schedules. Benefit: Enhances transparency and keeps the public informed. Code Enforcement Real-Time Violation Reporting Application: Citizens report code violations via a mobile app with photos and descriptions. Benefit: Accelerates response times and ensures efficient enforcement. Integrated Citizen Portal Application: Provides a comprehensive portal for accessing various services, submitting requests, making payments, and tracking status. Benefit: Offers a one-stop-shop for government services, improving accessibility.	*

| 52 | How does your solution support digital transformation initiatives within the public sector, including cloud adoption, mobile access, and digital service delivery? | Quicket is committed to empowering public sector organizations through our advanced SaaS solutions, which facilitate digital transformation initiatives. Our platform supports and leads the way in cloud adoption, mobile access, and digital service delivery, driving efficiency, accessibility, and modernization in public services as desired by Sourcewell. Below are more specific details:

Scalability and Flexibility:
-Elastic Infrastructure: Quicket's cloud-based platform scales effortlessly to meet the growing demands of public sector organizations, ensuring that services remain robust and responsive during peak times.
-Resource Optimization: By leveraging cloud infrastructure, public sector entities can optimize their IT resources, reduce operational costs, and eliminate the need for expensive on-premises hardware.

Disaster Recovery and Continuity:
-Robust Backup Solutions: Quicket offers comprehensive backup and disaster recovery solutions, ensuring that public sector services can recover quickly from any unforeseen events.
-Business Continuity: Our cloud infrastructure supports seamless business continuity planning, allowing public sector organizations to maintain operations under any circumstances.

Mobile Access
-Mobile-Optimized: Quicket's platform is fully optimized for mobile devices, enabling public sector employees and citizens to access services and perform tasks from anywhere at any time.
-Responsive Design: Our user interface is designed to provide a consistent and intuitive experience across all devices, ensuring accessibility and ease of use.

Citizen Engagement:
-Mobile Applications: We offer dedicated mobile applications that enhance citizen engagement by providing easy access to public services, notifications, and updates.
-Interactive Services: Citizens can interact with public services, submit requests, and receive support through their mobile devices, increasing participation and satisfaction.

Field Operations:
-On-the-Go Access for Employees: Public sector employees can use mobile devices to access critical information, update records, and perform field operations efficiently. This means the entire platform is in the palm of your hands, eliminating the need to rely on office computers to perform daily tasks. Through our many use cases in the field and even inside a courtroom for an example, having mobile solutions dramatically increases efficiencies and improves services for citizens.
-Real-Time Data: Our platform ensures real-time data synchronization, allowing field workers to make informed decisions based on the latest information.

Efficient Service Management:
-Automated Workflows: Quicket streamlines public sector workflows through automation, leveraging advanced in AI, such as machine learning, chatbots, and big data analytics to reduce manual processes and increasing efficiency.
-Service Integration: Our platform integrates with many 3rd party systems and we always expanding our partner ecosystem, providing a unified and cohesive service delivery system.

Data-Driven Decision Making:
-Analytics and Reporting: Our platform includes advanced AI and machine learning-driven analytics and reporting tools that provide valuable insights into service performance and citizen engagement.
-Informed Policy Making: Public sector leaders can leverage data insights to make informed policy decisions and improve service delivery outcomes. | * |

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 *	
53	Do your warranties cover all products, parts, and labor?	Yes, the warranty from Quicket is completely comprehensive. Because Quicket does not resell other software or solutions, all warranties are directly made by Quicket. Quicket only utilizes its own workforce without 3rd party vendors/consultants to ensure smooth delivery and a high-level of customer support.	*
54	Do your warranties impose usage restrictions or other limitations that adversely affect coverage?	Quicket has a fairly standard warranty. The warranty does not apply if Customer or any third party changes or modifies the Software without the written authorization of Quicket or if the defect is caused by use of the Software with third party software or hardware not supplied, supported, recommended or approved by Quicket for use with the Software. Customer will have access to all Documentation related to the Quicket Solutions Software and Services as set forth in the purchase order. The Documentation will describe the functionality and capabilities of the Quicket Solutions Software and Services including without limitation material information required for installation, implementation and support of the same.	*
55	Do your warranties cover the expense of technicians' travel time and mileage to perform warranty repairs?	Yes. Quicket provides 24/7/365 support and to cure any claim under the warranty, there is no additional cost for travel or mileage for any repairs.	*
56	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?	No, there are no limitations. Quicket staff are willing and able to travel to all areas of North America, including Territories. Fortunately, as a cloud-based solution, Quicket is highly regarded for its ability to service nearly any request remotely, as the infrastructure and software can be accessed from Quicket offices. This results in a much more rapid response time than many legacy on-premise or hybrid systems.	*
57	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?	All products/capabilities as described in this RFP are serviced entirely by Quicket with full-time Quicket staff, so there would not be a pass through to another OEM. However in the situation where hardware is purchased to facilitate usage of Quicket, generally any warranty is obtained directly from that manufacturer.	*
58	What are your proposed exchange and return programs and policies?	Quicket warrants that its cloud-based platform will perform in material conformity with all applicable end user Documentation supplied by Quicket in accordance with the contract and related statement of work. In the event of a breach of this Warranty, at Quicket's election, the Company shall, at no additional cost to the Customer: (a) replace or repair the affected Quicket Solutions Software and Services so it performs as warranted or, (b) if Quicket is not able to, or determines it is not commercially feasible to repair or replace the same within a reasonable period of time, terminate the License and Quicket Solutions Software and Services and credit or (at Customer's option) refund to Customer the unused, prepaid Quicket Solutions Software and Services subscription fees paid hereunder on a pro-rated basis based on the remaining period in the Term.	*
59	Describe any service contract options for the items included in your proposal.	Service and support is always included with every Quicket contract for no additional cost. Since Quicket is offered as a Software-as-a-Service (SaaS) model, Quicket forms a true long-term partnership with every customer, rather than simply deliver a product. With Quicket's SaaS model, all ongoing service, including updates/upgrades and maintenance/support is provided for no additional cost in the subscription. This also includes 24/7/365 support, as Quicket recognizes that public sector solutions must always function to effectively serve the public. The subscription also includes an ongoing license for the software along with required server infrastructure for compute and storage. One of the primary differentiators with Quicket compared to the competition is that the Company's software improves over-time rather than becomes outdated. Far too many public sector solutions are antiquated and Quicket provides a superior business model to help agencies modernize and stay current with software.	*

