

**MASTER AGREEMENT #102924****CATEGORY: Fleet Management Technologies with Related Software Solutions****SUPPLIER: ZenduiT Corporation**

This Master Agreement (Agreement) is between Sourcewell, a Minnesota service cooperative located at 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 (Sourcewell) and ZenduiT Corporation, 2355 Skymark Ave., Mississauga, ON L4W 4Y6 (Supplier).

Sourcewell is a local government and service cooperative created under the laws of the State of Minnesota (Minnesota Statutes Section 123A.21) offering a Cooperative Purchasing Program to eligible participating government entities.

Under this Master Agreement entered with Sourcewell, Supplier will provide Included Solutions to Participating Entities through Sourcewell's Cooperative Purchasing Program.

**Article 1:
General Terms**

The General Terms in this Article 1 control the operation of this Master Agreement between Sourcewell and Supplier and apply to all transactions entered by Supplier and Participating Entities. Subsequent Articles to this Master Agreement control the rights and obligations directly between Sourcewell and Supplier (Article 2), and between Supplier and Participating Entity (Article 3), respectively. These Article 1 General Terms control over any conflicting terms. Where this Master Agreement is silent on any subject, Participating Entity and Supplier retain the ability to negotiate mutually acceptable terms.

- 1) **Purpose.** Pursuant to Minnesota law, the Sourcewell Board of Directors has authorized a Cooperative Purchasing Program designed to provide Participating Entities with access to competitively awarded cooperative purchasing agreements. To facilitate the Program, Sourcewell has awarded Supplier this cooperative purchasing Master Agreement following a competitive procurement process intended to meet compliance standards in accordance with Minnesota law and the requirements contained herein.
- 2) **Intent.** The intent of this Master Agreement is to define the roles of Sourcewell, Supplier, and Participating Entity as it relates to Sourcewell's Cooperative Purchasing Program.
- 3) **Participating Entity Access.** Sourcewell's Cooperative Purchasing Program Master Agreements are available to eligible public agencies (Participating Entities). A Participating Entity's authority to access Sourcewell's Cooperative Purchasing Program is determined through the laws of its respective jurisdiction.
- 4) **Supplier Access.** The Included Solutions offered under this Agreement may be made available to any Participating Entity. Supplier understands that a Participating Entity's use of this Agreement is at the Participating Entity's sole convenience. Supplier will educate its sales and service forces about Sourcewell eligibility requirements and required documentation. Supplier will be responsible for ensuring sales are with Participating Entities.

- 5) **Term.** This Agreement is effective upon the date of the final signature below. The term of this Agreement is four (4) years from the effective date. The Agreement expires at 11:59 P.M. Central Time on April 23, 2029, unless it is cancelled or extended as defined in this Agreement.
- a) **Extensions.** Sourcewell and Supplier may agree to up to three (3) additional one-year extensions beyond the original four-year term. The total possible length of this Agreement will be seven (7) years from the effective date.
- b) **Exceptional Circumstances.** Sourcewell retains the right to consider additional extensions as required under exceptional circumstances.
- 6) **Survival of Terms.** Notwithstanding the termination of this Agreement, the obligations of this Agreement will continue through the performance period of any transaction entered between Supplier and any Participating Entity before the termination date.
- 7) **Scope.** Supplier is awarded a Master Agreement to provide the solutions identified in RFP #102924 to Participating Entities. In Scope solutions include:
- a. Fleet management information systems;
 - b. Fleet technology related hardware solutions;
 - c. Related software solutions;
 - d. Fleet telematics;
 - e. Geofencing solutions;
 - f. Motor pool and fleet sharing solutions services;
 - g. Integrated video solutions; and,
 - h. Emissions, Green House Gas (GHG), or Low Carbon Fuel Standard (LCFS) tracking, reporting, and management.
- 8) **Included Solutions.** Supplier's Proposal to the above referenced RFP is incorporated into this Master Agreement. Only those Solutions included within Supplier's Proposal and within Scope (Included Solutions) are included within the Agreement and may be offered to Participating Entities.
- 9) **Indefinite Quantity.** This Master Agreement defines an indefinite quantity of sales to eligible Participating Entities.
- 10) **Pricing.** Pricing information (including Pricing and Delivery and Pricing Offered tables) for all Included Solutions within Supplier's Proposal is incorporated into this Master Agreement.
- 11) **Not to Exceed Pricing.** Suppliers may not exceed the prices listed in the current Pricing List on file with Sourcewell when offering Included Solutions to Participating Entities. Participating Entities may request adjustments to pricing directly from Supplier during the negotiation and execution of any transaction.
- 12) **Open Market.** Supplier's open market pricing process is included within its Proposal.

13) Supplier Representations:

- i) **Compliance.** Supplier represents and warrants it will provide all Included Solutions under this Agreement in full compliance with applicable federal, state, and local laws and regulations.
 - ii) **Licenses.** As applicable, Supplier will maintain a valid status on all required federal, state, and local licenses, bonds, and permits required for the operation of Supplier's business with Participating Entities. Participating Entities may request all relevant documentation directly from Supplier.
 - iii) **Supplier Warrants.** Supplier warrants that all Included Solutions furnished under this Agreement are free from liens and encumbrances, and are free from defects in design, materials, and workmanship. In addition, Supplier warrants the Solutions are suitable for and will perform in accordance with the ordinary use for which they are intended.
- 14) **Bankruptcy Notices.** Supplier certifies and warrants it is not currently in a bankruptcy proceeding. Supplier has disclosed all current and completed bankruptcy proceedings within the past seven years within its Proposal. Supplier must provide notice in writing to Sourcewell if it enters a bankruptcy proceeding at any time during the term of this Agreement.
- 15) **Debarment and Suspension.** 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 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 Agreement. Supplier further warrants that it will provide immediate written notice to Sourcewell if this certification changes at any time during the term of this Agreement.
- 16) **Provisions for non-United States federal entity procurements under United States federal awards or other awards (Appendix II to 2 C.F.R § 200).** Participating Entities that use United States federal grant or other federal funding to purchase solutions from this Agreement 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 Section, all references to "federal" should be interpreted to mean the United States federal government. The following list applies when a Participating Entity accesses Supplier's Included Solutions with United States federal funds.
- i) **EQUAL EMPLOYMENT OPPORTUNITY.** Except as otherwise provided under 41 C.F.R. § 60, all agreements 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.

ii) **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 comply with all applicable Davis-Bacon Act provisions.

iii) **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, 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 Agreement. Supplier certifies that during the term of an award for all Agreements by Sourcwell resulting from this procurement process, Supplier must comply with applicable requirements as referenced above.

iv) **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 Agreements by Sourcewell resulting from this procurement process, Supplier must comply with applicable requirements as referenced above.

v) **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 Agreement it will comply with applicable requirements as referenced above.

vi) **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.

vii) **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).

viii) **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.

ix) **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.

x) **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.

xi) **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 Agreement 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.

xii) **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.

xiii) **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.

xiv) **NO OBLIGATION BY FEDERAL GOVERNMENT.** The U.S. federal government is not a party to this Agreement 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 Agreement or any purchase by an authorized user.

xv) **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 Agreement or any purchase by a Participating Entity.

xvi) **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.

xvii) **CONFLICTS OF INTEREST.** The Supplier must notify the U.S. Office of General Services, Sourcewell, and Participating Entity as soon as possible if this Agreement or any aspect related to the anticipated work under this Agreement 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.

xviii) **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.

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

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

Article 2: Sourcewell and Supplier Obligations

The Terms in this Article 2 relate specifically to Sourcewell and its administration of this Master Agreement with Supplier and Supplier's obligations thereunder.

- 1) **Authorized Sellers.** Supplier must provide Sourcewell a current means to validate or authenticate Supplier's authorized dealers, distributors, or resellers which may complete transactions of Included Solutions offered under this Agreement. Sourcewell may request updated information in its discretion, and Supplier agrees to provide requested information within a reasonable time.
- 2) **Product and Price Changes Requirements.** Supplier may request Included Solutions changes, additions, or deletions at any time. All requests must be made in writing by submitting a Sourcewell Price and Product Change Request Form to Sourcewell. At a minimum, the request must:
 - Identify the applicable Sourcewell Agreement number;
 - Clearly specify the requested change;
 - Provide sufficient detail to justify the requested change;
 - Individually list all Included Solutions affected by the requested change, along with the requested change (e.g., addition, deletion, price change); and
 - Include a complete restatement of Pricing List with the effective date of the modified pricing, or product addition or deletion. The new pricing restatement must include all Included Solutions 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 Agreement and will be incorporated by reference.

- 3) **Authorized Representative.** Supplier will assign an Authorized Representative to Sourcewell for this Agreement and must provide prompt notice to Sourcewell if that person is changed. The Authorized Representative will be responsible for:
 - Maintenance and management of this Agreement;
 - Timely response to all Sourcewell and Participating Entity inquiries; and
 - Participation in reviews with Sourcewell.

Sourcewell's Authorized Representative is its Chief Procurement Officer.

- 4) **Performance Reviews.** Supplier will perform a minimum of one review with Sourcewell per agreement year. The review will cover transactions to Participating Entities, pricing and terms,

administrative fees, sales data reports, performance issues, supply chain issues, customer issues, and any other necessary information.

- 5) **Sales Reporting Required.** Supplier is required as a material element to this Master Agreement to report all completed transactions with Participating Entities utilizing this Agreement. Failure to provide complete and accurate reports as defined herein will be a material breach of the Agreement and Sourcewell reserves the right to pursue all remedies available at law including cancellation of this Agreement.
- 6) **Reporting Requirements.** Supplier must provide Sourcewell an activity report of all transactions completed utilizing this Agreement. Reports are due at least once each calendar quarter (Reporting Period). Reports must be received no later than 45 calendar days after the end of each calendar quarter. Supplier may report on a more frequent basis in its discretion. Reports must be provided regardless of the amount of completed transactions 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;
- Sourcewell Participating Entity Account Number;
- Transaction Description;
- Transaction Purchased Price;
- Sourcewell Administrative Fee Applied; and
- Date Transaction was invoiced/sale was recognized as revenue by Supplier.

If collected by Supplier, the Report may include the following fields as available:

- Participating Entity Contact Name;
- Participating Entity Contact Email Address;
- Participating Entity Contact Telephone Number;

- 7) **Administrative Fee.** In consideration for the support and services provided by Sourcewell, Supplier will pay an Administrative Fee to Sourcewell on all completed transactions to Participating Entities utilizing this Agreement. Supplier will include its Administrative Fee within its proposed pricing. Supplier may not directly charge Participating Entities to offset the Administrative Fee.
- 8) **Fee Calculation.** Supplier's Administrative Fee payable to Sourcewell will be calculated as a stated percentage (listed in Supplier's Proposal) of all completed transactions utilizing this Master Agreement within the preceding Reporting Period. For certain categories, a flat fee may be proposed. The Administrative Fee will be stated in Supplier's Proposal.
- 9) **Fee Remittance.** Supplier will remit fee to Sourcewell no later than 45 calendar days after the close of the preceding calendar quarter in conjunction with Supplier's Reporting Period obligations defined herein. Payments should note the Supplier's name and Sourcewell-assigned Agreement number in the memo; and must be either mailed to Sourcewell above "Attn: Accounts Receivable" or

remitted electronically to Sourcewell's banking institution per Sourcewell's Finance department instructions.

- 10) **Noncompliance.** Sourcewell reserves the right to seek all remedies available at law for unpaid or underpaid Administrative Fees due under this Agreement. Failure to remit payment, delinquent payments, underpayments, or other deviations from the requirements of this Agreement may be deemed a material breach and may result in cancellation of this Agreement and disbarment from future Agreements.
- 11) **Audit Requirements.** Pursuant to Minn. Stat. § 16C.05, subdivision 5, the books, records, documents, and accounting procedures and practices relevant to this Agreement are subject to examination by Sourcewell and the Minnesota State Auditor for a minimum of six years from the end of this Agreement. Supplier agrees to fully cooperate with Sourcewell in auditing transactions under this Agreement to ensure compliance with pricing terms, correct calculation and remittance of Administrative Fees, and verification of transactions as may be requested by a Participating Entity or Sourcewell.
- 12) **Assignment, Transfer, and Administrative Changes.** Supplier may not assign or otherwise transfer its rights or obligations under this Agreement without the prior written consent of Sourcewell. Such consent will not be unreasonably withheld. Sourcewell reserves the right to unilaterally assign all or portions of this Agreement within its sole discretion to address corporate restructurings, mergers, acquisitions, or other changes to the Responsible Party and named in the Agreement. Any prohibited assignment is invalid. Upon request Sourcewell may make administrative changes to agreement documentation such as name changes, address changes, and other non-material updates as determined within its sole discretion.
- 13) **Amendments.** Any material change to this Agreement must be executed in writing through an amendment and will not be effective until it has been duly executed by the parties.
- 14) **Waiver.** Failure by Sourcewell to enforce any right under this Agreement 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.
- 15) **Complete Agreement.** This Agreement represents the complete agreement between the parties for the scope as defined herein. Supplier and Sourcewell may enter into separate written agreements relating specifically to transactions outside of the scope of this Agreement.
- 16) **Relationship of Sourcewell and Supplier.** This Agreement does not create a partnership, joint venture, or any other relationship such as employee, independent contractor, master-servant, or principal-agent.
- 17) **Indemnification.** Supplier must indemnify, defend, save, and hold Sourcewell, including their agents and employees, harmless from any claims or causes of action, including attorneys' fees incurred by Sourcewell, arising out of any act or omission in the performance of this Agreement 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 design, condition, or performance of Included Solutions under this Agreement. Sourcewell's responsibility will be governed by the State of Minnesota's Tort Liability Act (Minnesota Statutes Chapter 466) and other applicable law.

18) **Data Practices.** Supplier and Sourcewell acknowledge Sourcewell is subject to the Minnesota Government Data Practices Act, Minnesota Statutes Chapter 13. As it applies to all data created and maintained in performance of this Agreement, Supplier may be subject to the requirements of this chapter.

19) **Grant of License.**

a) **During the term of this Agreement:**

i) **Supplier Promotion.** 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, promotional materials, and informational sites for the purpose of marketing Sourcewell's Agreement with Supplier.

ii) **Sourcewell Promotion.** Supplier grants to Sourcewell a royalty-free, worldwide, non-exclusive right and license to use Supplier's trademarks in advertising, promotional materials, and informational sites for the purpose of marketing Supplier's Agreement with Sourcewell.

b) **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, partners, or agents (collectively "Permitted Sublicensees") in advertising, promotional, or informational materials for the purpose of marketing the Parties' relationship. Any sublicense granted will be subject to the terms and conditions of this Article. Each party will be responsible for any breach of this section by any of their respective sublicensees.

c) **Use; Quality Control.**

i) 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.

ii) 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. Each party may make written notice to the other regarding misuse under this section. The offending party will have 30 days of the date of the written notice to cure the issue or the license/sublicense will be terminated.

d) **Termination.** Upon the termination of this Agreement 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.

