

**MASTER AGREEMENT #112124**

**CATEGORY: Copiers, Printers, and Multi-Function Devices with Related Supplies,
Accessories, and Services
SUPPLIER: vCloud Tech Inc.**

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 vCloud Tech Inc., 609 Deep Valley Dr., Suite 200, Rolling Hills Estates, CA 90274 (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 January 10, 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 (Solicitation #112124) to Participating Entities. In-Scope solutions include:
 - a) Copiers, printers, scanners, and multi-function devices for the purpose of print, specialty print, duplication, reproduction, or imaging of documents or material across a broad range of output formats, qualities, and sizes, in a variety of device capabilities, such as mobile, desktop, and production units, and black and white or color format;
 - b) Proposers may offer hardware, software, and accessories, to the extent that they are complementary and directly related to the solutions described in 7)a above;
 - c) Services related to the solutions described in 7)a – b) above, including managed print services (MPS), access or security controls, networking, installation, monitoring or testing, maintenance or repair, and warranty programs. However, this solicitation should NOT be construed to include MPS-only or service-only solutions.
- 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 Sourcewell 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

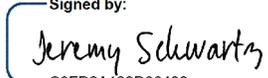
The Terms in this Article 3 relate specifically to Supplier and a Participating Entity when entering transactions utilizing the General Terms established in this Master Agreement. Article 1 General Terms control over any conflict with this Article 3. Where this Master Agreement is silent on any subject,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

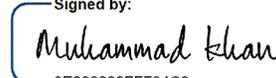
- 1) **Quotes to Participating Entities.** Suppliers are encouraged to provide all pricing information regarding the total cost of acquisition when quoting to a Participating Entity. Suppliers and Participating Entities are encouraged to include all cost specifically associated with or included within 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

vCloud Tech Inc.

Signed by:

 C0FD2A139D06489...
 By: _____
 Jeremy Schwartz
 Title: Chief Procurement Officer
 Date: 1/9/2025 | 5:35 AM CST

Signed by:

 0E303292FFF34C8...
 By: _____
 Muhammad Khan
 Title: CEO
 Date: 1/8/2025 | 5:02 PM CST

RFP 112124 - Copiers, Printers, and Multi-Function Devices with Related Supplies, Accessories, and Services

Vendor Details

Company Name: vCloud Tech Inc.
Address: 609 Deep Valley Drive
Suite 200
Rolling Hills Estates, California 90274
Contact: Muhammad Khan
Email: contracts@vcloudtech.com
Phone: 833-482-5683 719
Fax: 833-482-5683
HST#: 463104792

Submission Details

Created On: Thursday October 03, 2024 09:54:56
Submitted On: Wednesday November 20, 2024 15:02:27
Submitted By: Muhammad Khan
Email: contracts@vcloudtech.com
Transaction #: f3e1a1ef-f655-4a0a-997a-865ce3f75ee0
Submitter's IP Address: 154.192.9.24

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.	vCloud Tech Inc.
2	In the event of award, is this entity the Responsible Supplier that will execute the master agreement with Sourcewell? Y or N.	Yes, vCloud Tech will be the Responsible Supplier that will execute the master agreement with Sourcewell. vCloud Tech is fully authorized to act as the Responsible Supplier for the execution of the master agreement with Sourcewell upon award. As a well-established reseller with extensive experience in providing technology solutions, vCloud Tech is committed to ensuring the successful delivery of all services and products outlined in this RFP. Our company has the necessary resources, expertise, and infrastructure to fulfill all obligations under the Sourcewell cooperative purchasing program. Our role as the Responsible Supplier includes managing the end-to-end process, from securing and delivering the proposed solutions to ensuring full compliance with the terms of the agreement. This includes maintaining strong relationships with manufacturers, ensuring that all products offered meet the required specifications, and providing excellent customer service to all Sourcewell participating entities. Furthermore, vCloud Tech will be responsible for executing contracts, managing logistics, and ensuring that all aspects of the agreement are fulfilled according to the standards and expectations outlined by Sourcewell. In addition, vCloud Tech has the authority and capability to manage any partner or subcontractor relationships required for the execution of this agreement, ensuring seamless collaboration and accountability throughout the term of the contract.
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).	vCloud Tech, as a standalone entity, will be solely responsible for offering and performing the delivery of all Solutions outlined in this proposal. While vCloud Tech does not operate any subsidiaries, D.B.A.s (Doing Business As), or authorized affiliates, the company has built a robust infrastructure that enables it to manage all aspects of the proposed solutions directly. As a highly experienced reseller, vCloud Tech is fully equipped to handle the complete lifecycle of the solutions—ranging from procurement and delivery to post-sale support and customer service. Our internal team of experts, including project managers, technical support staff, and logistics professionals, will work collaboratively to ensure that the requirements of the Sourcewell master agreement are fulfilled to the highest standard. Although we do not have subsidiaries or affiliated entities, vCloud Tech has long-standing partnerships with a network of top-tier manufacturers and distributors. These partnerships allow us to source the highest quality products efficiently, but all contractual responsibilities, deliveries, and execution of services will be managed solely by vCloud Tech. We remain the central point of contact for Sourcewell and its participating entities, ensuring consistent service, quality, and accountability throughout the term of the agreement. This structure ensures a streamlined approach where vCloud Tech retains full control and oversight of all aspects of the project, providing a clear and direct path of communication and service delivery to meet Sourcewell's needs.
4	Provide your CAGE code or Unique Entity Identifier (SAM):	LBTHZ1LB1RQ3
5	Provide your NAICS code applicable to Solutions proposed.	NAICS Code: 423430
6	Proposer Physical Address:	609 Deep Valley Dr. Suite 200 Rolling Hills Estates, CA 90274
7	Proposer website address (or addresses):	https://vcloudtech.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):	Name: Muhammad Khan Title: CEO Email address: contracts@vcloudtech.com Phone Number: (833) 482 5683	*
9	Proposer's primary contact for this proposal (name, title, address, email address & phone):	Name: Muhammad Khan Title: CEO Email address: contracts@vcloudtech.com Phone Number: (833) 482 5683	*
10	Proposer's other contacts for this proposal, if any (name, title, address, email address & phone):	Name: Nadia Khan Title: President Email address: customersupport@vcloudtech.com Phone Number: (833) 482 5683	*