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 *	
60	Describe any performance standards or guarantees that apply to your services	The Quicket Platform, built on AWS GovCloud and Microsoft Azure Government Cloud, provides state-of-the-art server configurations, and multiple availability zones to guarantee 99.999999% infrastructure uptime (eight nines reliability, equating to 316 milliseconds downtime annually. This far exceeds industry requirements for uptime of core public sector systems, illustrating Quicket's ability to provide a highly reliable platform. In the last three years, Quicket has had zero measurable downtime. Quicket also guarantees 24/7/365 telephone, email, and in-app support for all public sector customers. Quicket warrants that for a period of one year following the delivery (the "Warranty Period"), the software will perform in material conformity with all applicable end user documentation supplied by Quicket; provided, that the software is operated in accordance with the documentation. During the implementation phase, the Customer will sign off on the delivery once the Statement of Work is completed. The Customer has the ability to notify Quicket prior to signing off on delivery if any specifications do not conform to the agreed-upon Statement of Work. After acceptance of the delivery, the Customer may make a claim if the software does not operate in accordance with the end user documentation or performance standards outlined above. Quicket shall at no cost to the customer replace or repair the affected software so that it performs to warranty or if not commercially feasible, shall refund the customer. To date since the founding of the Company, Quicket has had no claims against its warranty, illustrating the reliability of the software and its successful long-term use. Quicket has included a copy of its standard Master Software and Services agreement, which includes further details on the warranty.	*
61	Describe any service standards or guarantees that apply to your services (policies, metrics, KPIs, etc.)	Quicket is committed to providing a high-level of customer care and service from contract execution to post go-live support. Therefore, Quicket has outlined below the service standards that apply during the implementation period after the execution of a Statement of Work (SOW) as well as post go-live. Implementation Service Standards: Quicket provides a detailed implementation timeline with each statement of work to ensure that both parties understand the expectations of the work requirements and deliverables during each stage of the implementation. After the initial deliverable(s) the customer will provide written acceptance, comments and/or change requests, if any, within sixty (60) work days (or as otherwise mutually agreed upon by both parties) from receipt by of the initial deliverable(s). Upon receipt of client's comments, QUICKET shall have sixty (60) working days (or as otherwise mutually agreed upon by both parties)) to incorporate the customers' comments and/or change requests and to resubmit the deliverable in its final form. The client shall bear no additional costs for Quicket to incorporate such requests so long as such requests adhere to the agreed-upon SOW. Post Go-Live Service Standards: Quicket has included with its response a copy of its Master Software and Services Agreement (MSSA) which contains its Service Level Agreement (SLA), which outlines its service standards and guarantees, including policies, metrics, and applicable KPIs). Quicket is willing to negotiate with Sourcewell to ensure compliance with the contract and to best meet the needs of the participating entities. Specifically regarding the SLA, Quicket warrants the software will generally be available 99.99% of the time, except as provided below (infrastructure has a guaranteed uptime specifically of 99.999999%. General availability will be calculated per calendar quarter. Exclusions include 1) Any planned downtime of which Quicket gives 8 hours or more notice. Quicket will use commercially reasonable efforts to schedule all planned downtime during the weekend hours from 6:00 P.M. Friday, Local Time, through 6:00 A.M. Monday, Local Time. *It is important to note that Quicket had no planned or measurable downtime in the last three years. 2) Any period of unavailability lasting less than 1 minute. 3) Any unavailability caused by circumstances beyond Quicket's reasonable control, without limitation, acts of God, acts of government, flood, fire, earthquakes, civil unrest, acts of terror, strikes or other labor problems (other than those involving Quicket employees), computer, telecommunications, Internet service provider or hosting facility failures or delays involving hardware, software or power systems not within Quicket's possession or reasonable control, and network intrusions or denial of service attacks. Quicket outlines in its SLA how to file a claim for any downtime that exceeds the standards in the SLA. In the event of a breach of the SLA, Quicket shall provide a refund for the period exceeding the acceptable downtime. It is important to note that Quicket has had no claims against its SLA or any aspect of its warranty since its inception from any customer, reflecting the Company's reliability and excellent customer care.	*
62	Describe your data integrity and protection standards, data backup, recovery, and secure storage solutions.	Quicket guarantees 99.999999% infrastructure uptime with automated backups in geographically separate and secure AWS GovCloud or Azure datacenters. There is automatic failover should any infrastructure experience downtime. Quicket utilizes the most trusted infrastructure for government workflows that is utilized by countless public sector organizations for mission-critical and highly sensitive workloads.	*
63	What are your policies and governance features regarding large language models and generative AI?	Quicket conducts cutting-edge research in large language models (LLMs) and generative AI and employs this state-of-the-art technology into many of the Company's offerings, delivering unparalleled user experience, innovation, and efficiencies. Because of this, Quicket recognizes the importance of significant oversight in the form of policies and governance features. Below are the key features of this: Quicket is committed to the responsible, ethical, and secure use of large language models (LLMs) and generative AI technologies. Policy Principles: Transparency: Clear documentation and communication about AI use. Ethical Use: Prevent misuse, ensure privacy, and avoid bias. Security: Protect AI systems from breaches and unauthorized access. Compliance: Adhere to relevant laws and regulations. Governance Features: Quicket AI Ethics Committee: Oversees ethical deployment and use of AI. Transparency and Accountability: Maintain documentation and track AI impact. Bias and Fairness Audits: Regularly check and mitigate biases. Privacy Protection: Use anonymization techniques and comply with data protection laws. User Empowerment: Inform users about AI use and offer opt-out options. Continuous Monitoring and Improvement: Regularly update and improve AI systems. Quicket Implementation Guidelines: Training and Development: Ongoing employee training on ethical AI use. Stakeholder Engagement: Gather feedback from users and experts. Incident Response: Clear protocol for addressing AI issues. Research and Innovation: Advance AI responsibly and ethically.	*
64	User Accessibility: How does your software ensure accessibility for all users, including those with disabilities, in compliance with standards?	Quicket is committed to ensuring our website is accessible to all users, including individuals with disabilities. We strive to meet or exceed the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA standards. Key Features are highlighted below: Text Alternatives: For non-text content. Captions and Transcripts: For all multimedia. Keyboard Navigation: Full functionality via keyboard. Readable Text: Clear and simple language. Consistent Navigation: Uniform across the site. Compatible Code: Ensures use with assistive technologies. Quicket further conducts regular audits and updates to maintain and improve accessibility. Quicket is dedicated to providing an inclusive digital experience. We regularly review and update our policies to reflect current standards.	*