20) **Venue and Governing law between Sourcewell and Supplier Only.** The substantive and procedural laws of the State of Minnesota will govern this Agreement between Sourcewell and Supplier. Venue for all legal proceedings arising out of this Agreement between Sourcewell and Supplier will be in court of competent jurisdiction within the State of Minnesota. This section does not apply to any dispute between Supplier and Participating Entity. This Agreement reserves the right for Supplier and

Participating Entity to negotiate this term to within any transaction documents.

- 21) **Severability.** If any provision of this Agreement 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 Agreement is capable of being performed, it will not be affected by such determination or finding and must be fully performed.
- 22) **Insurance Coverage.** At its own expense, Supplier must maintain valid insurance policy(ies) during the performance of this Agreement 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:
- a) **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 Agreement.
 - \$1,500,000 each occurrence Bodily Injury and Property Damage
 - \$1,500,000 Personal and Advertising Injury
 - \$2,000,000 aggregate for products liability-completed operations
 - \$2,000,000 general aggregate
 - b) **Certificates of Insurance.** Prior to execution of this Agreement, Supplier must furnish to Sourcewell a certificate of insurance, as evidence of the insurance required under this Agreement. 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 provided to in an alternative manner as directed by Sourcewell. The certificates must be signed by a person authorized by the insurer(s) to bind coverage on their behalf. Failure of Supplier to maintain the required insurance and documentation may constitute a material breach.
 - c) **Additional Insured Endorsement and Primary and Non-contributory Insurance Clause.** Supplier agrees to list Sourcewell, including its 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 Agreement 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 Agreement can be met by either providing a primary policy or in combination with umbrella/excess liability policy(ies), or self-insured retention.

- 23) **Termination for Convenience.** Sourcewell or Supplier may terminate this Agreement upon 60 calendar days' written notice to the other Party. Termination pursuant to this section will not relieve the Supplier's obligations under this Agreement for any transactions entered with Participating Entities through the date of termination, including reporting and payment of applicable Administrative Fees.
- 24) **Termination for Cause.** Sourcewell may terminate this Agreement upon providing written notice of material breach to Supplier. Notice must describe the breach in reasonable detail and state the intent to terminate the Agreement. Upon receipt of Notice, the Supplier will have 30 calendar days in which it must cure the breach. Termination pursuant to this section will not relieve the Supplier's obligations under this Agreement for any transactions entered with Participating Entities through the date of termination, including reporting and payment of applicable Administrative Fees.

Article 3: Supplier Obligations to Participating Entities

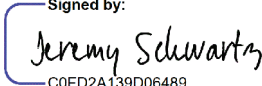
The Terms in this Article 3 relate specifically to Supplier and a Participating Entity when entering transactions utilizing the General Terms established in this Master Agreement. Article 1 General Terms control over any conflict with this Article 3. Where this Master Agreement is silent on any subject, Participating Entity and Supplier retain the ability to negotiate mutually acceptable terms.

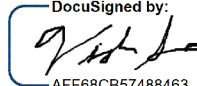
- 1) **Quotes to Participating Entities.** Suppliers are encouraged to provide all pricing information regarding the total cost of acquisition when quoting to a Participating Entity. Suppliers and Participating Entities are encouraged to include all cost specifically associated with or included within the Suppliers proposal and Included Solutions within transaction documents.
- 2) **Shipping, Delivery, Acceptance, Rejection, and Warranty.** Supplier's proposal may include proposed terms relating to shipping, delivery, inspection, and acceptance/rejection and other relevant terms of tendered Solutions. Supplier and Participating Entity may negotiate final terms appropriate for the specific transaction relating to non-appropriation, shipping, delivery, inspection, acceptance/rejection of tendered Solutions, and warranty coverage for Included Solutions. Such terms may include, but are not limited to, costs, risk of loss, proper packaging, inspection rights and timelines, acceptance or rejection procedures, and remedies as mutually agreed include notice requirements, replacement, return or exchange procedures, and associated costs.
- 3) **Applicable Taxes.** Participating Entity is responsible for notifying supplier of its tax-exempt status and for providing Supplier with any valid tax-exemption certification(s) or related documentation.
- 4) **Ordering Process and Payment.** Supplier's ordering process and acceptable forms of payment are included within its Proposal. Participating Entities will be solely responsible for payment to Supplier and Sourcewell will have no liability for any unpaid invoice of any Participating Entity.

- 5) **Transaction Documents.** Participating Entity may require the use of its own forms to complete transactions directly with Supplier utilizing the terms established in this Agreement. Supplier's standard form agreements may be offered as part of its Proposal. Supplier and Participating Entity may complete and document transactions utilizing any type of transaction documents as mutually agreed. In any transaction document entered utilizing this Agreement, Supplier and Participating Entity must include specific reference to this Master Agreement by number and to Participating Entity's unique Sourcewell account number.
- 6) **Additional Terms and Conditions Permitted.** Participating Entity and Supplier may negotiate and include additional terms and conditions within transaction documentation as mutually agreed. Such terms may supplant or supersede this Master Agreement when necessary and as solely determined by Participating Entity. Sourcewell has expressly reserved the right for Supplier and Participating Entity to address any necessary provisions within transaction documents not expressly included within this Master Agreement, including but not limited to transaction cancellation, dispute resolution, governing law and venue, non-appropriation, insurance, defense and indemnity, force majeure, and other material terms as mutually agreed.
- 7) **Subsequent Agreements and Survival.** Supplier and Participating Entity may enter into a separate agreement to facilitate long-term performance obligations utilizing the terms of this Master Agreement as mutually agreed. Such agreements may provide for a performance period extending beyond the full term of this Master Agreement as determined in the discretion of Participating Entity.
- 8) **Participating Addendums.** Supplier and Participating Entity may enter a Participating Addendum or similar document extending and supplementing the terms of this Master Agreement to facilitate adoption as may be required by a Participating Entity.

Sourcewell

ZenduiT Corporation

Signed by:

 By: C0FD2A139D06489...
 Jeremy Schwartz
 Title: Chief Procurement Officer
 Date: 5/5/2025 | 4:13 PM CDT

DocuSigned by:

 By: AFF68CB57488463...
 Vishal Singh
 Title: Chief Executive Officer
 Date: 5/5/2025 | 2:02 PM PDT

RFP 102924 - Fleet Management Technologies with Related Software Solutions

Vendor Details

Company Name: GoFleet Corporation
Address: 2355 Skymark Ave
1st Floor
Mississauga, Ontario L4W 4Y6
Contact: Subal Saini
Email: bids@gofleet.com
Phone: 647-260-5425
HST#:

Submission Details

Created On: Tuesday September 10, 2024 10:04:12
Submitted On: Tuesday October 29, 2024 15:26:14
Submitted By: Subal Saini
Email: bids@gofleet.com
Transaction #: 2fb345e8-f246-4849-9105-cb8b685ed458
Submitter's IP Address: 184.147.87.56

Specifications

Table 1: Proposer Identity & Authorized Representatives (Not Scored)

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).

Table 1 Specific Instructions. Sourcewell requires identification of all parties responsible for providing Solutions under a resulting master agreement(s) (Responsible Supplier). Proposers are strongly encouraged to include all potential Responsible Suppliers including any corporate affiliates, subsidiaries, D.B.A., and any other authorized entities within a singular proposal. All information required under this RFP must be included for each Responsible Supplier as instructed. Proposers with multiple Responsible Supplier options may choose to respond individually as distinct entities, however each response will be evaluated individually and only those proposals recommended for award may result in a master agreement award. Unawarded entities will not be permitted to later be added to an existing master agreement through operation of Proposer’s corporate organization affiliation.

Line Item	Question	Response *	
1	Provide the legal name of the Proposer authorized to submit this Proposal.	ZenduiT Corporation	*
2	In the event of award, is this entity the Responsible Supplier that will execute the master agreement with Sourcewell? Y or N.	Yes	*
3	Identify all subsidiaries, D.B.A., authorized affiliates, and any other entity that will be responsible for offering and performing delivery of Solutions within this Proposal (i.e. Responsible Supplier(s) that will execute a master agreement with Sourcewell).	GoFleet Corporation	*
4	Provide your CAGE code or Unique Entity Identifier (SAM):	In Progress	*
5	Provide your NAICS code applicable to Solutions proposed.	441330-27 441330-48	
6	Proposer Physical Address:	2355 Skymark Ave, Mississauga, ON L4W 4Y6	*
7	Proposer website address (or addresses):	https://zenduit.com/	*
8	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):	Vipul Rustgi Chief Operating Officer 2355 Skymark Ave, Mississauga, ON L4W 4Y6 vipulrustgi@zenduit.com 416-830-8587	*
9	Proposer's primary contact for this proposal (name, title, address, email address & phone):	Subal Saini Proposal Manager 2355 Skymark Ave, Mississauga, ON L4W 4Y6 subalsaini@zenduit.com 647-260-5425	*
10	Proposer's other contacts for this proposal, if any (name, title, address, email address & phone):	Umar Manzar CFO 2355 Skymark Ave, Mississauga, ON L4W 4Y6 umarmanzar@zenduit.com 647-260-5457	

Table 2A: Financial Viability and Marketplace Success (50 Points)

Line Item	Question	Response *
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11	Provide a brief history of your company, including your company's core values, business philosophy, and industry longevity related to the requested Solutions.	<p>ZenduiT Company Overview</p> <p>ZenduiT, founded in 2014 and headquartered in Mississauga, Canada, has rapidly grown into a leading provider of innovative fleet management solutions. Specializing in telematics, vehicle tracking, and safety systems, we offer end-to-end hardware and software solutions that cater to diverse fleet management needs. Our mission is to empower fleet operators by providing real-time insights that optimize efficiency, safety, and cost-effectiveness. GoFleet is our sister company with which we will collaborate for the projects under the Sourcewell contract.</p> <p>Core Values and Business Philosophy</p> <p>ZenduiT is guided by three core values: innovation, reliability, and customer-first service. We believe in continuously pushing technological boundaries to provide cutting-edge solutions that meet the evolving needs of our clients. By offering scalable, customizable, and easy-to-integrate systems, we aim to enhance fleet performance while minimizing operational costs.</p> <p>Our business philosophy emphasizes long-term partnerships with clients, focusing on understanding their unique challenges and goals. This allows us to deliver solutions that streamline operations, enhance safety, and ensure compliance. We are committed to ongoing improvement, ensuring our telematics solutions stay ahead of industry advancements.</p> <p>Industry Longevity and Experience</p> <p>Since 2014, ZenduiT has been a trusted name in fleet management solutions. Our products, such as ZenduONE, ZenduCAM, and ZenduWork, are used by a wide range of industries, including logistics, government, and emergency services. We pride ourselves on our ability to provide robust, reliable solutions that address the specific needs of each client.</p>
12	What are your company's expectations in the event of an award?	<p>In the event of an award, ZenduiT has the following key expectations to ensure successful collaboration and project execution:</p> <p>Clear and Open Communication: We expect to maintain regular, transparent communication with the awarding entity. This includes clarifying project timelines, deliverables, and key performance metrics to ensure both parties are aligned throughout the duration of the contract.</p> <p>Defined Scope and Requirements: ZenduiT anticipates receiving detailed and final project requirements to guide solution implementation. Any changes or adjustments to the scope should be clearly communicated and mutually agreed upon to prevent delays or misunderstandings.</p> <p>Access to Necessary Resources: To ensure effective and timely implementation of the solution, ZenduiT expects access to the client's relevant infrastructure, systems, and key personnel as needed. This allows us to deliver high-quality services without unnecessary delays.</p> <p>Timely Decision-Making: ZenduiT expects the client to make timely decisions on system configurations, approvals, and customization requests to maintain progress according to agreed timelines.</p> <p>Collaboration in Training and Support: We anticipate the client's commitment to fully engaging in the training and onboarding processes to maximize the value of the solution. ZenduiT will provide comprehensive training, and we expect the client to allocate the appropriate personnel and time for this purpose.</p> <p>Ongoing Feedback and Continuous Improvement: ZenduiT values a long-term partnership approach and expects regular feedback from the client to ensure the system is functioning optimally and meeting expectations. This feedback loop helps in making continuous improvements.</p> <p>Commitment to Agreed Payment Terms: ZenduiT expects the client to adhere to the payment terms and schedule as defined in the contract.</p> <p>Successful Integration and Client Satisfaction: Ultimately, our goal is to ensure the solution is fully integrated into the client's operations, providing measurable value and enhancing fleet management efficiency. We expect both parties to work collaboratively to meet these objectives.</p> <p>These expectations are designed to foster a productive and successful relationship that delivers long-term value to both ZenduiT and the client.</p>

13	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. DO NOT PROVIDE ANY TAX INFORMATION OR PERSONALLY IDENTIFIABLE INFORMATION.	<p>ZenduiT is a financially stable and growing privately-held company, with strong revenue performance year-over-year, and without reliance on private equity, venture capital, or external shareholders. Our financial health allows us to continuously meet and exceed revenue targets while investing in product innovation and customer support.</p> <p>Revenue Growth Over the Past Five Years: 2023: USD \$70 million 2022: USD \$63 million 2021: USD \$52 million 2020: USD \$45 million 2019: USD \$37 million</p> <p>This steady revenue increase highlights ZenduiT's consistent growth trajectory and our ability to meet and exceed revenue goals annually, positioning us as a trusted provider in the fleet management and telematics industry.</p> <p>As a private entity, ZenduiT does not publicly disclose full financial statements; however, we have maintained an excellent credit rating with Dun & Bradstreet (D&B), reflecting a low to moderate business risk. Our financial strength enables us to support Sourcewell participating entities confidently and ensures long-term reliability and partnership stability.</p> <p>For additional support, we have uploaded letters of credit and relevant documentation demonstrating our robust financial standing and commitment to sustaining this growth trajectory in service of our customers.</p>	*
14	What is your US market share for the Solutions that you are proposing?	<p>ZenduiT currently holds an estimated 3-4% market share in the U.S and Canada. fleet management and telematics sector for the solutions we are proposing. While we are a growing player in the industry, our focus on customizable, scalable solutions for fleet tracking, telematics, and asset management has enabled us to establish a strong presence, particularly among public sector and nonprofit clients.</p> <p>As our network of authorized resellers and partnerships with organizations like Sourcewell expand, we anticipate further growth in our U.S. market share, driven by our commitment to innovation, customer service, and industry-specific solutions.</p>	*
15	What is your Canadian market share for the Solutions that you are proposing?	<p>ZenduiT currently holds an estimated 3-4% market share in the U.S and Canada. fleet management and telematics sector for the solutions we are proposing. While we are a growing player in the industry, our focus on customizable, scalable solutions for fleet tracking, telematics, and asset management has enabled us to establish a strong presence, particularly among public sector and nonprofit clients.</p> <p>As our network of authorized resellers and partnerships with organizations like Sourcewell expand, we anticipate further growth in our U.S. market share, driven by our commitment to innovation, customer service, and industry-specific solutions.</p>	*
16	Disclose all current and completed bankruptcy proceedings for Proposer and any included possible Responsible Party within the past seven years. Proposer must provide notice in writing to Sourcewell if it enters a bankruptcy proceeding at any time during the pendency of this RFP evaluation.	<p>ZenduiT, along with any included Responsible Party, confirms that there have been no bankruptcy proceedings, either current or completed, within the past seven years. Furthermore, should ZenduiT enter into a bankruptcy proceeding at any point during the evaluation of this RFP, we will provide prompt notice to Sourcewell in writing, in accordance with the RFP requirements.</p>	*