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

Line Item	Question	Response *
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>vCloud Tech was founded in 2013 with a vision to become a leading provider of IT and technology solutions for businesses and organizations across multiple industries. Since its establishment, vCloud Tech has rapidly grown to serve a wide range of clients, including government agencies, educational institutions, and private enterprises. Initially, vCloud Tech focused on offering IT hardware and software, but as the technology landscape evolved, so did our service offerings.</p> <p>From its humble beginnings, vCloud Tech has expanded into a full-service technology reseller, delivering comprehensive solutions that go beyond just product sales. Today, we offer a broad spectrum of services, including copiers, printers, multi-function devices (MFDs), and managed print services (MPS). Additionally, we provide complementary solutions like networking equipment, cloud services, security solutions, and IT consulting, making us a trusted partner for all-encompassing technology needs.</p> <p>Service Offerings</p> <ul style="list-style-type: none"> • Hardware Solutions: vCloud Tech provides a wide range of hardware solutions tailored to meet the specific needs of our clients from leading providers such as Canon, HP, Dell, Xerox, Lexmark, Brother, Epson, Zebra Technologies, Honeywell, we provide servers, printers, copiers, scanners, laptops, workstations, and data storage systems to networking equipment, firewalls, and routers, we provide businesses with the infrastructure they need to support their operations. We ensure that the hardware solutions we offer as a reseller are scalable and adaptable to future growth. • Managed Services: In addition to providing hardware, vCloud Tech offers Managed Print Services, allowing organizations to optimize their printing processes, reduce costs, and enhance productivity. Our MPS solutions include ongoing monitoring, maintenance, and supply management to ensure that printing environments are running smoothly and efficiently. • Cloud and IT Infrastructure Services: As businesses increasingly shift toward cloud-based operations, vCloud Tech provides a full suite of cloud services, including cloud storage, virtualization, and disaster recovery solutions. Our team of experts works closely with clients to implement robust, scalable IT infrastructure that supports business continuity and growth. • Networking and Security Solutions: Recognizing the importance of secure and efficient network operations, vCloud Tech offers networking hardware, software, and security services. Our solutions ensure that our clients' IT environments are not only connected but also protected from emerging cybersecurity threats. • IT Consulting and Support: Our consulting services help clients navigate the complex world of technology, ensuring they make informed decisions about their IT investments. vCloud Tech's support team is available to provide ongoing maintenance, troubleshooting, and technical expertise to ensure uninterrupted operations. <p>Milestones and Growth</p> <p>vCloud Tech has steadily expanded its market presence over the years, securing partnerships with industry-leading manufacturers and distributors. This has allowed us to offer a diverse range of products while maintaining competitive pricing and exceptional service levels. Our growth has been driven by a commitment to innovation and an unwavering focus on customer satisfaction.</p> <p>Our involvement in the public sector has been particularly notable, as we have successfully participated in cooperative purchasing programs and government contracts, helping public organizations streamline their operations and manage costs. This experience positions vCloud Tech as a prime candidate for Sourcewell's cooperative purchasing program.</p>

Core Values

At vCloud Tech, our business is driven by a commitment to the following core values:

- Integrity: We believe in building trust through honest and transparent communication with our customers, partners, and stakeholders. We are dedicated to ethical practices in every aspect of our business.
- Customer Focus: Our clients are at the heart of everything we do. We strive to understand their needs and deliver solutions that exceed expectations, providing unparalleled support and personalized service.
- Innovation: In an ever-changing technological landscape, we pride ourselves on staying ahead of the curve. We partner with leading manufacturers to offer cutting-edge solutions that drive business efficiency and digital transformation.
- Quality Assurance: We ensure that every product and service we deliver is of the highest quality, and we continuously invest in training and development to maintain high standards in all areas of our operations.

Business Philosophy

Our business philosophy is simple: we are committed to delivering technology solutions that empower organizations to operate more efficiently, reduce costs, and improve productivity. We believe in building long-term partnerships with our clients by offering not just products, but comprehensive solutions that include consultation, installation, support, and ongoing maintenance.

We take pride in our ability to adapt to the unique needs of each client, whether they are small businesses or large government entities. This flexibility and focus on client satisfaction have enabled us to build a strong reputation for reliability and excellence in the industry.

Industry Longevity

With over a decade of experience in the technology industry, vCloud Tech has accumulated extensive expertise in the solutions requested in this RFP. Our team has a deep understanding of copiers, printers, and multi-function devices, along with the software, accessories, and managed print services that complement them. We have successfully served a wide range of clients, including public sector organizations, educational institutions, and private enterprises, providing solutions that streamline workflows and enhance operational efficiency.

Our longevity in the industry is a testament to our ability to adapt to technological advancements and market shifts. We remain committed to staying ahead of trends and offering solutions that align with the latest developments in document management and printing technologies.

vCloud Tech brings a wealth of experience, strong core values, and a customer-first philosophy to every project. We are well-positioned to meet the needs of Sourcewell's participating entities and look forward to the opportunity to contribute to their success through this master agreement.