Table 10: Payment Terms and Financing Options

Line Item	Question	Response *
65	Describe your payment terms and accepted payment methods.	Quicket generally offers net 30 as its standard payment terms. Quicket is willing to negotiate with Sourcewell if it is the preference of Sourcewell and/or its members to offer alternative payment terms. Quicket accepts many forms of payment including check, ACH/wire, credit/debit, etc.
66	Describe any leasing or financing options available for use by educational or governmental entities.	Quicket's entire software platform and each individual software module is offered as Software-as-a-service (SaaS). In the era of tight budgets for many, if not most, government customers, agencies prefer Quicket's simple subscription model, which eliminates many of the typical upfront costs associated with purchasing hardware/server infrastructure, software licenses, and more. Similar to the concept of a "lease" or "financing" option, Quicket's subscription model allows agencies to subscribe, rather than pay a significant amount upfront. This flexible model allows agencies to pay monthly, quarterly, or annually and discounts may apply based on the term associated with the subscription payment. In conclusion, Quicket eliminates much of the purchase risk associated with acquiring the new solution and instead delivers a transparent and consistent subscription model, which includes cloud-based compute and storage infrastructure, maintenance/support, and updates/upgrades.
67	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.	Quicket has provided with its response a copy of its standard contract document that would be utilized in connection with an awarded contract. To further describe the process, during the quoting stage, a Quicket sales representative that is preparing a quote for a potential client (participating entity) that desires to leverage the Sourcewell Contract can only select SKUs and related pricing with appropriate fees that have been authorized under the contract. These SKUs and related pricing are maintained by the contracts team and reviewed by the legal department to ensure compliance with the Sourcewell contract. After a quote is prepared and the potential client is interested in moving forward, a contract is prepared by a Quicket contract representative and reviewed by legal to ensure proper pricing and compliance with the Sourcewell contract. Quicket internal contract management software allows for the tracking specifically of any compliance requirements, including setting up reminders to report the quarterly sales under the Contract to Sourcewell within the agreed-upon timeframe and setting up calculations for applicable fees (e.g. the Administrative Fee) based on the contract value. After a contract has been executed, the account management and contract team regular monitor the internal contract management software to ensure that all sales under the Contract are tracked and appropriately reported each quarter to Sourcewell. The administrative fee is then transmitted to accounting, which then authorizes payment promptly to Sourcewell. A copy of the sales report will also be attached for reconciliation/reference.
68	Do you accept the P-card procurement and payment process? If so, is there any additional cost to Sourcewell participating entities for using this process?	Yes, Quicket accepts P-card procurement and payments. There are no additional costs to Sourcewell participating entities for using this process.

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 *
69	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.	Quicket has provided detailed pricing for all software products (modules) and related services in the attached spreadsheet. A unique SKU is shown for each product and service. Pricing for all software products is shown as an annual subscription. Pricing may also be subdivided into the desired payment schedule such as monthly, quarterly, or biannual if requested by the customer. Service prices are hourly and billed when the service is rendered or based on the payment timeline established in the individual Statement of Work. A Statement of Work (SOW) must be developed with each potential customer to determine the exact quantity of each product required. The total number of units required for each product is determined based on one or multiple factors including, but not limited to, the number of devices, number of users, number of tasks, data storage requirements, and complexity of configurations/business rules. Certain products require the purchase of other products, as specified under each product description in the spreadsheet.
70	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.	Quicket has included a 9% discount off of its MSRP for all SKUs. As a SaaS solution, in order to provide transparency and consistency with its pricing, Quicket does not discount from its MSRP, therefore this discount represents the best pricing for Quicket today.
71	Describe any quantity or volume discounts or rebate programs that you offer.	The subscription model is designed specifically to scale to any size customer. It is important to note that the quantity required includes the factoring in of the number of "concurrent" users, meaning that Quicket in developing the SOW with a particular customer will determine the number of concurrent or active users expected for each product at a given time. This means that larger agencies with more personnel will almost always require fewer software licenses related to the total number of personnel compared to smaller agencies, which effectively provides a quantity/volume discount.
72	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.	Quicket regularly helps source open market/nonstandard options and would need to supply a quote on case-by-case basis. As an example, Quicket oftentimes helps facilitate hardware purchases, including providing recommendations and ordering of the parts on behalf of the customer. Quicket charges a small markup to assist agencies with such transactions. In other situations, Quicket provides open market items at no-cost to further incentive customers to partner with Quicket. During the Statement of Work development process, Quicket sales personnel will work with each customer to determine if any additional items are required beyond the standard products and services.
73	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.	The Quicket subscription does not include any hidden costs. As a cloud-based solution, there are no additional costs associated with inspection, installation, set up, etc. The only costs that may apply in addition to the subscription are the hourly rates for the associated professional services.
74	If freight, delivery, or shipping is an additional cost to the Sourcewell participating entity, describe in detail the complete freight, shipping, and delivery program.	Not applicable. The only situation where there would be potential freight charges would be for an open market/nonstandard options, which would be reviewed with the customer and quoted appropriately on a case-by-case basis.
75	Specifically describe freight, shipping, and delivery terms or programs available for Alaska, Hawaii, Canada, or any offshore delivery.	Not applicable. As a cloud-based solution, there are no costs associated with freight, shipping, or delivery for any state or territory.
76	Describe any unique distribution and/or delivery methods or options offered in your proposal.	As an entirely cloud-based solution, distribution is entirely over the internet. A secure download link is provided also for dedicated iOS, Android, and Windows applications. While Quicket does provide hands-on and when necessary on-site implementation and training, every aspect of the distribution/delivery can be conducted remotely via the internet, which significantly enhances the efficiency of the process.