17	<p>How is your organization best described: is it a manufacturer, a distributor/dealer/reseller, or a service provider? Answer the question that best applies to your organization, either a) or b).</p> <p>a) If your company is best described as a distributor/dealer/reseller (or similar entity), provide your written authorization to act as a distributor/dealer/reseller for the manufacturer of the products proposed in this RFP. If applicable, is your dealer network independent or company owned?</p> <p>b) If your company is best described as a manufacturer or service provider, describe your relationship with your sales and service force and with your dealer network in delivering the products and services proposed in this RFP. Are these individuals your employees, or the employees of a third party?</p>	<p>ZenduiT is best described as a service provider and manufacturer. We develop and deliver comprehensive fleet management solutions, including proprietary hardware, software, and support services, designed to address the specific needs of our clients. Our team includes project managers, account managers, certified technicians, and technical support specialists who ensure efficient implementation, maintenance, and support of our solutions.</p> <p>Relationship with Sales and Service Force ZenduiT's sales and service force is a blend of in-house employees and authorized partners. Our in-house team of account managers and sales professionals works closely with Sourcewell participating entities to assess their needs, customize solutions, and provide dedicated account support. Our service team, consisting of ZenduiT employees, handles installation, maintenance, and technical support, ensuring that our standards for quality and customer satisfaction are consistently met.</p> <p>In addition to our in-house team, ZenduiT also collaborates with authorized partners in specific regions to extend our service reach. These partners are carefully trained and certified to deliver ZenduiT solutions and provide on-site assistance when necessary. While these partners operate independently, they follow ZenduiT's guidelines to ensure a seamless and consistent client experience.</p> <p>Key Approach to Service Delivery Customized Staffing Based on Client Needs: Using our experience in fleet management, we assess each client's requirements based on factors like fleet size, operational hours, vehicle type, and workload. This analysis helps us determine the appropriate staffing and support structure, ensuring optimal efficiency and productivity for our clients.</p> <p>Knowledge Retention and Smooth Transition: ZenduiT prioritizes retaining any current client personnel with significant institutional knowledge during a transition. We coordinate interviews and assessments to ensure smooth onboarding and to preserve operational continuity based on client preferences.</p> <p>Local Market Adaptability: Our approach includes a detailed review of local labor markets, wage standards, and technician skill levels to match the right talent with each client's specific needs. This helps us provide knowledgeable and regionally adapted service, particularly in areas where localized expertise is essential.</p> <p>Safety and Quality Standards: ZenduiT upholds rigorous standards for employee qualifications and safety. All retained or newly recruited staff, whether in-house or through authorized partners, meet our strict criteria for technical proficiency, safety, and alignment with ZenduiT service standards.</p> <p>Talent Acquisition and Development: We actively recruit technicians and support personnel from trade schools, veteran employment services, local job fairs, and industry events. This approach enables us to attract skilled technicians capable of maintaining and optimizing client fleets.</p> <p>ZenduiT combines the expertise of our in-house team with the extended reach of our authorized partners, ensuring that Sourcewell participating entities receive a high level of service, consistent support, and tailored solutions across North America. This integrated approach allows us to deliver reliable, innovative, and responsive fleet management solutions.</p>
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18	<p>If applicable, provide a detailed explanation outlining the licenses and certifications that are both required to be held, and actually held, by your organization (including third parties and subcontractors that you use) in pursuit of the business contemplated by this RFP.</p>	<p>ZenduiT maintains a high standard of expertise and compliance through a combination of in-house certification programs, industry-recognized certifications, and specialized training for our staff and partners. This approach ensures that all individuals involved in delivering our fleet management solutions are highly qualified and equipped to meet the needs of Sourcewell participating entities.</p> <p>In-House Certifications and Training Programs ZenduiT Partner Certification Program: We require all resellers and authorized partners to complete our in-house certification program, which covers the technical and operational aspects of ZenduiT's products and solutions. This program ensures that our partners are fully trained in installation, configuration, and customer support standards, providing a consistent experience across all regions.</p> <p>Installer Training Program: ZenduiT has a specialized Installer Training Program for technicians responsible for hardware installation, configuration, and integration. This program includes detailed modules on safety, installation procedures, troubleshooting, and system optimization, ensuring that our installers provide top-quality service.</p> <p>Industry Certifications and Credentials Project Managers:</p> <p>Project Management Professional (PMP): Our project managers are expected to hold the PMP certification from the Project Management Institute (PMI), and many are actively working towards achieving it. This certification demonstrates expertise in managing complex projects, timelines, budgets, and resources, which is crucial for ensuring smooth project execution for our clients.</p> <p>Installation Team:</p> <p>Certified Electronics Technician (CET): Our installers are encouraged to hold the CET certification, which validates their skills in electronic systems installation and maintenance, critical for telematics and fleet management solutions.</p> <p>Safety Certifications: Installers undergo training on OSHA standards and may hold certifications such as OSHA 10 or OSHA 30, ensuring compliance with safety regulations during installations.</p> <p>Customer Support Team:</p> <p>Customer Service Excellence (CSE) Certification: Many of our support team members hold certifications in customer service, such as CSE, which focuses on effective communication, problem resolution, and customer satisfaction.</p> <p>ITIL Certification: Some support staff hold ITIL Foundation certification, allowing them to manage ZenduiT's IT services more efficiently and ensuring high service standards in incident management and problem resolution.</p> <p>Technical Team:</p> <p>Certified Information Systems Security Professional (CISSP): Our technical team includes certified CISSP professionals, ensuring that our solutions adhere to stringent security protocols and best practices in data protection.</p> <p>CompTIA Network+ and A+: Technical team members often hold CompTIA Network+ and A+ certifications, ensuring their proficiency in networking, hardware, and software troubleshooting.</p> <p>Product Team:</p> <p>Certified Scrum Product Owner (CSPO): Our product managers and team members hold CSPO certification, which provides them with the tools to manage product development effectively, focusing on agility, user needs, and innovation.</p> <p>Certified Agile Leadership: Select team members hold Agile Leadership certifications, ensuring that our product development aligns with the latest industry practices and can quickly adapt to changing requirements.</p> <p>Customer Success Managers:</p> <p>Certified Customer Success Manager (CCSM): Our Customer Success Managers are encouraged to obtain CCSM certification to deepen their understanding of customer engagement, retention strategies, and overall satisfaction.</p> <p>Account Management Certification: Some team members hold account management certifications, which equip them with skills to build and maintain strong client relationships.</p> <p>Commitment to Ongoing Development ZenduiT's commitment to certifications and specialized training programs reflects our focus on delivering high-quality solutions and services. We continually encourage our team and partners to pursue relevant industry certifications and participate in training to maintain current knowledge and best practices. This comprehensive approach ensures that Sourcewell participating entities benefit from a knowledgeable, skilled, and certified team at every stage of our engagement.</p>
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19	Disclose all current and past debarments or suspensions for Proposer and any included possible Responsible Party within the past seven years. Proposer must provide notice in writing to Sourcewell if it enters a debarment or suspension status any time during the pendency of this RFP evaluation.	ZenduiT, along with any included Responsible Party, confirms that there have been no debarments or suspensions, either current or past, within the last seven years. In the event ZenduiT enters into a debarment or suspension status during the evaluation of this RFP, we will promptly notify Sourcewell in writing, as required by the RFP.	*
20	Describe any relevant industry awards or recognition that your company has received in the past five years.	We have been acknowledged for our contributions through our work in fleet tracking, real-time data integration, and urban mobility management. Additionally, our ZenduONE platform and IoT-driven products like ZenduTrack and ZenduCAM have been highlighted by industry publications as leading-edge solutions in fleet safety, efficiency, and asset management.	*
21	What percentage of your sales are to the governmental sector in the past three years?	Around 32%	*
22	What percentage of your sales are to the education sector in the past three years?	8%	*
23	List all state, cooperative purchasing agreements that you hold. What is the annual sales volume for each of these agreement over the past three years?	NA	*
24	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?	NA	*

Table 2B: References/Testimonials

Line Item 25. Supply reference information from three customers who are eligible to be Sourcewell participating entities.

Entity Name *	Contact Name *	Phone Number *	
Nevada Department of Transportation	Billie Canham	775-834-8408	*
City of Yorkton	Johnathan Oranchuk	306-786-1766	*
Columbus Consolidated Government	Graham Anshaw	706-225-4688	*

Table 3: Ability to Sell and Deliver Solutions (150 Points)