<p>12</p>	<p>What are your company's expectations in the event of an award?</p>	<p>vCloud Tech is excited about the opportunity to collaborate with Sourcewell and its members through this master agreement. Our goal is to build a strong and lasting partnership that benefits both Sourcewell and the public entities it serves. We are fully committed to supporting the growth of this contract, expanding its reach to new members, and continuously educating eligible users on the value of cooperative purchasing.</p> <p>Upon award, vCloud Tech will implement a structured approach to ensure the success of the Sourcewell contract. This includes leveraging our dedicated account management team, which will provide Sourcewell and its members with a robust support network, including dedicated Business Development Managers, Field Account Executives, Inside Account Executives, and expert technology specialists. Our team is highly knowledgeable about cooperative contracts and will work to ensure a seamless transition, actively promoting the benefits of Sourcewell to both existing and potential members.</p> <p>Our team is ready to provide exceptional customer service, ensuring timely and efficient delivery of solutions, and offering ongoing support to maintain long-term satisfaction. We also expect to engage in close collaboration with Sourcewell to promote the master agreement, working together on joint marketing efforts and maximizing the use of cooperative purchasing opportunities.</p> <p>Our long-term expectation is to become a trusted partner of Sourcewell's members, helping them streamline their document management processes, improve their operational workflows, and reduce costs through our technology solutions. We anticipate fostering continued growth and innovation by consistently exceeding expectations in terms of product quality, service, and customer support.</p> <p>Our key expectations in the event of an award include:</p> <ul style="list-style-type: none"> ● Advocating for the Sourcewell partnership: Each member of our public sector sales team will actively promote the contract, ensuring that Sourcewell's cooperative purchasing program is utilized to its full potential. We anticipate substantial growth in both the number of distinct members using the contract and the overall contract volume. Our expanding sales force will be well-prepared to engage new members and guide them through the process of leveraging the Sourcewell contract. ● Developing targeted marketing materials: We plan to create marketing campaigns that emphasize the benefits of the Sourcewell-vCloud Tech partnership. Our Business Development and Marketing teams will work together to educate current customers and prospect new ones, highlighting how this contract can streamline procurement and reduce costs. ● Training our sales teams: vCloud Tech will provide thorough training to all our public sector sales staff on the Sourcewell contract. This training will cover contract terms, pricing models, and the value that Sourcewell provides to its members, ensuring that our team is fully prepared to advocate for the contract and answer any questions from potential users. ● Engaging with current Sourcewell members: We will regularly check in with existing Sourcewell members to gather feedback, ensure their needs are being met, and educate them on new products or services that can enhance their operations. Each member will have access to a dedicated account team, ensuring they receive the personalized support they require. ● Creating an online presence for Sourcewell members: vCloud Tech will establish a dedicated online catalog featuring contracted pricing and details about the Sourcewell partnership. This will include marketing materials, contract documents, and direct links to Sourcewell's website, making it easy for members to access the resources they need. <p>By focusing on strategic partnership, targeted marketing, and continuous member engagement, vCloud Tech aims to grow the value of the Sourcewell contract while ensuring that all participating entities have access to the best possible solutions. We look forward to collaborating with Sourcewell to drive success and provide long-term value to its members.</p>
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13	<p>Demonstrate your financial strength and stability with meaningful data. This could include such items as financial statements, SEC filings, credit and bond ratings, letters of credit, and detailed reference letters. Upload supporting documents (as applicable) in the document upload section of your response. DO NOT PROVIDE ANY TAX INFORMATION OR PERSONALLY IDENTIFIABLE INFORMATION.</p>	<p>vCloud Tech is a financially stable and growing company with a proven track record of success in the technology resale industry. Our financial strength is demonstrated by our consistent revenue growth, strong liquidity position, and solid creditworthiness. We have maintained a strong balance sheet with sufficient working capital to support our operations, ensuring that we can fulfill large-scale contracts and meet the financial demands of any awarded agreements.</p> <p>Over the past several years, vCloud Tech has achieved steady revenue growth, driven by our expanding client base and increasing market presence. Our financial stability is further evidenced by the following key indicators:</p> <ul style="list-style-type: none"> ● Revenue Growth: vCloud Tech has seen continuous year-over-year growth, with a robust increase in revenue over the last three fiscal years. This growth reflects our successful expansion into new markets and our ability to retain long-term clients across both public and private sectors. ● Strong Liquidity: We maintain a healthy liquidity position, ensuring that we have the financial flexibility to invest in new opportunities and manage any unforeseen financial challenges. Our current ratio and cash reserves are well above industry benchmarks, providing a strong foundation for continued growth. ● Creditworthiness: vCloud Tech has established relationships with top financial institutions and maintains a positive credit rating, demonstrating our ability to meet financial obligations on time. We have access to lines of credit that provide additional financial security and enable us to scale operations as needed. ● Reference Letters: We have received detailed reference letters from key clients and financial partners that affirm our ability to manage large contracts successfully. These references highlight our commitment to financial responsibility, timely payments, and strong project management. <p>As a privately owned company, vCloud Tech operates with no long-term bank debt, allowing us the flexibility to reinvest our profits into improving infrastructure, hiring new talent, and expanding our capabilities. This financial independence enhances our ability to respond quickly to market changes and customer demands, reinforcing our stability in a competitive industry.</p> <p>Key Strengths:</p> <ul style="list-style-type: none"> ● Agile Business Model: vCloud Tech's ability to adapt to the needs of our customers and the market ensures that we remain competitive and innovative. ● Strong Partnerships: Our relationships with customers, partners, and OEMs are foundational to our success, contributing to steady business growth and customer loyalty. ● Steady Growth: vCloud Tech has experienced consistent revenue growth, reflecting our ability to expand our market share while maintaining efficient operations.
14	<p>What is your US market share for the Solutions that you are proposing?</p>	<p>Our company, vCloud Tech, operates as a value-added reseller (VAR) for IT hardware and software solutions. While we do not have an exact quantifiable market share in the U.S. for the proposed solutions, our strong partnerships with leading OEMs and distributors, combined with our history of successful projects across federal, state, local, and commercial sectors, reflect our competitive standing in the market. Our focus is on delivering tailored solutions that meet our customers' unique needs, ensuring high-quality service and operational excellence. This approach has allowed us to establish a strong reputation and a growing presence in the U.S. market</p>
15	<p>What is your Canadian market share for the Solutions that you are proposing?</p>	<p>Currently, vCloud Tech focuses its operations and market presence within the United States and does not have an active market share for the solutions we are proposing in Canada. While we have developed a strong and growing presence in the U.S. market, including our work with public sector entities, educational institutions, and other organizations, our primary business operations are concentrated within the United States.</p> <p>At this time, vCloud Tech does not offer its products or services directly to Canadian entities. However, we remain open to exploring future opportunities for international expansion, including potential partnerships or collaborations that could enable us to extend our solutions to the Canadian market. Our strategic focus has been on building a robust infrastructure and expanding our capabilities within the U.S. market, which positions us well for potential future growth into other regions.</p> <p>As we continue to scale and strengthen our offerings, vCloud Tech may consider expanding into Canada if there is sufficient demand for the solutions we provide, but currently, our focus remains on serving the U.S. market.</p>
16	<p>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>	<p>vCloud Tech has not been involved in any bankruptcy proceedings, either current or completed, within the past seven years. As a financially stable and growing company, we have maintained a strong financial position and continue to operate with no history of bankruptcy filings or financial distress.</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>vCloud Tech is an authorized reseller, working in close partnership with leading manufacturers to provide Sourcewell participating entities with a wide array of high-quality products and solutions. As a reseller, we maintain formal authorizations from each of the manufacturers we represent, which grant us the rights to distribute, promote, and support their products under the Sourcewell agreement. These authorizations verify that we meet the manufacturers' standards for knowledge, service quality, and support capabilities, ensuring that Sourcewell members receive genuine products backed by full warranty and technical support from both vCloud Tech and the original manufacturers.</p> <p>In addition to our direct reseller status, vCloud Tech collaborates with an independent network of authorized dealers who help extend our reach and service capabilities across various regions. Our dealer network is composed of independent, authorized partners selected based on their expertise, commitment to quality, and alignment with our service standards. These dealers are fully vetted by both vCloud Tech and our manufacturing partners, ensuring they meet all requirements necessary to act as trusted extensions of our team.</p> <p>Each dealer in our network receives product training and certification from the manufacturers, equipping them with in-depth knowledge of the solutions we offer. This structured support enables our independent dealers to provide Sourcewell participating entities with expert assistance, fast response times, and localized support services. Through our network of independent dealers, vCloud Tech ensures that Sourcewell members have access to reliable service, installation, and maintenance regardless of their geographic location.</p> <p>By combining our own direct reseller capabilities with the strength of an independent, authorized dealer network, vCloud Tech delivers a comprehensive and highly responsive service model. This structure allows Sourcewell participants to benefit from a high level of product availability, customer support, and technical expertise, all underpinned by our partnerships with leading manufacturers.</p> <p>vCloud Tech operates as a reseller, not a manufacturer, and relies on strong partnerships with authorized manufacturers and service providers to deliver comprehensive solutions under this RFP. Our sales and service force are made up of vCloud Tech employees who are responsible for managing client relationships, coordinating orders, and guiding Sourcewell members in selecting the right products to meet their needs.</p> <p>For technical support, installation, and on-the-ground services, vCloud Tech collaborates closely with our trusted partners to provide these essential services. Through these partnerships, we ensure that Sourcewell members receive expert, reliable support directly from certified professionals who specialize in the specific technologies we offer. By leveraging the expertise and regional reach of our partners, we deliver seamless, high-quality service that meets the standards and requirements of our client base, while ensuring that Sourcewell members have access to the technical assistance they need, wherever they are located.</p>	*
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>vCloud Tech holds all necessary reseller licenses and permits to operate in the US. Additionally, vCloud possesses Letters of Authorization (LOAs) and certifications from the manufacturers proposed in our response, enabling us to sell their products. These credentials demonstrate compliance with all regulatory and contractual requirements.</p>	*
19	<p>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.</p>	<p>vCloud Tech has not been subject to any debarments or suspensions, either current or in the past, within the last seven years. As a responsible and reputable organization, we maintain strict adherence to all legal and regulatory requirements to ensure that we remain in good standing with both our customers and partners.</p> <p>vCloud Tech has operated without any incidents that would lead to debarment or suspension, and we are committed to upholding the highest ethical standards in all our business practices.</p>	*