Table 12: Pricing Offered

Line Item	The Pricing Offered in this Proposal is: *	Comments
77	c. better than the Proposer typically offers to GPOs, cooperative procurement organizations, or state purchasing departments.	Quicket is proud to be highly focused on its partnership with Sourcewell via its two existing awarded contracts. The Company does not have any other existing cooperative purchasing agreements and looks forward to its expanded partnership with Sourcewell through this RFP which very comprehensively addresses the full scope of the Quicket cloud-based platform. Quicket is committed to focusing on marketing the superior value proposition of Sourcewell relative to any other contract and its pricing. Quicket has determined that Sourcewell is the best cooperative purchasing option, as it provides access to a very diverse set of customers and has excellent support infrastructure to help agencies navigate the procurement process. Quicket's pricing is better than what is typically offered to any organization/department. In addition, Quicket's willingness to commit to a 2% administrative fee reflects the significant value that Sourcewell would provide.

Table 13: Audit and Administrative Fee

Line Item	Question	Response *	
78	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.	Quicket has dedicated account management and contract representatives that have a specific duty to track contracts, including compliance with all agreed-upon terms. In working exclusively with the public sector and through experience with both individual and cooperative purchasing contracts, Quicket has established extensive internal processes throughout the entire contracting process. For instance, during the quoting process, a Quicket sales representative that is preparing a quote for a potential client (participating entity) that desires to leverage the Sourcewell Contract can only select SKUs and related pricing with appropriate fees that have been authorized under the contract. These SKUs and related pricing are maintained by the contracts team and reviewed by the legal department to ensure compliance with the Sourcewell contract. After a quote is prepared and the potential client is interested in moving forward, a contract is prepared by a Quicket contract representative and reviewed by legal to ensure proper pricing and compliance with the Sourcewell contract. Quicket internal contract management software allows for the tracking specifically of any compliance requirements, including setting up reminders to report the sales under the Contract to Sourcewell within the agreed-upon timeframe and setting up calculations for applicable fees (e.g. the Administrative Fee) based on the contract value. After a contract has been executed, the account management and contract team regular monitor the internal contract management software to ensure that all sales under the Contract are tracked and appropriately reported each quarter to Sourcewell. The administrative fee is then transmitted to accounting, which then authorizes payment promptly to Sourcewell. A copy of the sales report will also be attached for reconciliation/reference.	*
79	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.	Quicket is already a proud partner of Sourcewell and very much looks forward to the possibility of an award under this contract as the scope of this RFP comprehensively addresses the true integrated nature of Quicket's cloud-based platform. For this contract award, Quicket would also maintain robust internal contract management software that is able to track all pending ("sales pipeline") and current executed agreements under a particular contract. As a few examples of how Quicket measures success with the contract, Quicket is able to measure the total number of participating agencies and the associated contract value for all sales pipeline, executed, and deployed contracts. Quicket can further segment this analysis to look at which specific SKUs and related pricing are being sold under the contract. Quicket also can conduct a time-based analysis, which helps measure the level of success as the Company can see how long it takes for a customer to go through the sales/contracting process. On the backend, Quicket also tracks ongoing performance of the contracts including retention rate, add-on addendums, and profit analysis that factors in the pricing (inclusive of administrative fee) vs. sales/marketing spend.	*
80	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.)	Quicket would like to propose a 2% administrative fee that the Company will pay Sourcewell in the event we are awarded the Contract. Quicket is willing to pay an Administrative Fee on the upper end of the guidance provided by Sourcewell as the Company recognizes that Sourcewell will provide significant value to both Quicket and it's customers in being able to leverage this Contract. Quicket looks forward to a long-term mutually beneficial partnership with Sourcewell and its Members. Quicket understands that this is not a lineitem addition to the Member's cost but rather a fee taken out the pricing provided to the Member. Quicket agrees to promptly pay the Administrative Fee within the period specified by the Sourcewell Contract.	*

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

Proposers including solutions offered within the scope of Categories 1, 2, 3, and 4 within its singular proposal must designate they are seeking award in **Category 5** in the Sourcewell Procurement Portal. Proposers seeking award in Category 1, 2, 3, or 4, as defined herein must make that designation below. Proposers may only receive an award within the Category(-ies) they designate. Sourcewell reserves the right to re-categorize any designation as it deems appropriate.

Line Item	Category Selection	Offering *	
81	Category 1: Core Administrative Systems	⦿ Yes ○ No	*
82	Category 2: Education and Public Sector Information and Work Management	⦿ Yes ○ No	*
83	Category 3: Asset and Risk Management	⦿ Yes ○ No	*
84	Category 4: Public Engagement and Specialized Services	⦿ Yes ○ No	*
85	Category 5: Integrated Enterprise Solutions	⦿ Yes ○ No	*

Table 15: Category 1 - Depth and Breadth of Offered Equipment Products and Services

Indicate below if the listed types of software are offered within your proposal. Provide additional comments in the text box provided, as necessary.

Proposers submitting a proposal in Category 1 will be submitting in the broad category that includes Core Administrative Systems. See RFP Section II. B. 1 for details.