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 *
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26	Sales force.	<p>ZenduiT is well-equipped to meet the needs of Sourcewell participating entities across the United States and Canada, providing comprehensive fleet management solutions through a well-structured sales and service network. Our coverage is designed to ensure personalized service and support regardless of location, with dedicated regional teams for sales and service functions.</p> <p>1. Sales Force Structure ZenduiT has a regional sales structure that ensures our clients receive tailored support based on their geographic location, similar to the model shown in the slide you provided. We divide the U.S. and Canada into specific regions, each with dedicated account managers and sales teams to meet the needs of our clients. These regional teams ensure a deep understanding of local market needs while providing consistent, high-quality service across the country.</p> <p>West Region: Dedicated sales professionals handle the Western states (including CA, WA, OR, AZ, and NV) to ensure comprehensive coverage and quick response to clients in these areas. Central Region: The Central U.S. (covering states like ND, SD, NE, CO, and KS) has its own team of experienced sales managers who work closely with entities in the region. Northeast Region: This region covers key states in the Northeast (such as NY, PA, and MA) and provides focused, localized support. South Region: The South is handled by a dedicated team that focuses on states like TX, FL, and GA, ensuring Sourcewell entities in these areas are fully supported. Each of these regions is headed by Regional Sales Managers, who coordinate with teams of Account Executives and Senior Account Managers. This structure ensures that every Sourcewell participating entity has a dedicated point of contact within their region, who understands their specific needs and operational requirements.</p> <p>2. Service and Support Providers In addition to our sales teams, ZenduiT has a strong service and support network spread across the U.S. and Canada. Each region has its own technical service providers responsible for ensuring smooth deployment, integration, and ongoing support for our solutions. These support teams include technical specialists, solution engineers, and project managers who work closely with clients to ensure they are fully equipped to use our platforms effectively.</p> <p>Local Support Offices: ZenduiT operates multiple regional support hubs that provide in-person service, training, and troubleshooting assistance. These offices are strategically located to cover all major regions. Centralized Customer Support: We also offer centralized customer support through our online and phone-based help desks, ensuring 24/7 support for all entities across the U.S. and Canada.</p> <p>3. Workforce and Staffing ZenduiT employs a large number of full-time professionals, all of whom are direct employees of the company. These workers are distributed across various sectors including sales, service, technical support, and project management.</p> <p>Sales and Account Managers: Our sales teams are comprised of highly experienced account managers who handle all stages of the customer relationship, from initial consultation through ongoing account support. These employees work full-time and are dedicated solely to ZenduiT operations. Service and Technical Teams: Our service and technical teams work closely with sales to ensure successful deployment and support of our solutions. These teams consist of full-time engineers, project managers, and technical specialists who handle everything from hardware installation to software customization and training. Overlap Between Sales and Service Functions: While sales and service functions are primarily handled by different teams, there is substantial coordination between them. Account managers maintain close relationships with service providers to ensure that customers' needs are met quickly and efficiently. This seamless collaboration ensures that Sourcewell entities receive the highest quality of service at every stage of the customer lifecycle.</p> <p>4. Coverage in Canada In addition to our extensive U.S. operations, ZenduiT also has a dedicated presence in Canada, offering fleet management solutions to Sourcewell members north of the border. We have sales and service offices in key Canadian cities, ensuring that Canadian clients receive the same high level of support as those in the U.S.</p> <p>With our well-defined sales and service structure, extensive geographical coverage, and dedicated workforce, ZenduiT is uniquely positioned to meet the diverse needs of Sourcewell participating entities across North America. This robust regional approach ensures fast, reliable, and personalized service to every entity, regardless of location.</p>
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27	Describe the network of Authorized Sellers who will deliver Solutions, including dealers, distributors, resellers, and other distribution methods.	<p>ZenduiT has built a robust and expansive network of over 150 authorized resellers and partners to ensure our solutions are delivered efficiently and effectively to Sourcewell participating entities across North America. This extensive reseller network includes dealers, distributors, and authorized resellers, each carefully selected and trained to represent our fleet management technologies and services.</p> <p>1. Authorized Resellers and Dealers Reseller Network: Our network of 150+ resellers is composed of highly qualified partners who are authorized to deliver ZenduiT solutions. These resellers are strategically located throughout the U.S. and Canada, ensuring extensive geographical coverage and quick access to our products and services, regardless of the client's location. Each reseller is trained on our full suite of offerings, including ZenduONE, ZenduCAM, ZenduTrack, and other hardware and software solutions. Local Dealers: Many of our local dealers specialize in telematics, vehicle technology, and fleet management solutions, bringing both industry expertise and local market knowledge. This local presence ensures that Sourcewell entities receive personalized service, including consultations, installations, and ongoing support from trusted professionals within their region.</p> <p>2. Distribution Methods Direct Distribution through ZenduiT: ZenduiT manages direct distribution of our fleet management solutions to larger enterprise clients and government entities. For Sourcewell participants, ZenduiT can provide solutions directly, ensuring seamless delivery and implementation of our technologies. Regional Distributors: In addition to our authorized resellers, ZenduiT works with regional distributors to manage larger scale deliveries and provide product fulfillment services for our solutions. These distributors are equipped to handle bulk orders, ensuring that products are delivered on time and meet all client specifications.</p> <p>3. Value-Added Resellers (VARs) Specialized Resellers: Some of our authorized resellers are Value-Added Resellers (VARs) who offer additional services, such as custom installations, tailored system integrations, and enhanced customer support. These resellers help maximize the functionality of our products by integrating them with existing fleet management systems or providing custom software solutions. Industry Expertise: VARs in our network bring specialized industry knowledge to clients in sectors such as transportation, logistics, construction, and government, ensuring that ZenduiT solutions are aligned with the specific operational needs of each client.</p> <p>4. Training and Support for Resellers Comprehensive Training: All resellers and partners in the ZenduiT network undergo extensive training to become experts in our solutions. They are fully equipped to demonstrate, install, and support our fleet management technologies, ensuring a seamless experience for Sourcewell entities. Ongoing Collaboration: ZenduiT maintains close relationships with all of our authorized resellers to ensure they stay up to date with new product releases, software updates, and best practices. We also provide direct technical support to our resellers, ensuring they have the resources needed to deliver exceptional service to clients.</p> <p>5. Global Reach with Local Expertise North American Focus: While our network is global, the majority of our resellers are focused on North America, ensuring fast delivery times and localized support for Sourcewell participating entities. This regional focus allows for quicker response times and an intimate understanding of local market conditions and regulatory requirements.</p> <p>Conclusion ZenduiT's extensive network of 150+ authorized resellers ensures that our fleet management solutions are readily accessible to Sourcewell participating entities across North America. Our resellers, dealers, and distributors bring local expertise, personalized service, and technical knowledge to every engagement, ensuring that clients receive the highest quality solutions tailored to their unique needs. This network allows ZenduiT to deliver industry-leading solutions efficiently, with the added assurance of local support and value-added services.</p>
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28	Service force.	<p>ZenduiT's service force is structured to provide comprehensive, high-quality support to Sourcewell participating entities, ensuring the smooth deployment and ongoing management of our fleet management solutions. Our centralized service force consists of in-house experts who deliver end-to-end service for all stages of fleet management, from installation and integration to ongoing maintenance and technical support.</p> <p>1. In-House Service Technicians and Engineers Full-Time In-House Technicians: ZenduiT employs a team of full-time service technicians, engineers, and project managers, all of whom are directly employed by ZenduiT. These professionals provide hands-on services such as hardware installation, software integration, and ongoing troubleshooting. Certified Solution Engineers: Our in-house solution engineers are certified in fleet management technologies and telematics, ensuring they are equipped to handle complex configurations and customizations based on client needs.</p> <p>2. Installation and Integration Support Comprehensive Installation Services: Our service team handles the complete installation process for all ZenduONE platform hardware and software components, including ZenduCAM and ZenduTrack devices. We ensure every piece of equipment is installed correctly, tested, and integrated into the client's fleet management system. Software Integration: Our in-house software engineers work directly with clients to integrate ZenduONE into their existing systems, ensuring seamless data flow between telematics, maintenance, and other operational tools. This includes customized setups to meet specific operational requirements.</p> <p>3. Maintenance and Repair Services Preventive Maintenance Programs: ZenduiT provides preventive maintenance programs designed to keep fleet management systems running optimally. Our team regularly monitors system health, provides updates, and performs routine inspections to prevent operational disruptions. On-Demand Repairs: In the event of a system issue, our support team offers both remote diagnostics and on-site repairs when necessary. Our service force ensures quick responses to minimize any downtime and maintain operational efficiency.</p> <p>4. 24/7 Technical Support Centralized Help Desk: ZenduiT operates a 24/7 help desk staffed by trained technical support professionals. This service is available to all Sourcewell participating entities and provides real-time assistance for any issues, whether they are related to hardware, software, or system performance. Remote Assistance: Many technical issues can be resolved remotely, and ZenduiT's support team is able to access systems in real time to provide troubleshooting, updates, and optimizations without requiring an on-site visit.</p> <p>5. Training and Knowledge Transfer On-Site and Virtual Training: ZenduiT provides comprehensive training sessions to ensure Sourcewell entities are fully prepared to use our solutions. These sessions cover system installation, setup, and ongoing management, and can be conducted either virtually or on-site, depending on client needs. Role-Specific Training: We offer role-specific training for drivers, fleet managers, and administrators, ensuring that each team member understands how to use the system based on their responsibilities. Training is tailored to address the unique needs of each client, helping users make the most of the ZenduONE platform.</p> <p>6. Continuous Improvement and System Updates Ongoing Updates: Our service force provides regular system updates to ensure that all fleet management platforms are operating with the latest features and security patches. This guarantees that clients always have access to the most current technologies. Proactive Monitoring: Using real-time telematics data, our team continuously monitors the performance of deployed solutions. We proactively identify potential issues and make recommendations for system optimizations to keep operations running smoothly.</p> <p>7. Customer Success and Account Management Dedicated Account Managers: ZenduiT assigns dedicated account managers to Sourcewell participating entities. These account managers serve as a single point of contact, coordinating all service-related requests and ensuring that clients are fully supported. Proactive Customer Success: Our customer success team regularly checks in with clients to ensure the ZenduONE platform is meeting operational goals and expectations. The team works closely with the service force to deliver any additional training or support needed to enhance system performance.</p> <p>Conclusion ZenduiT's service force is a centralized team of highly trained professionals dedicated to supporting Sourcewell participating entities. From initial system installation to continuous support and maintenance, our in-house team ensures that every aspect of the fleet management solution is functioning optimally. We provide 24/7 support through our centralized help desk, with a strong emphasis on proactive system management and customer success. Through this comprehensive service structure, ZenduiT guarantees the highest level of operational reliability and satisfaction for our clients.</p>
29	Describe the ordering process. If orders will be handled by distributors, dealers or others, explain the respective roles of the Proposer and others.	<p>ZenduiT has developed a streamlined and efficient ordering process designed to provide Sourcewell participating entities with seamless access to our fleet management solutions. Whether orders are placed directly through ZenduiT or via our extensive network of authorized resellers and distributors, the process ensures timely delivery,</p>

		<p>clear communication, and effective support throughout.</p> <p>1. Direct Ordering through ZenduiT</p> <p>Initial Consultation: For clients who prefer to work directly with ZenduiT, the ordering process begins with an initial consultation. Our dedicated account managers engage with the client to assess their fleet management needs, determine the right products and services, and prepare a tailored proposal.</p> <p>Quote and Proposal: After the consultation, a detailed quote is provided, outlining the products, services, and implementation timelines. This includes a breakdown of hardware, software, installation, and any additional services such as training or maintenance programs.</p> <p>Order Confirmation: Once the client approves the quote, ZenduiT processes the order and confirms the delivery schedule. The order includes all relevant hardware (e.g., ZenduTrack, ZenduCAM), software licensing (e.g., ZenduONE), and any associated services (installation, training, etc.).</p> <p>Delivery and Installation: ZenduiT coordinates the delivery and installation process with our in-house service force to ensure all products are installed and integrated into the client's fleet management system as agreed.</p> <p>2. Ordering through Authorized Resellers</p> <p>Reseller Engagement: Sourcewell participating entities may also choose to place orders through one of ZenduiT's 150+ authorized resellers and dealers. Resellers work closely with clients to identify their needs, explain the product offerings, and provide expert advice on selecting the right solutions.</p> <p>Quote and Proposal from Resellers: Authorized resellers handle the quoting process, presenting Sourcewell entities with customized proposals that align with their specific fleet management requirements.</p> <p>ZenduiT Role in Reseller Orders: While resellers manage the front-end customer interaction, ZenduiT plays a crucial role in ensuring accurate product availability, pricing, and fulfillment. Once an order is placed through a reseller, ZenduiT coordinates the delivery of hardware, software licenses, and any required support services.</p> <p>Delivery and Support: ZenduiT remains involved in the order fulfillment process, working closely with the reseller to ensure the timely delivery of products and offering installation and support as needed. Resellers also coordinate ongoing support, training, and maintenance services in collaboration with ZenduiT's technical support team.</p> <p>3. Distributor and Dealer Roles</p> <p>Large-Scale Orders via Distributors: For larger-scale orders, particularly those involving bulk purchases of hardware, ZenduiT may rely on distributors to handle logistics and ensure efficient delivery. Distributors work with ZenduiT to manage inventory, oversee shipping logistics, and provide bulk order fulfillment for larger clients or regions.</p> <p>Dealers: Authorized dealers may also be involved in the ordering process, particularly when clients require specialized services or local market knowledge. Dealers typically manage product demonstrations, on-site consultations, and specialized installations, while ZenduiT ensures product availability and technical support.</p> <p>4. Roles and Responsibilities</p> <p>ZenduiT's Role: Regardless of whether orders are placed directly or through resellers, ZenduiT maintains overall responsibility for product quality, timely delivery, and ongoing support. We manage the full lifecycle of the product—from order confirmation and logistics to post-installation support and system updates.</p> <p>Resellers and Dealers: Resellers and dealers serve as the primary point of contact for many Sourcewell entities, helping clients navigate their options and guiding them through the purchasing process. They also play a key role in training, localized support, and ongoing customer service.</p> <p>Distributors: In cases of large or geographically dispersed orders, distributors ensure products are delivered efficiently and manage large-scale logistics. ZenduiT remains involved to ensure that all products are delivered according to agreed timelines and specifications.</p> <p>5. Support During the Ordering Process</p> <p>Dedicated Account Managers: For both direct and reseller-placed orders, ZenduiT assigns dedicated account managers to oversee the entire process, ensuring that Sourcewell participating entities have a single point of contact to address any questions, concerns, or adjustments to the order.</p> <p>Transparent Communication: Throughout the ordering process, ZenduiT and its resellers or distributors maintain clear and transparent communication with the client. Regular updates on the status of the order, shipping details, and installation schedules are provided to ensure a smooth and predictable process.</p> <p>Conclusion</p> <p>ZenduiT's ordering process is designed to be flexible and efficient, providing Sourcewell participating entities with multiple options for purchasing fleet management solutions. Whether through direct orders, resellers, dealers, or distributors, ZenduiT ensures that clients receive the best solutions tailored to their needs, along with seamless delivery, installation, and ongoing support. Our extensive reseller network, combined with direct oversight and support from ZenduiT, ensures that all orders are fulfilled on time and to the highest standards of quality.</p>	
30	Describe in detail the process and procedure of your customer service program, if applicable. Include your	<p>ZenduiT's customer service program is designed to deliver high-quality support to Sourcewell participating entities, ensuring that all service requests are addressed promptly and efficiently. We provide a structured, tiered response system that</p>	

response-time capabilities and commitments, as well as any incentives that help your providers meet your stated service goals or promises.

prioritizes issues based on their severity and impact on business operations, as illustrated in the attached screenshot. Below is a detailed description of our process, response-time capabilities, and commitments:

1. Service Request Classification

ZenduiT classifies customer service issues into five categories: Critical, High, Medium, Low, and Cosmetic or Feedback. Each category is assigned a specific response strategy, research and solution time, and resolution time, as detailed in the chart:

Critical Issues: These are business-halting issues with no workaround available, potentially resulting in loss of revenue. ZenduiT responds immediately by phone and provides continuous updates.

Response Strategy: Immediate phone response, followed by an email outlining the resolution process and expected time frame. Regular progress updates are provided to the client.

Research and Solution Time: 4 business hours

Resolution Time: 3 business days

High Issues: These issues cause significant delays or difficulty in operations, but the business can still function without a workaround.

Response Strategy: Phone and email response to review the issue and provide resolution timelines, with regular updates.

Research and Solution Time: 6 business hours

Resolution Time: 6 business days

Medium Issues: Business is possible with limited functionality, but there are workarounds available.

Response Strategy: ZenduiT responds via call or email with acknowledgment and provides regular progress updates.

Research and Solution Time: 1 business day

Resolution Time: 8 business days

Low Issues: These are non-urgent requests where the business can continue with workarounds in place, including "how-to" questions or minor system issues.

Response Strategy: Correspond via the most appropriate communication channel, whether phone, email, or chat.

Research and Solution Time: 2 business days

Resolution Time: 10 business days

Cosmetic or Feedback Issues: Issues that do not impact functionality but may include suggestions for improvements.

Response Strategy: ZenduiT will acknowledge receipt and correspond using the most appropriate communication channel.

Research and Solution Time: 3 business days

Resolution Time: 18 business days

2. Customer Service Procedure

Step 1: Issue Identification and Ticket Submission

Clients can report issues via our 24/7 help desk through phone, email, or an online portal. Upon receiving the service request, a ticket is created and classified based on its severity.

Step 2: Initial Response

Critical and High Issues receive immediate attention with a phone call from our customer service team to gather more details and establish a plan for resolution.

Medium and Low Issues are acknowledged by email or call, depending on the request type.

Step 3: Issue Resolution

Critical and High Issues are escalated to senior technical staff or engineers, while Medium and Low Issues are handled by the appropriate team, such as service technicians, support specialists, or project managers. Throughout the resolution process, clients receive regular updates.

ZenduiT provides a resolution plan for all issues, detailing expected solution timelines and any temporary workarounds.

Step 4: Follow-Up and Completion

Once an issue is resolved, the customer receives an email with a summary of the actions taken, and the ticket is closed. For Critical and High issues, a follow-up call is made to ensure the client is satisfied with the solution provided.

3. Response-Time Capabilities and Commitments

ZenduiT commits to resolving issues based on the tiered response times outlined in the attached chart. The criticality of the issue determines both the speed and type of response:

Critical Issues: Immediate response with a resolution time of up to 3 business days.

High Issues: Phone and email follow-up within 6 business hours, with resolution within 6 business days.