<p>20</p>	<p>Describe any relevant industry awards or recognition that your company has received in the past five years.</p>	<p>Over the past five years, vCloud Tech has been recognized for its excellence in delivering high-quality technology solutions through multiple awards and contract wins. These achievements highlight our ability to provide valuable services to public sector entities, educational institutions, and nonprofit organizations across various regions. Our success in securing contracts demonstrates our reliability, expertise, and commitment to meeting the unique needs of our clients.</p> <p>Key contracts and recognitions awarded to vCloud Tech in the past five years include:</p> <ul style="list-style-type: none"> ● General Services Administration (GSA): vCloud Tech has been awarded a GSA contract, which allows us to offer our technology solutions to federal, state, and local government agencies. This award is a testament to our ability to meet rigorous federal procurement standards and provide high-quality IT products and services. ● National Cooperative Purchasing Alliance (NCPA): As a trusted partner of NCPA, vCloud Tech has been recognized for delivering cost-effective, innovative solutions through cooperative purchasing agreements. This partnership enables public entities to access our technology solutions more easily and efficiently. ● OMNIA Partners: vCloud Tech's participation in OMNIA Partners demonstrates our expertise in serving public and private sector organizations. OMNIA Partners is one of the largest cooperatives purchasing organizations, and our inclusion showcases our ability to provide scalable solutions that align with the needs of diverse industries. ● Software Licensing Program (SLP): vCloud Tech was awarded a contract under the SLP, which focuses on delivering software solutions and licensing to public sector organizations. This recognition highlights our expertise in software procurement and licensing management. ● The Interlocal Purchasing System (TIPS): Our contract with TIPS allows us to provide technology products and services to schools, municipalities, and other public entities across the United States. This award underscores our commitment to supporting the education sector and local governments. ● Purchasing Cooperative of America (PCA): As a vendor for PCA, vCloud Tech has been recognized for delivering innovative technology solutions that meet the specific needs of government agencies and public organizations, ensuring compliance with procurement regulations. ● California Multiple Award Schedule (CMAS): The CMAS contract allows vCloud Tech to offer a wide range of IT products and services to California state and local government agencies. This award further validates our ability to meet the stringent requirements of public sector procurement. ● Region 7 Purchasing & Vendor Services: vCloud Tech's contract with Region 7 demonstrates our ability to serve educational institutions and government entities in Texas with cutting-edge technology solutions. This recognition emphasizes our strong presence in the region. ● Southeast Texas Purchasing Cooperative: Our partnership with the Southeast Texas Purchasing Cooperative highlights our commitment to providing high-quality technology solutions to public schools, municipalities, and other public entities in the region. ● Allied States Cooperative: vCloud Tech is proud to be a part of the Allied States Cooperative, which allows us to offer our solutions to a wide range of public sector entities. This contract reflects our continued focus on serving the needs of public organizations and ensuring the efficient delivery of technology solutions. <p>These awards and contracts are a testament to vCloud Tech's commitment to providing reliable, innovative, and cost-effective technology solutions to public sector entities. Our reputation as a trusted provider continues to grow, and we look forward to expanding our partnerships and delivering even greater value to our customers in the years to come</p>
<p>21</p>	<p>What percentage of your sales are to the governmental sector in the past three years?</p>	<p>Over the past three years, approximately 85% of vCloud Tech's sales have been to the governmental sector. This includes a wide range of public sector entities, such as federal, state, and local government agencies, as well as educational institutions and nonprofit organizations. Our strong focus on the governmental sector reflects our expertise in providing tailored technology solutions that meet the specific needs and procurement requirements of public organizations.</p> <p>vCloud Tech has successfully partnered with various cooperative purchasing programs and government contracts, enabling us to streamline the procurement process for our public sector clients while delivering high-quality products and services. This substantial percentage of sales to the government sector demonstrates our commitment to supporting the operational and technological needs of public entities across the country.</p>