☐ We will not be submitting for Table 15: Category 1 - Depth and Breadth of Offered Equipment Products and Services

Line Item	Category or Type	Offered *	Comments	
86	Human Resources Software	⦿ Yes ○ No	Quicket has a number of human resource capabilities including the ability to integrate employee data, profile management, provide electronic document management, and integrate with 3rd party payroll and expense reimbursement software.	*
87	Financial Performance, Spend, or Expense Management Software	⦿ Yes ○ No	Quicket has extensive financial management capabilities that helps keep track of assets and related expenses. Quicket offers extensive inventory management capabilities that keep track of quantities and associated spend to help provide accurate forecasts for budgeting purposes. While Quicket is not budgeting software, there are countless items procured by and maintained by government that are not easily tracked in an enterprise system. Quicket helps agencies consolidate this information, rather than having isolated data in spreadsheets, POs, and other sources for improved insights and analytics.	*
88	Accounts Payable, Accounts Receivable, Billing, or Revenue Collection Solutions	⦿ Yes ○ No	At the heart of the Quicket cloud-based platform is comprehensive AP/AR, billing, and revenue collection capabilities. Many software systems focus on either work/records management and there are separate systems focused on financial/payment aspects. This results in significant inefficiencies associated with manual reconciliation and friction with the citizen experience. Quicket centralizes work/records management and unifies this with any financial related matters. As an example, a court is not just responsible for delivering justice but also is a highly complex financial operation that levies fines, fees, restitution, and other charges on various parties. The court is ultimately responsible for accurate billing and tracking to not only ensure that obligations are fulfilled, but accurate reporting is made to state/federal entities as required by law. Quicket manages the complex logic of such systems to ensure billing is accurate, revenue is collected via multiple convenient options, and payables/receivables are accurately tracked via a ledger-driven system. Although this is just one example, Quicket also manages similar concepts for many other departments such as finance, police, code enforcement, water, and more.	*
89	Procure-to-Pay and Contract Management Systems	○ Yes ⦿ No	Quicket does not currently offer such solutions. However, as described in a prior section, Quicket has significant flexibility and willingness to work with 3rd party systems to share data to improve efficiencies.	*

Table 16: Category 2 - Depth and Breadth of Offered Equipment Products and Services

Indicate below if the listed types of software are offered within your proposal. Provide additional comments in the text box provided, as necessary.

Proposers submitting a proposal in Category 2 will be submitting in the broad category that includes Education and Public Sector Information and Work Management. See RFP Section II. B. 1 for details.

☐ We will not be submitting for Table 16: Category 2 - Depth and Breadth of Offered Equipment Products and Services

Line Item	Category or Type	Offered *	Comments	
90	Student Information System (SIS)	○ Yes ● No	Quicket does not currently offer this capability, but is willing to integrate with such capabilities to create a unified solution.	*
91	Learning Management System (LMS)	○ Yes ● No	Quicket does not currently offer this capability, but is willing to integrate with such capabilities to create a unified solution.	*
92	Work Management Software	● Yes ○ No	Quicket's cloud-based work management software system streamlines government operations and enhances productivity by offering centralized work order management, real-time collaboration tools, and automated workflows. Key features include task assignment and tracking, document management/automation/eSignature, and resource allocation, ensuring efficient work order execution and regulatory compliance. The system also provides robust AI-driven analytics and reporting capabilities for data-driven decision-making and transparency. With secure access controls and mobile compatibility, Quicket's platform enables government employees to manage and monitor work orders from any location, promoting flexibility and responsiveness in public service delivery.	*
93	Enterprise Content Management/Records Management	● Yes ○ No	Quicket's cloud-based Enterprise Content Management (ECM) and Records Management system (RMS) is at the heart of the Quicket Platform and provides government agencies with a comprehensive solution for managing, storing, and retrieving vast amounts of data efficiently and securely across a wide variety of core functions. By leveraging advanced technologies such as multi-tenant cloud infrastructure, AI, and big data analytics, Quicket ensures that critical information is accessible, compliant with regulations, and protected against unauthorized access. This system enhances operational efficiency, facilitates transparency, and supports informed decision-making across various government functions. Quicket has provided below a few examples of our ECM and RMS capabilities to illustrate the robustness of the platform. Law Enforcement In the realm of law enforcement, Quicket's ECM system revolutionizes the way agencies handle case files, evidence records, and incident reports. Officers can easily upload and access digital evidence, such as body camera footage and crime scene photos, from any secure location. The system's robust search and retrieval capabilities ensure that critical information is available when needed, aiding in investigations and court proceedings. Additionally, automated workflows streamline the process of case management, reducing administrative burdens and allowing law enforcement personnel to focus on their core duties of protecting the community. Finance For finance departments, Quicket's Records Management system offers a reliable solution for managing financial documents, billing, collections, and audit reports. The platform ensures that all documents are stored in compliance with regulatory requirements and can be easily accessed for audits and reviews. Automated classification and indexing features simplify the organization of financial records, while secure access controls protect sensitive financial data from unauthorized access. By providing real-time access to financial documents, Quicket's system supports more accurate and efficient financial management and reporting. Community Development In community development, Quicket's ECM system facilitates the management of cases, complaints, and work orders. City planners and development officials can easily collaborate on projects, share documents, and track progress in real time. The system's integration with GIS allows for the seamless overlay of planning documents with geographic data, enhancing the planning process. By digitizing and automating the management of community development records, Quicket helps streamline project approvals, improve transparency, and foster sustainable urban growth. In conclusion, Quicket's cloud-based Enterprise Content Management and Records Management system is a vital tool for government agencies seeking to enhance their document management practices. There is no other system on the market that comprehensively addresses so many diverse aspects of core government operations through a single integrated cloud-based platform.	*
94	Enrollment Management Systems	○ Yes ● No	Quicket does not currently offer this capability, but is willing to integrate with such capabilities to create a unified solution.	*

Table 17: Category 3 - Depth and Breadth of Offered Equipment Products and Services

Indicate below if the listed types of software are offered within your proposal. Provide additional comments in the text box provided, as necessary.

Proposers submitting a proposal in Category 3 will be submitting in the broad category that includes Asset and Risk Management. See RFP Section II. B. 1 for details.