Medium Issues: Acknowledgment within 1 business day and resolution within 8

		<p>business days. Low Issues: Acknowledgment within 2 business days and resolution within 10 business days. Cosmetic/Feedback Issues: Addressed and resolved within 18 business days. 4. Incentives for Meeting Service Goals To ensure our service providers and staff meet ZenduiT's high standards for customer support:</p> <p>Performance-Based Incentives: ZenduiT offers performance-based incentives for customer service and technical support staff to meet and exceed response-time targets. This includes quarterly bonuses and recognition for consistently meeting service-level agreements (SLAs). Training and Certification: ZenduiT's service personnel are continually trained and certified in the latest technologies and troubleshooting techniques, ensuring fast and accurate resolutions to client issues. Client Feedback Programs: ZenduiT actively collects client feedback on the resolution process to ensure continuous improvement. Positive feedback on quick resolutions is factored into performance reviews for service team members. Conclusion ZenduiT's customer service program is built on clear response-time commitments, robust issue classification, and a commitment to providing regular updates throughout the resolution process. By categorizing issues by severity and adhering to strict timelines for each tier, ZenduiT ensures Sourcewell participating entities receive the highest level of support. Our combination of performance incentives, ongoing training, and a customer-centric approach ensures that we meet and exceed our service goals.</p>	
31	Describe your ability and willingness to provide your products and services to Sourcewell participating entities.	<p>ZenduiT is fully equipped and committed to providing fleet management solutions to Sourcewell participating entities across North America. With our ZenduONE platform, we offer comprehensive and customizable solutions including real-time tracking, predictive maintenance, AI-driven safety features, and advanced asset management.</p> <p>Key Capabilities: Extensive Sales and Service Network: Our 150+ authorized resellers and distributors provide localized service, ensuring timely delivery, installation, and support across the U.S. and Canada. Seamless Integration: Through ZenduConnect, we integrate easily with existing systems, ensuring smooth deployment without disruption. Tailored Solutions: We customize solutions for government and nonprofit entities, ensuring specific needs are met. Ongoing Support and Training: We offer 24/7 support and comprehensive training, both virtually and on-site, to maximize the value of our solutions. Flexible Ordering: Sourcewell entities can order directly from us or through our reseller network, providing flexibility and convenience. ZenduiT is committed to long-term partnerships, delivering innovative, scalable solutions that meet the evolving needs of Sourcewell members.</p>	*
32	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in Canada.	<p>ZenduiT, headquartered in Canada, is highly capable and fully committed to providing our fleet management solutions to Sourcewell participating entities across Canada. With a strong local presence and extensive experience serving Canadian organizations, we are well-positioned to meet the needs of public sector entities, municipalities, and nonprofits.</p> <p>Key Capabilities: Canadian Headquarters: Being based in Canada allows us to offer direct, localized support and a deep understanding of Canadian regulatory and operational requirements. Nationwide Coverage: Our network of 150+ authorized resellers and distributors extends throughout Canada, ensuring timely delivery, installation, and ongoing support, no matter the location. Tailored Solutions: We provide customizable solutions designed to meet the specific needs of Canadian entities, including compliance with local standards and regulations. Bilingual Support: We offer both English and French support, ensuring smooth communication and comprehensive service across the country. Ongoing Support and Training: ZenduiT provides 24/7 technical support and role-specific training, both virtual and on-site, to ensure seamless implementation and use of our solutions. ZenduiT's Canadian roots and established infrastructure make us the ideal partner for Sourcewell participating entities in Canada, ensuring flexible, reliable, and fully supported fleet management solutions.</p>	*
33	Identify any geographic areas of the United States or Canada that you will NOT be fully serving through the proposed agreement.	<p>ZenduiT is fully committed to serving all geographic areas of both the United States and Canada under the proposed agreement. We have a comprehensive network of 150+ authorized resellers and distributors across North America, ensuring that Sourcewell participating entities in every region can access our fleet management solutions.</p> <p>There are no geographic areas within the United States or Canada that we are unable or unwilling to serve. Our infrastructure is designed to provide seamless delivery, installation, and support in even the most remote or rural locations.</p>	*

34	Identify any account type of Participating Entity which will not have full access to your Solutions if awarded an agreement, and the reasoning for this.	<p>ZenduiT is committed to providing full access to our solutions for all account types of Sourcewell participating entities, including government, education, and nonprofit sectors. There are no account types that will be excluded from accessing our fleet management solutions if awarded an agreement.</p> <p>Our solutions are designed to be scalable and flexible, ensuring they meet the diverse needs of all Sourcewell entities, regardless of size, industry, or location. Therefore, all participating entities will have equal access to our comprehensive products and services without any restrictions.</p>	*
35	Define any specific requirements or restrictions that would apply to our participating entities in Hawaii and Alaska and in US Territories.	<p>ZenduiT is committed to serving participating entities in Hawaii, Alaska, and U.S. Territories with the same level of service as those in other regions. However, there are a few specific considerations and requirements that may apply:</p> <p>1. Shipping and Logistics Longer Delivery Times: Due to the geographic distance, shipping and delivery of hardware (such as ZenduTrack and ZenduCAM) to Hawaii, Alaska, and U.S. Territories may take longer than to the continental U.S. We will work closely with clients to provide accurate delivery estimates and ensure timely fulfillment. Additional Shipping Costs: Shipping to these regions may incur higher logistical costs, particularly for bulky hardware, due to international and long-distance shipping fees. These costs will be clearly communicated upfront during the ordering process.</p> <p>2. On-Site Installation and Support Remote Installation Options: While we aim to provide on-site installation and support when required, entities in these regions may opt for remote installation assistance and virtual support due to the additional travel requirements for our service technicians. On-Site Service: For critical or highly complex installations, we can arrange for on-site service, but travel costs may apply. We will always provide virtual alternatives to minimize cost and ensure timely support.</p> <p>3. Timezone Considerations Support Availability: While ZenduiT provides 24/7 support, time zone differences may affect real-time responses during standard business hours. We accommodate this by offering flexible scheduling for training, support calls, and consultations to fit the needs of entities in Hawaii, Alaska, and U.S. Territories.</p> <p>Conclusion While entities in Hawaii, Alaska, and U.S. Territories may experience slightly longer shipping times and potential additional costs for on-site services, ZenduiT is fully committed to providing complete access to our solutions and ensuring all clients receive the highest level of support, regardless of their location.</p>	*
36	Will Proposer extend terms of any awarded master agreement to nonprofit entities?	<p>Yes, ZenduiT is fully committed to extending the terms of any awarded master agreement to nonprofit entities. We recognize the importance of providing nonprofit organizations with access to our fleet management solutions, and we are dedicated to offering them the same pricing, services, and support as other Sourcewell participating entities, including government and educational institutions.</p> <p>Our solutions are designed to be flexible and scalable, making them ideal for nonprofits with varying fleet sizes and operational needs. We will ensure that nonprofit entities receive the full benefits of the master agreement, including access to our products, ongoing support, and any applicable discounts or contract terms.</p>	*

Table 4: Marketing Plan (100 Points)

Line Item	Question	Response *
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37	Describe your marketing strategy for promoting this opportunity. Upload representative samples of your marketing materials (if applicable) in the document upload section of your response.	<p>ZenduiT's marketing strategy for promoting our partnership with Sourcewell focuses on raising awareness, engaging targeted sectors, providing education, and driving conversions among Sourcewell members.</p> <p>Key Elements of Our Strategy: Brand Awareness and Introduction</p> <p>We will optimize our vendor profile on Sourcewell, integrate Sourcewell branding into our materials, and launch email campaigns, social media announcements, and a press release to introduce ZenduiT to Sourcewell members.</p> <p>Targeted Communication</p> <p>Sector-specific messaging will address the unique needs of government, education, and nonprofit sectors, supported by case studies and segmented emails to highlight ZenduiT's tailored solutions.</p> <p>Educational Content and Resources</p> <p>Hosting webinars, creating a resource hub, and publishing blog posts will position ZenduiT as an industry expert and educate Sourcewell members on the value of our solutions.</p> <p>Incentives and Promotions</p> <p>Exclusive discounts, bundled packages, and a referral program are planned to encourage initial interest and drive purchasing decisions among Sourcewell members.</p> <p>Collaborations and Co-Branded Marketing</p> <p>We will collaborate with Sourcewell on co-branded marketing, newsletter features, and attend Sourcewell events to promote ZenduiT's solutions directly to members.</p> <p>Lead Nurturing and Sales Strategy</p> <p>By integrating Sourcewell contacts into our CRM, offering demos, and conducting personalized outreach, we aim to nurture leads and convert interest into sales.</p> <p>Continuous Improvement</p> <p>We will track engagement metrics, gather feedback, and iterate our campaigns to ensure effectiveness and relevance.</p> <p>This comprehensive approach ensures that ZenduiT will effectively reach and engage Sourcewell members, providing tailored solutions and continuous value through this partnership.</p>
38	Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance marketing effectiveness.	<p>ZenduiT leverages technology and digital data to enhance the precision, reach, and engagement of our marketing efforts. By combining social media strategies, metadata optimization, and data analytics, we ensure that our messaging is both targeted and effective.</p> <p>Social Media Marketing: We use LinkedIn, Twitter, and Facebook to share updates, success stories, and industry insights, reaching Sourcewell members and other relevant audiences. By tagging partners and utilizing sector-specific hashtags, we expand visibility and build engagement with potential clients.</p> <p>Metadata and SEO: ZenduiT applies metadata and SEO best practices to optimize content visibility on search engines. By incorporating key terms related to fleet management and telematics, our materials reach the top of relevant searches, driving organic traffic to our site and generating leads.</p> <p>CRM and Data Analytics: Our CRM integration helps us track client interactions, preferences, and engagement metrics, allowing us to refine our messaging and create targeted campaigns. This data-driven approach enables personalized outreach, maximizing relevance and conversion potential.</p> <p>Targeted Digital Campaigns: Through segmented email campaigns and digital ads, we target specific sectors such as government, education, and nonprofits with customized messaging that highlights relevant solutions and pain points, ensuring higher engagement and response rates.</p> <p>Interactive Webinars and Content: Hosting webinars and providing interactive demos allows us to engage Sourcewell members directly, using insights from these events to continuously improve our approach and tailor future content.</p> <p>ZenduiT's use of digital tools and data ensures that our marketing is precise, adaptive, and aligned with the needs of Sourcewell members, leading to higher engagement and measurable results.</p>

39	In your view, what is Sourcewell's role in promoting agreements arising out of this RFP? How will you integrate a Sourcewell-awarded agreement into your sales process?	<p>In our view, Sourcewell's role in promoting agreements includes providing visibility, credibility, and broad-reaching access to Sourcewell's network of participating entities. By highlighting awarded agreements on their website, newsletters, and communications, Sourcewell connects members with qualified solutions, creating a trusted pathway for public sector, education, and nonprofit entities to access compliant, pre-negotiated agreements.</p> <p>Integrating a Sourcewell-Awarded Agreement into ZenduiT's Sales Process: Enhanced Sales Messaging: ZenduiT will promote the Sourcewell-awarded agreement as a valuable procurement option, emphasizing streamlined purchasing, compliance, and competitive pricing for Sourcewell members. Our sales team will be fully trained to communicate the benefits of purchasing through Sourcewell, simplifying the buying decision for potential clients.</p> <p>Dedicated Sourcewell Sales Strategy: We'll create a tailored sales strategy specifically for Sourcewell members, focusing on sectors such as government, education, and nonprofits. Our sales team will use Sourcewell's network to identify and prioritize leads, integrating this approach into our CRM for a focused lead-nurturing pipeline.</p> <p>Co-Branded Marketing Initiatives: We will work with Sourcewell on co-branded marketing materials that promote the agreement, incorporating the Sourcewell logo and brand to build trust and reinforce the benefits of the partnership in our messaging.</p> <p>Leverage Sourcewell's Marketing Channels: ZenduiT plans to participate in Sourcewell's marketing channels, such as newsletters, webinars, and events, to maximize agreement visibility. By engaging in joint events and Sourcewell-hosted content, we can connect directly with participating entities and provide hands-on demonstrations of our solutions.</p> <p>By closely aligning with Sourcewell's promotional efforts and embedding the agreement into our sales messaging, ZenduiT can maximize the reach and impact of the partnership, helping Sourcewell members access our solutions easily and confidently.</p>	*
40	Are your Solutions available through an e-procurement ordering process? If so, describe your e-procurement system and how governmental and educational customers have used it.	<p>Yes, ZenduiT's solutions are available through an e-procurement ordering process on our ZenduONE platform. ZenduONE allows governmental and educational customers to browse our full catalog of fleet management and telematics solutions, view product specifications, and place orders within a secure, streamlined digital environment.</p> <p>ZenduONE E-Procurement System Features: Product Catalog and Pricing: Customers can access a detailed catalog that includes specifications, pricing, and availability for all ZenduiT products, such as ZenduTrack, ZenduCAM, and other hardware and software solutions. Secure Ordering Process: ZenduONE's e-procurement system provides a secure environment for placing orders, ensuring data protection and compliance with procurement standards. Order Tracking and History: Customers can monitor order statuses, track shipping, and review past purchases, enhancing transparency and simplifying procurement management. Custom Approval Workflows: The platform supports customizable approval workflows to align with clients' internal purchasing policies, ensuring a compliant and efficient ordering process. Usage by Governmental and Educational Customers: Governmental and educational clients use ZenduONE's e-procurement features to streamline their purchasing process, reduce administrative time, and maintain a centralized record of their fleet management investments. The platform's user-friendly interface and robust features make it ideal for public sector entities looking to simplify procurement, stay within budget, and ensure accountability. Through ZenduONE, Sourcewell participating entities can access ZenduiT's solutions efficiently and confidently.</p>	*

Table 5A: Value-Added Attributes (100 Points)