22	What percentage of your sales are to the education sector in the past three years?	<p>In the past three years, approximately 5% of vCloud Tech's sales have been to the education sector. This includes K-12 schools, colleges, universities, and other educational institutions. Our work within the education sector has focused on providing technology solutions that enhance learning environments, streamline administrative processes, and support the unique needs of educational organizations.</p> <p>While the education sector represents a smaller portion of our overall sales, vCloud Tech is committed to expanding our presence in this area by offering innovative and cost-effective solutions that address the growing demands for technology in education. We continue to support educational institutions by providing them with high-quality products and services that improve their operational efficiency and learning outcomes.</p>
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?	<p>vCloud Tech holds several key state and cooperative purchasing agreements that have enabled us to serve a wide range of public sector entities over the past three years. These include the General Services Administration (GSA) and the National Cooperative Purchasing Alliance (NCPA), both generating an annual sales volume of \$0.5 million each. Additionally, our participation in the Interlocal Purchasing System (TIPS) also accounts for \$0.5 million in annual sales. Through these agreements, vCloud Tech has been able to provide competitively priced technology products and services to government agencies, educational institutions, and nonprofit organizations. We are also active participants in several other cooperative agreements, including</p> <ul style="list-style-type: none"> • OMNIA Partners • Software Licensing Program (SLP) • Purchasing Cooperative of America (PCA) • California Multiple Award Schedule (CMAS) • Region 7 Purchasing & Vendor Services • Southeast Texas Purchasing Cooperative • Allied States Cooperative <p>These agreements allow us to offer technology solutions that streamline procurement for public sector entities. Together, these cooperative agreements reflect our commitment to delivering high-quality, cost-effective IT solutions while simplifying the purchasing process for our clients across various regions.</p>
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?	<p>vCloud Tech holds a GSA Multiple Award Schedule (MAS) Contract 47QTCA21D0064, which allows us to provide a wide range of IT products and services to federal, state, and local government agencies. This contract awarded to us, has been a key part of our efforts to serve the public sector by streamlining the procurement process and offering competitively priced solutions. Over the past three years, our annual sales volume under this GSA contract has been \$0.5 million, reflecting our growing presence and success in providing technology solutions to government entities through the GSA MAS schedule. This contract allows us to continue expanding our reach and delivering high-quality products and services to meet the evolving needs of public sector organizations.</p>