☐ We will not be submitting for Table 17: Category 3 - Depth and Breadth of Offered Equipment Products and Services

Line Item	Category or Type	Offered *	Comments	
95	Computerized Maintenance Management System (CMMS)	⦿ Yes ◯ No	Quicket's cloud-based platform offers innovative capabilities for a Computerized Maintenance Management System (CMMS) tailored for government use, especially for fleet management and other high-maintenance assets. It streamlines maintenance operations by automating work order creation, scheduling, and tracking. The platform integrates with IoT devices, such as those installed in fleet vehicles (fire trucks, police vehicles, heavy machinery, etc.) to provide real-time monitoring and predictive maintenance alerts, ensuring equipment is serviced before failures occur. Advanced AI-driven analytics and reporting tools deliver insights into maintenance trends and performance, aiding in resource optimization and strategic planning. With mobile compatibility, maintenance teams can access via Quicket work orders, update statuses, and log activities from any location, enhancing efficiency and responsiveness. Secure access controls ensure that sensitive data is protected, while user-friendly interfaces facilitate ease of use and adoption across departments. Quicket's CMMS helps government agencies maintain their infrastructure effectively, reduce downtime, and extend the lifespan of assets, which is increasingly more important in a world of increasing demands and costs on government agencies.	*
96	Facility Management Software	⦿ Yes ◯ No	Quicket's cloud-based platform offers innovative capabilities for facility management software, enhancing the efficiency and effectiveness of managing government facilities. It centralizes all facility data, including maintenance schedules, asset information, and occupancy details, into a single, accessible platform. Real-time monitoring and IoT integration allow for predictive maintenance, ensuring timely repairs and reducing downtime. The platform's advanced analytics provide insights into facility usage and performance, supporting data-driven decision-making. Mobile compatibility enables facility managers to access and update information from anywhere, streamlining operations. Additionally, automated workflows and notifications improve task management and communication. Quicket's facility management software helps government agencies optimize their facility operations, extend asset life, and improve overall service delivery. Finally, Quicket offers a citizen engagement portion that allows residents/visitors to document service requests/complaints regarding facilities. This could be as simple as a park restroom requiring attention or a more comprehensive request regarding facility usage.	*
97	Energy Management Software	◯ Yes ⦿ No	Quicket does not currently offer this capability, but is willing to integrate with such capabilities to create a unified solution.	*
98	Insurance and Risk Management	◯ Yes ⦿ No	Quicket does not currently offer this capability, but is willing to integrate with such capabilities to create a unified solution.	*
99	Environmental, Health, and Safety (EHS) management	⦿ Yes ◯ No	Quicket's cloud-based platform delivers innovative capabilities for Environmental, Health, and Safety (EHS) management through automation, AI, mobile-first design, and big data analytics. Quicket automates routine EHS tasks, such as incident reporting, compliance tracking, and audit management. This reduces administrative burdens and ensures timely compliance with regulations. Advanced AI tools embedded in Quicket analyze data to predict potential hazards, suggest preventive measures, and streamline risk assessments. AI-driven insights help in identifying patterns and improving safety protocols. Designed with a mobile-first approach, Quicket's platform allows EHS managers and field workers to report incidents, conduct inspections, and access safety data from any location using their smartphones or tablets. This enhances real-time communication and responsiveness. Finally, the Quicket platform leverages big data analytics to process and analyze vast amounts of EHS data, providing actionable insights and comprehensive reports. This helps organizations to identify trends, optimize safety programs, and make informed decisions.	*

Table 18: Category 4 - Depth and Breadth of Offered Equipment Products and Services

Indicate below if the listed types of software are offered within your proposal. Provide additional comments in the text box provided, as necessary.

Proposers submitting a proposal in Category 4 will be submitting in the broad category that includes Public Engagement and Specialized Services . See RFP Section II. B. 1 for details.

☐ We will not be submitting for Table 18: Category 4 - Depth and Breadth of Offered Equipment Products and Services

Line Item	Category or Type	Offered *	Comments	

| 100 | Court, Corrections, and Justice System | ◉ Yes
○ No | Quicket's cloud-based court case management and justice system is designed to streamline judicial processes, enhance efficiency, and improve access to justice. This system further can connect into 3rd party systems in the correction space, most commonly referred to as jail management systems (JMS). Here are the core functionalities that make Quicket the most modern and comprehensive solution:

Case Scheduling and Calendar Management
Automated Scheduling: Automatically assigns court dates and schedules hearings based on case type, judge availability, and courtroom resources.
Calendar Syncing: Syncs court schedules with judges' and attorneys' calendars, providing real-time updates and reminders.

Document Management
Electronic Filing (e-Filing): Allows attorneys and parties to submit documents electronically, reducing paperwork and administrative overhead.
Document Storage and Retrieval: Securely stores all case-related documents in a centralized repository, making them easily accessible for authorized users.

Workflow Automation
Task Automation: Automates repetitive tasks such as case assignments, notifications, and status updates, ensuring timely case progression.
Custom Workflows: Configurable workflows adapt to specific court procedures and requirements, enhancing process flexibility.
Case Tracking and Management
Case Dashboard: Provides a comprehensive view of all active cases, displaying key information such as status, upcoming events, and assigned personnel.
Milestone Tracking: Tracks critical case milestones and deadlines, sending alerts to prevent delays and ensure compliance with procedural timelines.

AI and Predictive Analytics
Outcome Prediction: Uses AI to analyze historical case data and predict potential outcomes, aiding in decision-making and case strategy.
Data Analysis: Analyzes trends and patterns in case data, helping to identify bottlenecks and optimize court operations.

Mobile Access
Remote Access: Enables judges, attorneys, and court staff to access case information, submit documents, and manage schedules from mobile devices.
On-the-Go Updates: Provides real-time notifications and updates on case developments, ensuring stakeholders are always informed.

Communication and Collaboration Tools
Secure Messaging: Facilitates secure communication between judges, attorneys, court staff, and other stakeholders.
Collaboration Platforms: Supports virtual meetings and remote hearings, enhancing accessibility and reducing the need for physical presence.