Line Item	Question	Response *
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41	Describe any product, equipment, maintenance, or operator training programs that you offer to Sourcewell participating entities. Include details, such as whether training is standard or optional, who provides training, and any costs that apply.	<p>ZenduiT offers a comprehensive range of product, equipment, maintenance, and operator training programs to ensure that Sourcewell participating entities can fully utilize and optimize their fleet management solutions. Our training programs are tailored for various roles within an organization, ensuring each user, from drivers to senior management, can effectively engage with our solutions.</p> <p>1. Standard and Advanced Training Programs Standard Training: All ZenduiT solutions include standard training programs at no additional cost. This training covers essential system operations such as vehicle tracking, system navigation, and basic troubleshooting to ensure that users are proficient from day one. Advanced Training: Advanced training is also provided at no additional cost and dives deeper into system functionalities, such as data analytics, custom reporting, and advanced system integrations. This training is designed to ensure that users can fully leverage all features of our solutions.</p> <p>2. Role-Specific Training We offer free training programs tailored for different roles within the organization: Drivers: Focuses on using telematics and in-cab safety systems like ZenduCAM for safer driving practices, understanding alerts, and optimizing vehicle performance. Fleet Managers: Covers comprehensive fleet management techniques, including vehicle and asset tracking, telematics data analysis, maintenance scheduling, and driver behavior monitoring. Administrators: Provides guidance on user management, system configuration, security settings, and detailed reporting to maintain fleet operations efficiently. Senior Management/Officials: Training for senior decision-makers emphasizes how to use data-driven insights for strategic planning, operational optimization, and performance analysis.</p> <p>3. Training Providers In-House Training Team: All training programs are conducted by ZenduiT's experienced in-house trainers, including project managers and technical experts with in-depth knowledge of our products. Virtual or On-Site: Training can be delivered virtually via web conferencing tools or on-site for more hands-on, practical instruction. On-site training is offered at an additional cost.</p> <p>4. Types of Training Operator Training: Designed for day-to-day users, this program teaches vehicle tracking, telematics data interpretation, and safety monitoring. Administrator and Supervisor Training: Focuses on advanced system configuration, report customization, geofencing setup, and managing fleet security. Maintenance Training: Specialized training on ZenduONE Maintenance, which includes preventative maintenance scheduling, work order management, and vehicle diagnostics integration.</p> <p>5. Training Materials and Resources Training Videos and Documentation: We provide a library of training videos, user manuals, and quick-start guides to support ongoing learning. These resources are available via our online support portal and are included as part of the free training package. Ongoing Support: ZenduiT provides continuous post-training support to address any questions or challenges, ensuring users are always equipped with the necessary skills.</p> <p>6. Cost Structure Free Training: Standard and advanced training for all roles (drivers, fleet managers, administrators, senior management) is provided free of charge. On-Site Training: On-site training is available for an additional fee, which covers the cost of travel and delivering personalized, hands-on instruction at your location. ZenduiT is committed to empowering Sourcewell participating entities through thorough and accessible training. Our no-cost, role-specific training programs ensure that every user has the knowledge and tools they need to maximize the benefits of our fleet management solutions, with optional on-site training available for those seeking hands-on, in-person instruction.</p>
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42	Describe any technological advances that your proposed Solutions offer.	<p>ZenduIT is at the forefront of fleet management innovation, and our solutions are designed to harness the latest technological advancements. Our ZenduONE platform and integrated hardware solutions offer a range of cutting-edge features that improve efficiency, safety, and operational control for fleet managers. Below are some key technological advances incorporated into our solutions:</p> <p>1. ZenduONE: Unified Fleet Management Platform Single Comprehensive Platform: ZenduONE offers a unified system that integrates fleet tracking, telematics, maintenance, and safety features into one platform. This single-pane-of-glass solution simplifies fleet management by bringing all essential data into a centralized location. Real-Time Data Analytics and Reporting: With advanced data analytics, fleet managers can generate real-time reports on vehicle health, driver behavior, fuel consumption, and route optimization. This empowers managers to make data-driven decisions that enhance efficiency and reduce costs.</p> <p>2. AI-Powered Solutions ZenduCAM with AI-Driven Driver Assistance: Our ZenduCAM system uses advanced AI to monitor driver behavior in real time. Features like Forward Collision Warnings (FCW), Lane Departure Warnings (LDW), and Driver Fatigue Detection help reduce accidents by providing immediate in-cab alerts to drivers and fleet managers. AI also monitors events like distracted driving and seatbelt usage, offering safety interventions to improve driver performance. Smart Video Monitoring: ZenduCAM provides live streaming and event-triggered video recording, giving fleet managers the ability to remotely monitor driver behavior and investigate incidents in real time. AI-based video analytics allow for efficient video review and automatic alerts when safety risks arise.</p> <p>3. Advanced Telematics and Predictive Maintenance Real-Time Telematics: Our telematics solutions provide real-time GPS tracking and detailed data on vehicle performance. Fleet managers can monitor engine diagnostics, fuel consumption, and driver behaviors, allowing for proactive maintenance and early fault detection. This helps reduce breakdowns and extends vehicle life. Predictive Maintenance: ZenduONE Maintenance offers predictive analytics based on vehicle telematics data. By detecting patterns in engine health and wear-and-tear, the system can forecast maintenance needs and automatically generate work orders to prevent costly repairs and minimize downtime.</p> <p>4. Geofencing and Asset Tracking Enhanced Geofencing: ZenduONE integrates advanced geofencing technology to create virtual boundaries for fleet vehicles and assets. Fleet managers receive real-time alerts when vehicles or equipment enter or leave designated zones, improving security and asset utilization. This technology ensures tighter control over operations and helps prevent unauthorized vehicle use. Advanced Asset Tracking: Our ZenduTrack devices, including solar-powered options, provide real-time tracking for both powered and unpowered assets like trailers and containers. These rugged devices can operate in harsh conditions and ensure continuous visibility of critical assets, even in remote areas.</p> <p>5. Seamless Integration with Third-Party Systems ZenduConnect Middleware: Our ZenduConnect middleware application allows seamless integration with third-party telematics providers and fleet management systems. It enables data exchange between ZenduONE and other external applications, streamlining billing, data reporting, and system compatibility. Custom API and Marketplace: ZenduONE supports open API integrations, allowing fleet managers to add custom modules or integrate with existing enterprise systems. This flexibility ensures that ZenduONE can scale and adapt to any fleet's specific requirements.</p> <p>6. IoT and Indoor Asset Management Indoor Asset Tracking: ZenduONE Indoors leverages IoT sensors to track and monitor assets within buildings or facilities. This is ideal for managing equipment in large warehouses or depots, ensuring real-time location monitoring and optimizing asset usage.</p> <p>7. Mobile Accessibility and Cloud-Based Solutions Mobile Access: ZenduONE is accessible through mobile devices, enabling fleet managers to monitor and manage operations remotely. This flexibility ensures that key metrics, vehicle data, and alerts are always at hand, regardless of location. Cloud-Based Platform: ZenduONE operates entirely in the cloud, offering robust data security, scalability, and real-time updates without the need for complex infrastructure. This ensures ease of access, lower IT overhead, and continuous improvement through regular system updates.</p> <p>8. AI-Powered Assistant: Zed Introducing Zed: Our AI-powered mascot, Zed, serves as an intuitive, user-friendly guide within the ZenduONE platform. Zed helps users navigate the system, troubleshoot issues, and access key data points, making fleet management more engaging and efficient for all user levels.</p> <p>Conclusion ZenduIT's solutions leverage the latest in telematics, AI, IoT, and cloud technologies to deliver a cutting-edge fleet management platform. From real-time safety interventions and predictive maintenance to advanced geofencing and seamless integration, ZenduIT's ZenduONE platform offers unparalleled capabilities that ensure operational efficiency, safety, and cost optimization for fleet managers. These technological advances position ZenduIT as a leader in fleet management innovation, delivering solutions that are scalable, adaptable, and future-ready.</p>
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43	Describe any “green” initiatives that relate to your company or to your Solutions, and include a list of the certifying agency for each.	<p>ZenduiT is committed to supporting environmentally sustainable practices both within our company and through the solutions we offer to our clients. Our focus on reducing environmental impact is embedded in our products, services, and operational practices, helping fleets improve their efficiency and lower their carbon footprint.</p> <p>1. Energy-Efficient Hardware Solutions Solar-Powered Asset Trackers: ZenduiT offers solar-powered tracking solutions, such as the ZenduTrack TL P1 Solar, which are designed to operate in harsh environments without the need for traditional power sources. These devices reduce the energy required for asset tracking and contribute to lower carbon emissions by harnessing renewable energy sources.</p> <p>2. Sustainability in Fleet Management Fuel Efficiency Monitoring: The ZenduONE platform includes advanced telematics features that help fleets reduce fuel consumption by monitoring driver behavior (e.g., speeding, idling, and harsh acceleration) and optimizing routes. These insights help fleet managers reduce unnecessary fuel use, lowering greenhouse gas (GHG) emissions. Predictive Maintenance: ZenduONE Maintenance supports sustainable fleet practices by promoting predictive maintenance strategies that extend the lifespan of vehicles and reduce the frequency of repairs. By proactively addressing engine issues and reducing breakdowns, fleets can minimize waste and resource consumption.</p> <p>3. Geofencing for Optimized Fleet Usage Geofencing: By setting up geofences and receiving real-time alerts, fleet managers can better control vehicle movement, reducing idle time and unnecessary travel. This reduces fuel consumption and emissions, contributing to a more environmentally sustainable operation.</p> <p>4. Cloud-Based Platform Reducing Resource Use ZenduONE's Cloud-Based Architecture: Our ZenduONE platform is fully cloud-based, which helps reduce the need for physical hardware infrastructure, cutting down on energy consumption and e-waste. Cloud services also allow for more efficient data processing and storage, reducing the environmental impact associated with traditional data centers.</p> <p>5. Operational Sustainability Initiatives Paperless Operations: Internally, ZenduiT has adopted paperless practices, including digital contracts, invoices, and customer communications. This reduces the company's environmental footprint by minimizing the use of paper and other physical resources. Remote Workforce: ZenduiT supports a hybrid remote work model, reducing the need for daily commuting and travel, which helps lower overall carbon emissions associated with transportation.</p> <p>6. Certifications and Compliance RoHS (Restriction of Hazardous Substances): Our hardware solutions, including ZenduTrack and ZenduCAM, comply with RoHS certification standards, ensuring they are manufactured without hazardous materials such as lead, mercury, and cadmium, which are harmful to both the environment and human health. WEEE (Waste Electrical and Electronic Equipment): ZenduiT is committed to proper electronic waste disposal and recycling, ensuring that our products adhere to WEEE regulations, which promote the recycling of electronic equipment and minimize the impact of e-waste.</p> <p>7. Partnerships and Initiatives Collaboration with Green Fleets: ZenduiT actively partners with organizations aiming to transition to greener fleet operations. By integrating ZenduONE's solutions into these fleets, we support their efforts to monitor and reduce emissions and adopt eco-friendly practices.</p> <p>Conclusion ZenduiT is dedicated to sustainability, integrating “green” initiatives into both our internal practices and the solutions we provide to our clients. Through our solar-powered hardware, fuel efficiency monitoring, predictive maintenance, and cloud-based services, we enable fleets to reduce their environmental impact. Our compliance with RoHS and WEEE certifications further emphasizes our commitment to minimizing the environmental footprint of our products and services.</p>
44	Identify any third-party issued eco-labels, ratings or certifications that your company has received for the Solutions included in your Proposal related to energy efficiency or conservation, life-cycle design (cradle-to-cradle), or other green/sustainability factors.	<p>ZenduiT is in the final stages of obtaining third-party certifications related to energy efficiency, sustainability, and life-cycle design for our fleet management solutions. These certifications will validate our commitment to eco-friendly practices, including energy-efficient hardware and solar-powered tracking solutions.</p> <p>Once finalized, these certifications will further demonstrate our dedication to supporting Sourcewell participating entities in achieving their environmental and sustainability objectives, adding significant value to our solutions by aligning with recognized green standards.</p>
45	What unique attributes does your company, your products, or your services offer to Sourcewell participating entities? What makes your proposed solutions unique in your industry as it applies to Sourcewell participating entities?	<p>ZenduiT offers several unique attributes in our company, products, and services that provide distinct advantages to Sourcewell participating entities. Our solutions stand out in the fleet management industry for their innovation, flexibility, and ability to meet diverse operational needs.</p> <p>1. ZenduONE: Unified and Comprehensive Fleet Management Platform Single Platform for Total Fleet Management: Unlike many industry solutions that require multiple platforms or software tools, ZenduONE integrates all key fleet management functions—such as telematics, maintenance, driver safety, and asset tracking—into one unified system. This holistic approach reduces complexity and provides fleet managers with a single source of truth for their entire operation.</p>

Scalability for Fleets of All Sizes: Whether managing a small municipal fleet or a large national operation, ZenduONE is designed to scale effortlessly. This flexibility ensures Sourcewell members can grow their fleet management capabilities without having to switch platforms or undergo major reconfigurations.

2. Customizable and Modular Solutions

Tailored Solutions for Different Roles: ZenduIT provides customizable features for different roles within the organization, ensuring that drivers, fleet managers, administrators, and senior management all have access to the specific data and tools they need. This role-based access streamlines workflows and improves operational efficiency.

Modular Approach: Our platform allows Sourcewell entities to select the exact modules they need, such as ZenduONE Safety, ZenduONE Work, ZenduONE Maintenance, and ZenduONE Indoors. This modularity ensures that clients only pay for the features they require, with the flexibility to add more as their needs evolve.

3. AI-Driven Safety and Efficiency

AI-Powered ZenduCAM: One of our standout features is ZenduCAM, which integrates AI-driven safety monitoring into fleet operations. The system provides real-time alerts for dangerous behaviors like distracted driving, fatigue, and tailgating, helping to prevent accidents before they happen. This proactive approach to safety sets us apart from competitors that rely solely on post-incident analysis.

Predictive Maintenance with Telematics: Our predictive maintenance features use telematics data to identify potential vehicle issues before they result in costly breakdowns. This technology improves vehicle uptime, reduces maintenance costs, and ensures smoother fleet operations.

4. Seamless Integration with Third-Party Systems

ZenduConnect Middleware: Our ZenduConnect middleware enables seamless integration with third-party telematics providers, fleet management systems, and external applications. This flexibility makes it easy for Sourcewell participating entities to incorporate our solutions into their existing workflows, avoiding the need for costly system replacements.

5. Advanced Asset and Indoor Tracking

Comprehensive Asset Tracking: ZenduIT offers advanced asset tracking for both powered and unpowered assets, such as trailers, containers, and other high-value equipment. Our trackers, including solar-powered options, provide constant visibility, ensuring critical assets are always accounted for, even in remote areas.

Indoor Tracking with IoT Integration: Our ZenduONE Indoors solution brings IoT technology into indoor environments, allowing organizations to track assets inside buildings, warehouses, and facilities. This capability is particularly beneficial for managing tools, equipment, or vehicles that move between indoor and outdoor environments.

6. Cloud-Based and Mobile-Accessible Platform

Cloud-Based Flexibility: ZenduONE is a cloud-based solution, ensuring that fleet data is accessible from anywhere with an internet connection. This allows fleet managers to monitor operations, review reports, and respond to alerts even when they are away from the office. Cloud architecture also ensures continuous updates and minimal IT overhead.

Mobile Access: Our mobile-friendly platform ensures that users can manage fleets on the go, providing real-time alerts, vehicle tracking, and maintenance notifications via mobile devices.

7. Focus on Sustainability

Green Initiatives: ZenduIT actively promotes environmentally friendly fleet practices. Features like fuel efficiency monitoring, route optimization, and solar-powered hardware help fleets reduce their carbon footprint and operate more sustainably. This focus on eco-friendly solutions aligns with many Sourcewell members' goals of promoting sustainability within their operations.

8. Exceptional Customer Support and Training

Free, Role-Based Training: ZenduIT provides free, comprehensive training for all roles within an organization, including drivers, fleet managers, and administrators. This ensures that every team member is fully prepared to use the platform effectively from day one. Advanced training is also offered at no additional cost, with optional on-site training available.

Ongoing Support: We provide ongoing customer support, ensuring that Sourcewell participating entities receive continuous assistance with troubleshooting, updates, and system optimization. Our dedicated support team ensures that issues are resolved quickly and efficiently.

9. Innovative Use of AI: Zed, Our AI-Powered Assistant

Zed, Our AI Mascot: Our AI-powered assistant, Zed, is a unique and engaging feature that helps users navigate the platform more easily. Zed provides support with system navigation, troubleshooting, and accessing critical data, making the user experience more interactive and user-friendly.

Conclusion

ZenduIT's ZenduONE platform and solutions provide a unique, flexible, and innovative approach to fleet management that sets us apart from others in the industry. Our comprehensive platform, modular design, AI-driven safety features, seamless integrations, and commitment to sustainability make ZenduIT an ideal partner for Sourcewell participating entities. These unique attributes enable us to deliver superior value by improving efficiency, enhancing safety, and offering a scalable solution that evolves with the needs of fleet managers across various industries.