Table 2B: References/Testimonials

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

Entity Name *	Contact Name *	Phone Number *
Osceola County	Levi Stanislas	407-742-5723
State of Tennessee	Kim Wright	615-741-7870
Aldine Unified School District	Blanca Y. Carouthers	281-985-7204

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

Describe your company's capability to meet the needs of Sourcwell 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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<p>26</p>	<p>Sales force.</p>	<p>At vCloud Tech, our sales force is the driving force behind our success in delivering high-quality technology solutions to a diverse range of clients, including government entities, educational institutions, and private sector organizations. Our sales team is composed of highly skilled and experienced professionals who are dedicated to understanding the unique needs of our clients and providing tailored solutions that align with their objectives.</p> <p>1. Structure of the Sales Force: vCloud Tech's sales force is structured to provide comprehensive support at every stage of the customer journey, from initial consultation to post-sale support. Our team is divided into the following key roles:</p> <ul style="list-style-type: none"> ● Field Account Executives: These individuals are responsible for building relationships with clients in their assigned regions. They work closely with organizations to understand their needs, provide product recommendations, and offer solutions that align with the client's goals. Our Field Account Executives are based in the communities they serve, ensuring that they are familiar with local market dynamics and client requirements. ● Inside Sales Representatives: Our inside sales team supports the field team by managing client inquiries, preparing quotes, and handling order processing. They maintain continuous communication with clients, ensuring that any issues or questions are addressed promptly. ● Business Development Managers: Focused on identifying new opportunities, our Business Development Managers work to expand vCloud Tech's footprint across different sectors. They engage with potential clients and partners, introducing them to the value of our products and services. ● Technology Specialists: While vCloud Tech does not directly provide technical services, we partner closely with industry-leading experts who deliver in-depth technical knowledge and guidance on complex solutions, including managed services multi-function devices, and cloud-based technologies. Through these partnerships, our experts assist both our sales teams and customers in selecting the right technologies to achieve specific operational goals, ensuring that Sourcewell participants benefit from specialized support and expertise. <p>2. Expertise and Training: Our sales force is continuously trained and certified on the latest products and technologies from our manufacturing partners, ensuring that they are well equipped to provide expert advice to our clients. They undergo regular training on emerging technologies, procurement processes, and the specific needs of public sector clients to stay ahead of industry trends.</p> <p>3. Customer-Centric Approach: At vCloud Tech, we believe in building long-term relationships with our clients by delivering exceptional service. Our sales team is committed to understanding the unique challenges and goals of each client and providing tailored solutions that enhance their operational efficiency. We pride ourselves on being responsive, proactive, and deeply invested in our clients' success.</p> <p>4. Regional and National Coverage: vCloud Tech's sales force is strategically positioned across multiple regions to ensure we can serve clients nationwide. Our Field Account Executives are supported by a centralized team of inside sales representatives and technical experts, allowing us to offer seamless support to clients regardless of their location.</p> <p>5. Collaboration with Partners: Our sales force works closely with key partners and manufacturers to ensure that we offer the best solutions available. By maintaining strong relationships with industry-leading vendors, our sales team is able to provide our clients with cutting-edge technology solutions at competitive prices.</p> <p>Through a well-organized, knowledgeable, and client-focused sales team, vCloud Tech continues to expand its reach and provide exceptional value to clients across the public and private sectors. Our commitment to excellence in sales and customer service is the foundation of our ongoing success.</p>
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<p>27</p>	<p>Describe the network of Authorized Sellers who will deliver Solutions, including dealers, distributors, resellers, and other distribution methods.</p>	<p>To support Sourcewell and its participating entities, vCloud Tech has developed a comprehensive network of authorized sellers, ensuring that we can efficiently deliver the full range of solutions outlined in this RFP. Our network includes partnerships with some of the leading distributors and technology providers in the industry, allowing us to offer high-quality products, timely delivery, and exceptional service across a wide range of sectors.</p> <p>Our network of authorized sellers includes the following key partners:</p> <ul style="list-style-type: none"> ● TD SYNEX: As one of the world's largest and most respected technology distributors, TD SYNEX provides us with access to an extensive portfolio of IT products and services. This partnership allows vCloud Tech to offer cutting-edge solutions to Sourcewell's participating entities, ensuring fast and reliable delivery across multiple product categories, including hardware, software, and cloud services. ● Carahsoft: Known as the trusted government IT solutions provider, Carahsoft is a critical partner in our efforts to serve public sector clients. With a strong focus on federal, state, and local government agencies, Carahsoft helps vCloud Tech deliver compliant, government-ready technology solutions that meet the specific procurement requirements of public entities. This relationship enhances our ability to support Sourcewell's cooperative purchasing program with products tailored to the public sector's needs. ● Ingram Micro: Ingram Micro is a global leader in technology distribution, offering a broad array of IT solutions. Our partnership with Ingram Micro allows vCloud Tech to deliver a wide range of solutions, including hardware, software, networking, and cloud services, to Sourcewell's participating entities. Ingram Micro's vast distribution capabilities help ensure that we can meet the diverse needs of our clients, whether they are government agencies, educational institutions, or nonprofit organizations. ● DandH: With a strong focus on providing technology solutions for education, government, and small-to-mid-sized businesses, DandH is a key partner for vCloud Tech. Through our partnership with DandH, we can offer Sourcewell's participants access to high-quality technology solutions, including infrastructure and end-user devices, with reliable distribution across the United States. ● Arrow: As a leading distributor of advanced IT solutions, Arrow enables vCloud Tech to deliver specialized solutions for networking, security, data centers, and more. Arrow's expertise in providing innovative technology allows us to meet the more complex and technical requirements of Sourcewell's participating entities, ensuring that we can deliver