Public Access Portal
Case Lookup: Allows the public to search for and view case information online, improving transparency and accessibility.
Self-Service Options: Provides resources and tools for self-represented litigants, such as forms, guidelines, and procedural information.

Reporting and Analytics
Custom Reports: Generates detailed reports on case statistics, court performance, and resource utilization.
Dashboards: Visualizes key metrics and performance indicators, aiding in strategic planning and decision-making.

Compliance and Security
Regulatory Compliance: Ensures all case management processes adhere to legal and regulatory standards.
Data Security: Implements robust security measures to protect sensitive case information and ensure privacy. | * |

101	Municipal Services, Inspections, Licensing, Grants, Tax, and Permitting Management Solutions	◉ Yes ○ No	Quicket's cloud-based software platform offers innovative solutions for managing municipal services, inspections, licensing, and permitting. The only areas not of specific focus by Quicket are grants and taxes, but Quicket would be willing to expand the platform to support customers or integrate with any 3rd party provider. While not directly related to taxes, Quicket has extensively documented its capability for financial management, including invoicing, billing, and accounts receivable/payable. By leveraging automation, AI, and real-time data analytics, Quicket enhances efficiency, transparency, and citizen engagement across these critical government functions. Municipal Services: Quicket streamlines service requests and work order management, allowing citizens to report issues and track resolutions online. Real-time dashboards provide municipal managers with insights into service performance and resource allocation. Inspections: The platform automates the scheduling and tracking of inspections, integrating mobile access for inspectors to input data and capture photos in the field. AI-driven analytics identify trends and predict areas needing attention, optimizing inspection workflows. Licensing: Quicket simplifies the application, renewal, and tracking processes for various licenses. Automated notifications and document management ensure timely compliance and reduce administrative burdens. Permitting: Quicket centralizes permit applications, approvals, and tracking. Online portals allow applicants to submit documents and check status updates, while automated workflows streamline the review process and ensure regulatory compliance. Quicket's innovative platform delivers a comprehensive suite of tools that enhance operational efficiency, improve service delivery, and foster greater engagement between government agencies and the communities they serve.	*
102	Parks and Recreation Software	○ Yes ◉ No	Quicket does not currently offer this capability, but is willing to integrate with such capabilities to create a unified solution.	*
103	Citizen Relationship/Engagement Management	◉ Yes ○ No	Quicket's cloud-based software platform offers innovative Citizen Relationship/Engagement Management (CRM) solutions that transform how government agencies interact with their communities. By integrating automation and real-time data analytics, Quicket enhances communication, engagement, and service delivery. Automation: The platform automates routine tasks such as service requests, notifications, and follow-ups, ensuring timely responses and freeing up staff for more critical tasks. Real-Time Analytics: Real-time data analytics help agencies understand citizen interactions and feedback, identifying trends and areas for improvement. This allows for data-driven decision-making and better service delivery. Mobile-First Design: With a mobile-first approach, Quicket allows citizens to access services, report issues, and engage with their government from any device, anywhere. This enhances convenience and accessibility. Real-Time Communication: Quicket's platform supports multiple communication channels, including email, SMS, and social media, enabling real-time updates and two-way interactions between citizens and government agencies. Self-Service Portals: User-friendly portals empower citizens to find information, submit service requests, and track the status of their inquiries independently, reducing the need for direct intervention and improving satisfaction. Public Dashboards: Transparent public dashboards display key performance indicators and service metrics, fostering trust and accountability by keeping the community informed about government activities and outcomes.	*

Table 19: Category 5 - Depth and Breadth of Offered Equipment Products and Services

Indicate below if the listed types of software are offered within your proposal. Provide additional comments in the text box provided, as necessary.

Proposers submitting a proposal in Category 5 will be submitting in the broad category that includes Integrated Enterprise Solutions. See RFP Section II. B. 1 for details.

☐ We will not be submitting for Table 19: Category 5 - Depth and Breadth of Offered Equipment Products and Services

Line Item	Category or Type	Offered *	Comments	
104	Comprehensive suites that encompass Enterprise Resource Planning (ERP) and at least one solution from EACH category 1-4 above	⦿ Yes ○ No	The core definition of enterprise resource planning (ERP) is the integrated management of main business processes. This aligns entirely with how Quicket was developed from the ground-up as the first truly unified cloud-based platform for the public sector. When Quicket entered the market, we identified significant pain points associated with legacy systems that were not well-integrated and often sold as separate solutions, even by the same company. The reality is that many companies over the years have acquired other companies, resulting in "more" capabilities but did not spend adequate resources in integrating and modernizing the tech stack, resulting in significant costs and inefficiencies with deployment and data silos. Quicket's unified data platform core is not just simply an ERP, but an all-encompassing flexible and patented platform that addresses every core capability outlined in this RFP and currently providing software modules for the majority of requested capabilities under a single solution. This provides enormous benefits to clients, as clients can pick and choose which modules to purchase, either all at once, or in stages. Clients love this flexibility and we see the majority of our customers grow with us overtime as budget allows and they continue to recognize the benefits of a single integrated cloud-based platform. As noted previously, Quicket's patented Configuration Engine manages diverse government workflows and regulations while significantly reducing engineering resources required for implementations. Quicket's Artificial Intelligence driven Configuration Engine automates and decouples application building from software development. This eliminates the need to manage multiple applications for each client. In addition, no manual application updates are required, eliminating need to coordinate with client IT. From a software functionality standpoint, Quicket unifies core administrative systems, education and public sector information and work management, asset and risk management, public engagement and specialized services, and more under a single platform. Further, with a salesforce that is educated on the entire platform and not focused on a single solution/vertical, this results oftentimes larger deals, which would be a significant benefit to Sourcewell in clients being able to leverage so many capabilities under a single contract and software solution.	*