46	Describe your approach to data privacy, including any certifications or standards achieved, in regard to your proposed solutions.	<p>ZenduiT takes a comprehensive approach to data privacy and security, prioritizing the protection of sensitive information within our fleet management solutions. Our approach includes stringent data handling protocols, adherence to industry standards, and ongoing security assessments to ensure data integrity, confidentiality, and compliance.</p> <p>1. Data Protection Standards and Certifications ISO 27001 Compliance: ZenduiT aligns with ISO 27001 standards, the international benchmark for information security management systems (ISMS). While we are working towards formal certification, our processes adhere to ISO 27001 principles, ensuring robust security measures across data storage, access controls, and information handling. GDPR and CCPA Compliance: Although these regulations primarily apply to specific regions, ZenduiT adopts GDPR (General Data Protection Regulation) and CCPA (California Consumer Privacy Act) principles to protect user data rights, including data minimization, access control, and transparent data handling. This commitment ensures that Sourcewell entities' data is managed in compliance with privacy best practices.</p> <p>2. Data Encryption and Access Controls Data Encryption: ZenduiT utilizes AES-256 encryption for data at rest and TLS 1.2 encryption for data in transit. This ensures that all sensitive information is securely stored and transferred, preventing unauthorized access. Role-Based Access Control (RBAC): Our solutions are equipped with role-based access control to limit data access based on user roles. Only authorized personnel can access sensitive data, reducing the risk of internal data breaches.</p> <p>3. Privacy by Design Built-In Privacy Features: ZenduiT follows a Privacy by Design approach, embedding data privacy features directly into our products. This includes options for data anonymization, user control over data sharing, and minimal data collection, ensuring compliance with privacy best practices.</p> <p>4. Ongoing Security Assessments and Incident Response Regular Security Audits: We conduct regular internal and third-party security audits to identify and address potential vulnerabilities within our systems. Incident Response Protocols: ZenduiT has established robust incident response protocols to detect, assess, and respond to any data security incidents promptly. This includes notifying affected parties, investigating the cause, and implementing corrective actions to prevent recurrence.</p> <p>Conclusion ZenduiT's commitment to data privacy is grounded in best practices and rigorous security protocols, ensuring that Sourcewell participating entities' data remains protected at all times. Our alignment with key standards and ongoing security measures reinforce our dedication to data integrity and privacy within our fleet management solutions.</p>	*
47	Describe any current or potential capabilities your proposed solutions offer in V2G (vehicle to grid) or similar smart city applications.	<p>ZenduiT's ZenduONE platform is designed with the flexibility to support emerging Vehicle-to-Grid (V2G) and smart city applications, aligning with the future of sustainable energy management. Currently, ZenduONE provides real-time EV monitoring capabilities, tracking metrics such as battery health, charge levels, and usage, which are essential for V2G readiness. We plan to expand these capabilities to include bidirectional energy flow control, allowing EVs not only to charge from the grid but also to return excess energy during peak demand, contributing to grid stability. Additionally, ZenduONE's IoT-ready architecture supports integration with smart city infrastructure, facilitating applications like coordinated energy use, traffic flow management, and urban planning. Our platform's modular design enables Sourcewell entities to easily incorporate these features as V2G technology and smart city initiatives evolve.</p>	*
48	Describe any capabilities around safety and accident management your proposed solutions offer.	<p>ZenduiT offers robust safety and accident management capabilities through our ZenduONE platform and integrated hardware solutions, designed to enhance fleet safety, reduce the risk of accidents, and improve overall driver performance. Below are the key safety and accident management features provided by our solutions:</p> <p>1. AI-Driven Driver Behavior Monitoring (ZenduCAM) ZenduCAM is an AI-enabled Advanced Driver Assistance System (ADAS) that proactively monitors driver behavior in real time. The system helps fleet managers and drivers identify and address risky driving habits that could lead to accidents. Key safety features include: Forward Collision Warning (FCW): Provides real-time alerts to drivers when they are approaching another vehicle too quickly, allowing them to react and avoid potential collisions. Lane Departure Warning (LDW): Detects when a vehicle is unintentionally drifting out of its lane and alerts the driver to correct their course, reducing the risk of accidents caused by lane drifting. Driver Fatigue and Distraction Detection: The system monitors drivers for signs of fatigue, such as drowsiness or distraction, and issues alerts to prevent accidents caused by driver inattentiveness. It can detect behaviors like looking away from the road or using a mobile device while driving.</p> <p>2. Real-Time Alerts and In-Cab Coaching In-Cab Alerts: ZenduCAM provides real-time in-cab alerts to drivers when unsafe behaviors are detected, such as speeding, harsh braking, tailgating, or distracted driving. These immediate warnings help drivers correct their actions in real-time, reducing the likelihood of accidents. Automated Driver Coaching: Fleet managers can set up automated driver coaching programs based on collected data. ZenduONE generates reports on driver performance, which can be</p>	

	<p>used for training and corrective measures to improve safety. This proactive approach promotes continuous driver improvement and helps prevent future incidents.</p> <p>3. Live Video Streaming and Incident Recording</p> <p>Event-Triggered Video Recording: ZenduCAM automatically records and saves video footage when safety events occur, such as collisions, harsh braking, or rapid acceleration. This event-triggered recording provides fleet managers with critical evidence to review the moments leading up to and following an incident, aiding in accident investigation and claims management.</p> <p>Live Video Streaming: Fleet managers can access live video feeds from vehicles in real-time. This capability is particularly useful for investigating incidents as they happen or monitoring high-risk driving behavior remotely.</p> <p>4. Accident Investigation and Incident Management</p> <p>Accident Reporting and Data Collection: When an accident occurs, ZenduONE automatically compiles relevant data from the vehicle, including GPS location, speed, braking information, and video footage. This data can be reviewed and analyzed to determine the cause of the accident, enabling accurate reporting for insurance claims and legal investigations.</p> <p>Post-Accident Review: ZenduONE's detailed incident reports provide fleet managers with a full breakdown of accident data, including video, telematics data, and driver behavior information. This helps managers understand the root cause of accidents, implement corrective actions, and develop new safety protocols to prevent future incidents.</p> <p>5. Telematics-Driven Safety Insights</p> <p>Driver Safety Scorecards: ZenduONE generates comprehensive driver scorecards based on data collected from the vehicle's telematics system. These scorecards rank drivers based on safety-related behaviors such as speeding, harsh braking, and seatbelt usage. Fleet managers can use these scorecards to identify high-risk drivers and implement targeted training to improve safety.</p> <p>Speeding Alerts and Geo-Fencing: ZenduONE provides speeding alerts to notify fleet managers when drivers exceed predefined speed limits. Additionally, geofencing technology ensures that drivers adhere to specific routes or geographic areas, reducing the risk of accidents caused by route deviations.</p> <p>6. Predictive Maintenance and Accident Prevention</p> <p>Telematics-Based Predictive Maintenance: ZenduONE's predictive maintenance capabilities help prevent accidents caused by vehicle malfunctions. By monitoring engine diagnostics, tire pressure, and brake performance, the system can identify potential issues before they lead to vehicle breakdowns or accidents.</p> <p>Real-Time Vehicle Health Monitoring: Fleet managers receive real-time alerts when critical vehicle components require maintenance or repair, ensuring that vehicles are always operating safely on the road.</p> <p>7. Driver Behavior Trends and Long-Term Safety Improvements</p> <p>Long-Term Behavior Monitoring: ZenduONE tracks driver behavior trends over time, allowing fleet managers to identify persistent issues or improvements in driver performance. By analyzing long-term data, fleet managers can adjust safety programs, implement new training protocols, and continuously improve the safety culture within the fleet.</p> <p>Customizable Rules and Alerts: Fleet managers can customize the rules and thresholds for alerts based on their specific safety requirements. For example, they can set rules for driver fatigue, harsh acceleration, or proximity to other vehicles, ensuring that their safety program is tailored to their operational needs.</p> <p>8. Integration with Emergency Response</p> <p>Immediate Accident Notifications: In the event of an accident, ZenduONE can automatically alert fleet managers and emergency contacts with real-time location data and video footage. This feature ensures a rapid response to accidents and helps minimize the impact on drivers and vehicles.</p> <p>Conclusion</p> <p>ZenduiT's ZenduONE platform and hardware solutions offer comprehensive safety and accident management capabilities, making it easier for fleet managers to proactively prevent accidents, monitor driver behavior, and respond quickly to incidents. From AI-powered driver assistance and in-cab coaching to real-time video streaming and detailed accident reporting, ZenduiT's solutions are designed to keep fleets safe, reduce accident-related costs, and improve overall operational safety.</p>	
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Table 5B: Value-Added Attributes

Line Item	Question	Certification	Offered	Comment
49	Select 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 and a listing of dealerships, HUB partners or re-sellers if available. Select all that apply.		<input type="radio"/> Yes <input checked="" type="radio"/> No	
50		Minority Business Enterprise (MBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	
51		Women Business Enterprise (WBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	
52		Disabled-Owned Business Enterprise (DOBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	
53		Veteran-Owned Business Enterprise (VBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	
54		Service-Disabled Veteran-Owned Business (SDVOB)	<input type="radio"/> Yes <input checked="" type="radio"/> No	
55		Small Business Enterprise (SBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	
56		Small Disadvantaged Business (SDB)	<input type="radio"/> Yes <input checked="" type="radio"/> No	
57		Women-Owned Small Business (WOSB)	<input type="radio"/> Yes <input checked="" type="radio"/> No	

Table 6: Pricing (400 Points)

Provide detailed pricing information in the questions that follow below.

Line Item	Question	Response *	
58	Describe your payment terms and accepted payment methods.	30 days payment terms and payment through bank transfer (ACH or wire transfer)	*
59	Describe any leasing or financing options available for use by educational or governmental entities.	Zenduit offers flexible subscription-based services, invoiced on a monthly basis, allowing educational and governmental entities to manage costs effectively without large upfront payments. This model reduces financial burden by spreading expenses over time, providing better budget control and scalability based on the organization's needs.	*

60	Describe any standard transaction documents that you propose to use in connection with an awarded agreement (order forms, terms and conditions, service level agreements, etc.). Upload all template agreements or transaction documents which may be proposed to Participating Entities.	<p>ZenduiT utilizes several standard transaction documents to ensure clarity, transparency, and consistency in all interactions with Sourcewell participating entities. These documents outline service expectations, responsibilities, and performance standards associated with our fleet management solutions. The primary transaction documents include:</p> <p>Service Level Agreements (SLAs): Our SLA defines the expected performance standards, response times, and resolution times for ZenduiT's support services. It establishes accountability for service delivery, ensuring that participating entities receive timely support and effective solutions.</p> <p>End User License Agreement (EULA): For software products, our EULA outlines the rights and restrictions related to the use of ZenduiT software. This agreement ensures that users understand their rights and responsibilities in using the software.</p> <p>Maintenance and Support Agreement: This document specifies the scope of our maintenance and support services, detailing the types of support provided, access to software updates, and terms for ongoing technical assistance.</p> <p>We can send the templates of each of these transaction documents, which can be customized to meet the unique needs of Sourcewell participating entities. These documents provide a clear, standardized framework for each engagement, ensuring a smooth onboarding and service experience.</p>	*
61	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?	NA	*
62	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.	We apply a dynamic pricing model that includes both line-item and product-category discounts. Our pricing structure provides flexibility for volume purchases, with standard pricing available for smaller orders and discounted tier pricing for bulk or repeat orders. The Sourcewell discounted price includes a range of 5% to 15% off our standard pricing, depending on the product category. All pricing data and SKUs can be uploaded in the document upload section.	*
63	Quantify the pricing discount represented by the pricing proposal in this response. For example, if the pricing in your response represents a percentage discount from MSRP or list, state the percentage or percentage range.	We offer discounts ranging from 5% to 15% off the Manufacturer's Suggested Retail Price (MSRP) across our product categories, depending on the volume and frequency of orders. These discounts are aimed at delivering value for larger purchase orders and ongoing contracts.	*
64	Describe any quantity or volume discounts or rebate programs that you offer.	We provide quantity discounts starting at orders over 100 units, with discount levels increasing for larger volumes. For example, orders over 500 units qualify for a 10% discount, and orders over 1,000 units receive a 15% discount. We also offer a rebate program for repeat customers who consistently purchase in high volumes, with an additional rebate applied based on total annual spending.	*
65	Propose a method of facilitating "sourced" products or related services, which may be referred to as "open market" items or "non-contracted items". 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.	We can facilitate "sourced" products or non-contracted items by providing a custom quote for each request. We typically price these items at cost plus a fixed percentage to cover sourcing and logistics. This approach ensures transparency and flexibility for non-standard items.	*
66	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.	Installation costs are per hardware product. These include setup, pre-delivery inspections, and mandatory training sessions.	*
67	If freight, delivery, or shipping is an additional cost to the Sourcewell participating entity, describe in detail the complete freight, shipping, and delivery program.	Freight and shipping costs are charged per hardware product. Shipping costs vary based on location and size of the order.	*
68	Specifically describe freight, shipping, and delivery terms or programs available for Alaska, Hawaii, Canada, or any offshore delivery.	We offer standard freight, shipping, and delivery options across the U.S. and Canada. Special arrangements for Alaska, Hawaii, and offshore deliveries are available upon request.	*
69	Describe any unique distribution and/or delivery methods or options offered in your proposal.	NA	*

70	Specifically describe any self-audit process or program that you plan to employ to verify compliance with your proposed agreement with Sourcewell. This process includes ensuring that Sourcewell participating entities obtain the proper pricing.	We have an internal audit process in place to regularly review and verify pricing compliance with Sourcewell's agreements. Our system flags any discrepancies, ensuring that all participating entities receive the correct pricing.	*
71	If you are awarded an agreement, provide a few examples of internal metrics that will be tracked to measure whether you are having success with the agreement.	We will track the following metrics to ensure success with the agreement: Total units sold to Sourcewell members. Revenue generated from Sourcewell agreements. Customer satisfaction scores (post-installation surveys). Volume of repeat business from Sourcewell members.	*
72	Provide a proposed Administration Fee payable to Sourcewell. The Fee is in consideration for the support and services provided by Sourcewell. The proposed Administrative Fee will be payable to Sourcewell on all completed transactions to Participating Entities utilizing this Agreement. The Administrative Fee will be calculated as a stated percentage, or flat fee as may be applicable, of all completed transactions utilizing this Master Agreement within the preceding Reporting Period defined in the agreement.	We propose an administrative fee of 2% of sales under the Sourcewell contract.	*

Table 7: Pricing Offered

Line Item	The Pricing Offered in this Proposal is: *	Comments	
73	The pricing offered is as good as or better than pricing typically offered through existing cooperative contracts, state contracts, or agencies.	The pricing offered in this proposal is structured to provide Sourcewell participating entities with highly competitive rates, ensuring exceptional value and cost-effectiveness. This pricing is designed to offer Sourcewell members the best possible rates and terms available, consistent with our commitment to delivering high-quality solutions at a strong value.	*

Table 8A: Depth and Breadth of Offered Solutions (200 Points)

Line Item	Question	Response *	
74	Provide a detailed description of all the Solutions offered, including used, offered in the proposal.	<p>ZenduIT is proud to present a comprehensive range of Fleet Management Technologies with Related Software Solutions that align with Sourcewell's requirements. Our integrated approach covers the critical areas of fleet management, including advanced telematics, real-time tracking, and compliance solutions. Below is a detailed description of the solutions we offer, tailored to meet the specific needs of Sourcewell's participating entities.</p> <p>ZenduONE: A Comprehensive Fleet Management Platform At the heart of ZenduIT's offering is ZenduONE, a cutting-edge fleet management platform that provides a powerful combination of hardware integration, data analytics, and real-time monitoring. It serves as the backbone for managing fleet operations by delivering actionable insights and helping fleet managers optimize their operations.</p> <p>Core Features: Fleet Telematics and Monitoring: ZenduONE delivers a fully integrated telematics solution that tracks every aspect of your fleet, including real-time GPS data, vehicle health reports, driver safety scorecards, and fuel consumption analytics. The platform offers customizable dashboards for reporting on key performance indicators like mileage, engine performance, and maintenance schedules. Scalability: Whether you manage a small local fleet or a large national operation, ZenduONE is designed to scale with your needs. It supports unlimited users, vehicles, and drivers, offering fleet managers the ability to grow and adapt the system as their operations expand. Fleet Technology-Related Hardware Solutions ZenduIT provides a range of hardware solutions that integrate seamlessly with</p>	

ZenduONE to enable robust vehicle and asset tracking, driver behavior monitoring, and advanced diagnostics.