highly specialized solutions when needed. ● Immix: Immix is a critical partner in helping vCloud Tech provide IT solutions that are tailored specifically to government clients. Their expertise in serving federal, state, and local government agencies ensures that we can offer compliant, high-performance technology solutions that align with the unique needs and regulatory requirements of public sector organizations. This partnership is essential for delivering value to Sourcewell participants involved in government procurement. <p>Through our relationships with these leading distributors, vCloud Tech is able to offer a wide range of technology products and services to Sourcewell's participating entities. Our network of authorized sellers provides us with the ability to source, deliver, and support technology solutions quickly and efficiently, ensuring that our clients receive the best possible service and solutions. This distribution model enables us to meet the varied needs of Sourcewell's cooperative purchasing program, providing reliable access to top-tier technology solutions across the public, educational, and nonprofit sectors.</p>
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<p>28</p>	<p>Service force.</p>	<p>At vCloud Tech, our Service Force plays a pivotal role in ensuring the successful delivery, implementation, and ongoing support of the technology solutions we provide. vCloud Tech is dedicated to meeting the needs of Sourcewell's participating entities by offering comprehensive technical support, maintenance, and customer service throughout the entire lifecycle of the products and services we deliver.</p> <p>1. Structure of the Service Force:</p> <p>While vCloud Tech does not directly provide technical support services, we work closely with our trusted partners and vendors who deliver these essential services to our clients. Our partners' Service Force includes highly trained professionals with specialized expertise across various technology areas, ensuring comprehensive support for the solutions we offer. The team is divided into several key roles:</p> <ul style="list-style-type: none"> ● Technical Support Engineers: Through our partnerships, clients benefit from access to Technical Support Engineers who provide remote and on-site support to resolve any issues related to hardware, software, or network solutions. These experts are well-versed in troubleshooting, diagnostics, and the latest industry best practices, ensuring that any technical challenges are addressed swiftly and effectively. vCloud Tech maintains close collaboration with these teams to ensure seamless, high-quality support for all Sourcewell participants. ● Field Service Technicians: Our authorized partners field service technicians are geographically dispersed across the regions we serve, allowing us to offer rapid response times for on-site service needs. These technicians handle hardware installations, maintenance, and repairs, ensuring that all equipment functions optimally and meets performance expectations. Their proximity to the communities they serve allows for faster response times and localized support. ● Customer Support Representatives: Our customer support team is available to assist clients with any inquiries related to orders, service requests, or troubleshooting. They act as the first point of contact for any issues or concerns and work closely with other service professionals to provide timely resolutions. They also manage service level agreements (SLAs) to ensure that clients' expectations are met or exceeded. ● Managed Services Team: vCloud Tech's Managed Services team provides proactive monitoring and management of IT infrastructure, including copiers, printers, multi-function devices, and other networked solutions. This team ensures that systems are running smoothly and performs regular maintenance to prevent issues before they arise. They also offer cloud-based services, security monitoring, and other managed services that help optimize technology environments. <p>2. Expertise and Training:</p> <p>vCloud Tech's partners receive continuous training and certifications directly from the manufacturers of the products we offer. This ensures that our partners' service teams maintain up-to-date expertise and skills, enabling them to provide the highest quality support for all vCloud Tech solutions.</p> <p>This ensures that our team is up-to-date on the latest technologies and can provide expert service across all product lines. Our technicians and engineers are certified in various areas, including hardware repair, software troubleshooting, and network management, which enables them to provide high-quality service for the most complex IT environments.</p> <p>3. Rapid Response and Resolution Times:</p> <p>vCloud Tech is committed to providing prompt service to Sourcewell's participating entities, with a strong emphasis on minimizing downtime and ensuring quick resolutions. We maintain well-defined service level agreements (SLAs) with guaranteed response times, ensuring that our clients receive the support they need when they need it. Our field service technicians are strategically located to ensure that on-site support can be provided within the agreed-upon timeframes.</p> <p>4. Customer-Centric Approach:</p> <p>The service force at vCloud Tech operates with a customer-first mentality, ensuring that all client needs are prioritized. We provide personalized service and support to ensure that each client's specific operational goals are met. Whether it's handling a routine maintenance call or responding to a critical system issue, our service professionals are dedicated to delivering excellent service.</p> <p>5. Partner Collaboration:</p> <p>vCloud Tech also collaborates closely with our distribution and manufacturing partners, such as TD SYNEX, Carahsoft, Ingram Micro, and others, to ensure that our service has access to the latest tools, resources, and product updates. This collaboration enables us to provide faster and more efficient service to our clients, ensuring that their technology solutions remain up-to-date and fully functional.</p> <p>vCloud Tech's Service Force is a key component of our commitment to delivering outstanding technology solutions. With a focus on responsiveness, expertise, and a customer-centric approach, our team is well-equipped to handle the diverse needs of Sourcewell's participating entities, ensuring that all technology solutions are properly supported and maintained throughout their lifecycle.</p>