Table 20: Depth and Breadth of Offered Equipment Products and Services

Line Item	Question	Response *	
105	Provide a detailed description of the equipment, products, and services that you are offering in your proposal.	Quicket provides a unified cloud-based platform for core public sector functions. Quicket has designed its modern and state-of-the-art platform from the ground-up to be a unified solution that is also highly flexibility and can easily integrate with existing systems. While most solutions on the market today are on-premise and "proprietary", Quicket provides agencies with an easy-to-deploy and seamlessly integrated solution. Quicket aims to be the core "data engine" of the public secor, meaning that its device-agnostic solution is designed to digitize and seamlessly share data in real-time from anywhere with appropriate stakeholders, which eliminates paperwork, automates workflows, and improves operational intelligence. Quicket's platform comprehensively addresses much of the core solutions desired by Sourcewell, such as core administrative systems, education and public sector information and work management, asset and risk management, public engagement and specialized services, and more under a single platform, which collectively can be defined as a comprehensive and truly unified ERP. Quicket's unique a-la-carte (modular) approach enables agencies to easily pick and choose the highest priority modules, without having to necessarily purchase the entire platform. This is highly desirable by agencies as it gives them price flexibility/cost-control and the ability to add-on modules later. Further, an Open API seamlessly sends data between third parties and the Quicket Platform. While many vendors struggle to integrate with other solutions due to the lack of modern APIs/web services, Quicket gives agencies peace of mind knowing that we can work with nearly any existing system. Quicket has the technical experience to ensure that it can integrate with nearly any legacy or modern solution. Ultimately, the flexibility of the Quicket Platform combined with its innovative subscription model is unique and well-positions Quicket to serve the diverse needs of Sourcewell's participating entities.	*
106	Equipment and accessories related to the offering of systems or solutions described in subsections categories 1-5 above, including but not limited to, hardware, peripherals, and accessories	Quicket is also able to provide 3rd-party manufactured hardware and related accessories for participating entities. Specifically, While Quicket is entirely cloud-based and there is no need for server infrastructure, Quicket recognizes that many agencies need certain end-user hardware equipment and related accessories to successfully deploy the Company's software. While hardware is out of the scope of this RFP, it is important to note that Quicket has significant experience and provides consultation to help agencies acquire the best end-user hardware such as phones, tablets, computers, thermal printers, barcode scanners, and more, along with related accessories such as power cables, thermal paper, barcode stickers, etc. Quicket allows agencies to purchase much of this hardware directly from Quicket, which is then shipped to the customer or alternatively, Quicket helps customers purchase the hardware from another preferred supplier. Quicket would like to emphasize that it is truly a one-stop-shop, meaning that in order to successfully deploy software, Quicket provides all professional services along with cloud-based infrastructure and even end-user hardware to help public sector agencies have the smoothest transition.	*
107	Services related to the offering of systems or solutions described in categories 1-5, including, but not limited to, hosting, cloud migration, modernization, customization, integration, implementation, installation, maintenance, training, data collection, import, export and backup, record-keeping and reporting, mobile, cloud, and web-based applications or platforms, customer service, auditing, compliance, security, and technical and user support	In addition to the specific software modules ("products") that Quicket offers, the Company also provides all related professional services related to the implementation/project management (data conversion, system provisioning, configuration/customization, set up, and deployment), training, post go-live support, and all other aspects as outlined in this requirement. All professional services are provided by Quicket full-time staff, ensuring that clients receive the highest level of customer care. Further, all aspects of the infrastructure setup, maintenance, and updates/upgrades are completely handled by Quicket, ensuring that agencies' IT staff are not burdened with additional work related to Quicket.	*

Table 21: Exceptions to Terms, Conditions, or Specifications Form

Line Item 108. 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."

- Pricing - Sourcewell Quicket Solutions Pricing June 2024.xlsx - Thursday June 20, 2024 13:59:22
- Financial Strength and Stability - Quicket Solutions Financial Strength and Stability.pdf - Thursday June 20, 2024 13:36:23
- Marketing Plan/Samples - Quicket Booklet.pdf - Thursday June 20, 2024 13:27:31
- WMBE/MBE/SBE or Related Certificates (optional)
- Warranty Information - Sourcewell Quicket Solutions Warranty and Software Terms Sample.pdf - Thursday June 20, 2024 13:37:02
- Standard Transaction Document Samples (optional)
- Requested Exceptions (optional)
- Upload Additional Document (optional)

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. - Christiaan Burner, CEO, Quicket Solutions

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 obligations contemplated in the solicitation proposal.

○ **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 Software Solutions RFP 060624 Mon June 3 2024 10:31 AM	☑	1
Addendum 16 Software Solutions RFP 060624 Thu May 30 2024 10:38 AM	☑	4
Addendum 15 Software Solutions RFP 060624 Tue May 28 2024 02:32 PM	☑	2
Addendum_14_Software_Solutions_RFP_060624 Fri May 24 2024 03:00 PM	☑	4
Addendum_13_Software_Solutions_RFP_060624 Tue May 21 2024 04:25 PM	☑	1
Addendum_12_Software_Solutions_RFP_060624 Mon May 20 2024 06:33 PM	☑	1
Addendum 11 Software Solutions RFP 060624 Fri May 17 2024 03:19 PM	☑	2
Addendum 10 Software Solutions RFP 060624 Thu May 16 2024 01:38 PM	☑	4
Addendum 9 Software Solutions RFP 060624 Tue May 14 2024 03:18 PM	☑	2
Addendum 8 Software Solutions RFP 060624 Thu May 9 2024 12:50 PM	☑	1
Addendum 7 Software Solutions RFP 060624 Wed May 8 2024 01:39 PM	☑	1
Addendum 6 Software Solutions RFP 060624 Tue May 7 2024 12:00 PM	☑	2
Addendum 5 Software Solutions RFP 060624 Fri May 3 2024 01:56 PM	☑	1
Addendum 4 Software Solutions RFP 060624 Thu May 2 2024 12:30 PM	☑	1
Addendum 3 Software Solutions RFP 060624 Tue April 30 2024 03:17 PM	☑	1
Addendum 2 Software Solutions RFP 060624 Mon April 22 2024 02:21 PM	☑	1
Addendum 1 Software Solutions RFP 060624 Fri April 19 2024 02:53 PM	☑	1