Key Hardware Solutions:

ZenduTrack: A reliable, plug-and-play OBDII tracker that provides real-time GPS tracking, along with detailed vehicle diagnostics, including engine faults and driver behavior metrics like seatbelt usage and harsh braking. This device is essential for gaining deep visibility into fleet operations and ensuring the health and safety of vehicles and drivers.

ZenduCAM: An AI-enabled camera system designed to enhance fleet safety and compliance. It includes features like forward collision warnings, lane departure alerts, and driver fatigue detection. ZenduCAM captures high-resolution video feeds, providing real-time streaming and event-triggered alerts for dangerous driving behaviors.

Asset Trackers: We offer both solar-powered and battery-powered asset trackers, such as the ZenduTrack TL P1 Solar and GLO IoT Smartone C. These devices provide constant visibility of trailers, containers, and other high-value assets, making them ideal for industries like logistics and construction, where monitoring and securing valuable assets is critical.

Fleet Telematics and Monitoring

ZenduiT's telematics solutions form the foundation of our real-time tracking and data analytics capabilities. With a focus on improving operational efficiency and safety, our telematics offerings provide deep insights into fleet performance and driver behavior.

Telematics Capabilities:

Real-Time Vehicle Monitoring: ZenduONE delivers real-time tracking of vehicles and assets, offering fleet managers detailed insights into vehicle locations, route completion, and driver behavior. This real-time visibility helps reduce response times, optimize routes, and improve customer satisfaction.

Advanced Diagnostics and Maintenance: Through detailed telematics data, fleet managers can monitor engine health, detect vehicle faults early, and schedule preventative maintenance. This reduces vehicle downtime, minimizes repair costs, and extends the life of fleet vehicles.

Geofencing Solutions and Asset Tracking

ZenduiT offers robust geofencing solutions as part of its asset tracking capabilities. This technology allows fleet managers to define virtual boundaries around specific locations and receive alerts when vehicles or assets enter or exit those areas.

Geofencing Benefits:

Real-Time Alerts: With ZenduONE's geofencing capabilities, fleet managers can monitor movements in and out of designated zones. This feature enhances security by alerting managers to unauthorized vehicle movements and helps ensure compliance with operational protocols.

Improved Asset Utilization: By integrating geofencing with asset tracking, managers can ensure that assets are being used efficiently and in the right locations. This improves resource allocation and operational transparency.

Integrated Video Solutions

ZenduCAM, ZenduiT's integrated video solution, provides a comprehensive video monitoring system that enhances safety and compliance. This camera system is designed for both internal and external vehicle monitoring, offering high-resolution video feeds with real-time GPS tracking.

Key Features:

AI-Driven Driver Assistance: ZenduCAM includes Advanced Driver Assistance Systems (ADAS) that monitor driver behavior in real time. The system provides alerts for behaviors like tailgating, distracted driving, and non-compliance with seatbelt regulations. These real-time warnings help prevent accidents and improve driver performance.

Remote Video Monitoring: Fleet managers can access live video streams from any location, allowing them to monitor incidents in real time. This feature is particularly useful for investigating accidents or addressing driver safety issues quickly.

Conclusion

ZenduiT offers an all-encompassing fleet management solution that meets Sourcewell's requirements. Our technology enhances operational efficiency through real-time telematics, advanced video monitoring, driver safety systems, and asset tracking solutions. With scalable hardware and software, flexible customization options, and seamless integration capabilities, ZenduiT ensures that fleets of all sizes can optimize performance, reduce costs, and enhance safety across operations.

75	Within this RFP category there may be subcategories of solutions. List subcategory titles that best describe your products and services.	<p>ZenduiT offers a wide range of fleet management solutions that fall into several key subcategories within the broader fleet management category. Below are the subcategory titles that best describe our products and services, excluding areas related to Fleet Management Information Systems, Motor Pool and Fleet Sharing Solutions, and Emissions, GHG, or LCFS tracking.</p> <ol style="list-style-type: none"> 1. Fleet Telematics Solutions Solutions for collecting and analyzing vehicle telematics data, including GPS tracking, engine diagnostics, driver behavior monitoring, and fuel usage. 2. Asset Tracking and Monitoring GPS tracking solutions for powered and unpowered assets, such as trailers, containers, and equipment, with real-time location monitoring and geofencing capabilities. 3. Advanced Driver Safety and Monitoring Systems AI-enabled camera systems for monitoring driver behavior, offering safety features like collision warnings, lane departure alerts, fatigue detection, and live video streaming. 4. Fleet Maintenance and Diagnostics Management Maintenance management solutions for automating work orders, scheduling preventative maintenance, and providing real-time alerts based on vehicle diagnostics and telematics data. 5. Integrated Video Solutions Real-time video monitoring and driver behavior analysis systems, integrated with telematics for enhanced fleet safety and compliance. 6. Geofencing and Security Solutions Geofencing technology for securing assets and vehicles, offering real-time alerts when assets or vehicles enter or exit predefined areas. <p>Each of these subcategories represents a distinct area of our fleet management offering, ensuring that ZenduiT can meet the diverse needs of Sourcewell's participating entities by delivering solutions that improve safety, operational efficiency, and fleet visibility.</p>	*
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Table 8B: Depth and Breadth of Offered Solutions

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

Line Item	Category or Type	Offered *	Comments	
76	Fleet management information systems	<input type="radio"/> Yes <input checked="" type="radio"/> No	ZenduiT currently does not offer fleet management information systems as part of our solution suite. However, this is an area we are actively developing, and we plan to introduce these capabilities in the near future to better support our clients' fleet management needs.	*
77	Fleet technology related hardware solutions	<input checked="" type="radio"/> Yes <input type="radio"/> No	ZenduiT offers a comprehensive range of fleet technology-related hardware solutions designed to enhance tracking, safety, and operational efficiency. Our hardware solutions include ZenduTrack for GPS tracking, ZenduCAM for video monitoring and driver safety, and ZenduBeacon for asset tracking, all of which integrate seamlessly with our platform to support real-time fleet management and data-driven decision-making.	*
78	Related software solutions	<input checked="" type="radio"/> Yes <input type="radio"/> No	ZenduiT provides a range of related software solutions to complement our hardware offerings and support comprehensive fleet management. Our ZenduONE platform integrates tracking, monitoring, and data analytics tools, while ZenduConnect enables seamless integration with third-party applications, telematics providers, and billing systems. These software solutions help streamline operations, improve asset visibility, and enhance decision-making for fleet managers.	*

79	Fleet telematics	<input checked="" type="radio"/> Yes <input type="radio"/> No	ZenduiT offers robust fleet telematics solutions that provide real-time insights into vehicle location, driver behavior, engine diagnostics, and fuel usage. Through our ZenduONE platform, fleet managers can monitor their assets, optimize routes, and improve safety, enabling data-driven decision-making and operational efficiency.	*
80	Fleet monitoring and asset tracking	<input checked="" type="radio"/> Yes <input type="radio"/> No	ZenduiT's fleet monitoring and asset tracking solutions offer real-time visibility over vehicles and high-value assets. With ZenduTrack, fleet managers can monitor asset locations, usage, and security, enhancing operational efficiency and providing control over fleet movements across all locations.	*
81	Geofencing solutions	<input checked="" type="radio"/> Yes <input type="radio"/> No	ZenduiT provides geofencing solutions through our ZenduONE platform, enabling fleet managers to set virtual boundaries for vehicles and assets. Custom alerts are triggered whenever vehicles or equipment enter or exit these geofenced areas, improving security, compliance, and operational oversight.	*
82	Motor pool and fleet sharing solutions services	<input type="radio"/> Yes <input checked="" type="radio"/> No	ZenduiT does not currently offer motor pool and fleet sharing solutions services as part of our product suite. While this capability is outside our present offerings, we continuously evaluate client needs to consider future enhancements to our fleet management solutions.	*
83	Integrated video solutions	<input checked="" type="radio"/> Yes <input type="radio"/> No	ZenduiT's integrated video solutions are powered by ZenduCAM, offering live-streaming, in-cab monitoring, and event-triggered video recording. These capabilities allow fleet managers to monitor driver behavior in real time, promoting safety, compliance, and accountability across the fleet.	*
84	Emissions, Green House Gas (GHG), or Low Carbon Fuel Standard (LCFS) tracking, reporting, and management	<input type="radio"/> Yes <input checked="" type="radio"/> No	ZenduiT's current solutions do not include Emissions, GHG, or LCFS tracking, reporting, and management. Although these features are not available at this time, we are committed to expanding our offerings to support environmental sustainability as client demand grows.	*

Table 9: Exceptions to Terms, Conditions, or Specifications Form

Line Item 85. NOTICE: To identify any exception, or to request any modification, to Sourcwell standard Master Agreement terms, conditions, or specifications, a Proposer must submit the proposed exception(s) or requested modification(s) via redline in the Master Agreement Template provided in the "Bid Documents" section. Proposer must upload the redline in the "Requested Exceptions" upload field. All exceptions and/or proposed modifications are subject to review and approval by Sourcwell and will not automatically be included in the Master Agreement.

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

Documents

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

1. Documents in PDF format are preferred. Documents in Word, Excel, or compatible formats may also be provided.
 2. Documents should NOT have a security password, as 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](#) - Zenduit Sourcewell Price List.pdf - Tuesday October 29, 2024 11:25:06
 - Financial Strength and Stability (optional)
 - [Marketing Plan/Samples](#) - Zenduit_Marketing Plan for Sourcewell.pdf - Tuesday October 29, 2024 11:25:22
 - WMBE/MBE/SBE or Related Certificates (optional)
 - Standard Transaction Document Samples (optional)
 - Requested Exceptions (optional)
 - [Upload Additional Document](#) - Zenduit Response to Sourcewell RFP.pdf - Tuesday October 29, 2024 14:20:08

Addenda, Terms and Conditions

PROPOSER AFFIDAVIT OF COMPLIANCE

I certify that I am an authorized representative of Proposer and have authority to submit the foregoing Proposal:

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 award.
3. The Proposer certifies that:
 - (1) The prices in this Proposal have been arrived at independently, without, for the purpose of restricting competition, any consultation, communication, or agreement with any other Proposer or competitor relating to-
 - (i) Those prices;
 - (ii) The intention to submit an offer; or
 - (iii) The methods or factors used to calculate the prices offered.
 - (2) The prices in this Proposal have not been and will not be knowingly disclosed by the Proposer, directly or indirectly, to any other Proposer or competitor before award unless otherwise required by law; and
 - (3) No attempt has been made or will be made by Proposer to induce any other concern to submit or not to submit a Proposal for the purpose of restricting competition.
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 is created when a current or prospective supplier is unable to render impartial service to Sourcewell due to the supplier's: a. creation of evaluation criteria during performance of a prior agreement which potentially influences future competitive opportunities to its favor; b. access to nonpublic and material information that may provide for a competitive advantage in a later procurement competition; c. impaired objectivity in providing advice to Sourcewell.
5. Proposer will provide to Sourcewell Participating Entities Solutions in accordance with the terms, conditions, and scope of a resulting master agreement.
6. The Proposer possesses, or will possess all applicable licenses or certifications necessary to deliver Solutions under any resulting master agreement.
7. The Proposer will comply with all applicable provisions of federal, state, and local laws, regulations, rules, and orders.
8. 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, 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. - Subal Saini, Proposal Manager, GoFleet Corporation

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_12_RFP_102924_Fleet Management_Technology Tue October 22 2024 07:02 AM	<input checked="" type="checkbox"/>	2
Addendum_11_RFP_102924_Fleet Management_Technology Fri October 18 2024 03:16 PM	<input checked="" type="checkbox"/>	2
Addendum_10_RFP_102924_Fleet Management_Technology Thu October 17 2024 01:06 PM	<input checked="" type="checkbox"/>	1
Addendum_9_RFP_102924_Fleet Management_Technology Thu October 10 2024 02:44 PM	<input checked="" type="checkbox"/>	1
Addendum_8_RFP_102924_Fleet Management_Technology Wed October 9 2024 03:28 PM	<input checked="" type="checkbox"/>	2
Addendum_7_RFP_102924_Fleet Management_Technology Tue October 8 2024 02:23 PM	<input checked="" type="checkbox"/>	2
Addendum_6_RFP_102924_Fleet Management_Technology Fri October 4 2024 08:10 AM	<input checked="" type="checkbox"/>	2
Addendum_5_RFP_102924_Fleet Management_Technology Mon September 30 2024 04:19 PM	<input checked="" type="checkbox"/>	3
Addendum_4_RFP_102924_Fleet Management_Technology Wed September 25 2024 08:19 AM	<input checked="" type="checkbox"/>	1
Addendum_3_RFP_102924_Fleet Management_Technology Tue September 24 2024 08:22 AM	<input checked="" type="checkbox"/>	1
Addendum_2_RFP_102924_Fleet Management_Technology Wed September 18 2024 09:24 AM	<input checked="" type="checkbox"/>	2
Addendum_1_RFP_102924_Fleet Management_Technology Fri September 13 2024 04:33 PM	<input checked="" type="checkbox"/>	1