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<p>29</p>	<p>Describe the ordering process. If orders will be handled by distributors, dealers or others, explain the respective roles of the Proposer and others.</p>	<p>vCloud Tech will be responsible for handling all orders submitted by Sourcewell members. Our streamlined ordering process is designed to offer multiple methods for placing orders, ensuring flexibility and convenience for all participants. Orders can be submitted via email or through our dedicated Sourcewell web portal, where members can shop directly from our catalog or complete purchases based on a vCloud Tech quote tailored to their specific account.</p> <p>Regardless of the submission method, each order is routed to our dedicated Inside Sales Team for validation and order management. Upon receiving an order, the Inside Account Manager (IAM) will review it to ensure completeness and accuracy. If any discrepancies or missing information are identified, the IAM will reach out to the customer within 2-4 business hours to gather the necessary details. vCloud Tech is committed to providing the most competitive pricing; if lower pricing is available at the time of order processing, the IAM will notify the customer and adjust the order accordingly. Similarly, if pricing has increased, vCloud Tech will honor the original quoted price as long as the order is placed within 30 days of the quote. For expired quotes, we will work with manufacturers to try to honor the initial pricing whenever possible.</p> <p>Once an order is validated, the Sales Team will process it on the same day. An automatic order confirmation will be generated and sent to the customer, along with any other contacts the customer has designated. This confirmation will include all required order details, and we offer the flexibility to customize the order acknowledgment information to meet the customer's preferences.</p> <p>After order entry, the Procurement Team is responsible for placing the order with the appropriate distributor or manufacturer. All orders are processed and confirmed electronically within 24 hours. If there are any changes in delivery time or product availability, the Procurement Team will notify the Sales Team, who will then reach out to the customer to discuss alternative options. If a product is unavailable at the time of order placement, the IAM will present the available options to the customer. No substitutions will be made without express, written approval from the customer.</p> <p>vCloud Tech also offers flexible billing options, including upfront billing depending on the specific requirements of the purchase. These details will be discussed and confirmed during the quoting process to ensure accuracy. Invoices will only be issued after the products have been delivered, and vCloud Tech offers the option of receiving invoices either as hard copies, electronic invoices, or both. We also provide summary billing upon request and can accommodate any billing changes at any time.</p> <p>In the rare event of incorrect billing, customers can contact their dedicated Sales Team, who will work with our Accounting Department to resolve the issue promptly. In addition to our standard ordering methods, vCloud Tech is also exploring the option of integrating with Sourcewell's Buy Sourcewell online platform, providing yet another avenue for Sourcewell members to make their purchases efficiently through a punchout store system. This commitment to flexible and responsive ordering processes ensures that vCloud Tech delivers the highest level of service to Sourcewell members.</p>
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<p>30</p>	<p>Describe in detail the process and procedure of your customer service program, if applicable. Include your response-time capabilities and commitments, as well as any incentives that help your providers meet your stated service goals or promises.</p>	<p>vCloud Tech has developed a comprehensive and customer-centric Customer Service Program designed to ensure that Sourcewell members receive timely, effective, and consistent support throughout their engagement with us. Our program is built around the principles of responsiveness, proactive engagement, and continuous improvement, ensuring that our clients' needs are met promptly and professionally. The customer service process is supported by a well-structured team and clearly defined procedures to handle any issues or inquiries that may arise during the contract term.</p> <p>Response-Time Commitments and Resolution vCloud Tech is committed to providing prompt and efficient service to all Sourcewell members. Our response-time capabilities are structured to prioritize urgent issues while ensuring that all service requests are addressed swiftly. For standard inquiries and non-urgent matters, we commit to responding within 2-4 business hours of receiving the service request. For critical or high-priority issues, such as system outages or equipment failures, our team will respond within 1 hour to ensure that the problem is being addressed immediately. Resolution times vary based on the complexity of the issue. For routine inquiries and order-related matters, we typically resolve issues within 24 hours. For more complex technical issues or situations requiring on-site support, our goal is to resolve or provide a clear action plan within 48-72 hours, depending on the severity of the problem and the client's location. Our service team follows a structured escalation process for any issues that cannot be resolved within standard response times, ensuring that senior technicians or management are involved to expedite the resolution.</p> <p>Service Level Agreements (SLAs) and Service Goals vCloud Tech operates under Service Level Agreements (SLAs) that outline specific performance metrics, including response times, resolution times, and communication standards. These SLAs ensure that we consistently meet or exceed the expectations of Sourcewell members. Our primary service goals include:</p> <ul style="list-style-type: none"> ● Customer Satisfaction: We track customer satisfaction through feedback surveys after each service interaction, allowing us to measure and continuously improve our service quality. ● Minimizing Downtime: We prioritize minimizing any operational disruptions by resolving issues as quickly as possible, helping clients maintain productivity and efficiency. ● Clear Communication: Throughout the service process, we maintain consistent communication with the client, providing updates on the status of their service request and expected resolution times. <p>Incentives for Meeting Service Goals To ensure that our customer service and technical teams consistently meet or exceed our service goals, vCloud Tech has implemented several incentives. Our service teams are eligible for performance-based bonuses tied directly to key metrics such as customer satisfaction ratings, response times, and resolution times. This motivates our team to maintain a high standard of service and prioritize client needs. We also invest in continuous training and certification programs for our service staff, ensuring they remain up-to-date with the latest technologies and best practices. This ongoing training equips our teams with the knowledge and skills to resolve issues efficiently and effectively, contributing to better service outcomes. Additionally, we have internal recognition programs that reward team members who consistently exceed service expectations, fostering a culture of excellence within our organization.</p> <p>Proactive Customer Engagement In addition to responding to service requests, vCloud Tech takes a proactive approach to customer service. Our Customer Success Managers regularly reach out to Sourcewell members to ensure their needs are being met and to identify any potential issues before they become critical. These engagements include system health checks, product updates, and consultations on optimizing technology usage. This proactive strategy helps to build long-term relationships and ensures that our clients are continuously supported.</p> <p>vCloud Tech's Customer Service Program is designed to provide timely, reliable, and high-quality support to Sourcewell members. With well-defined response times, SLAs, and a proactive customer engagement strategy, we are committed to exceeding service expectations. Our service teams are incentivized to deliver the best possible support, ensuring that Sourcewell members receive the assistance they need to keep their operations running smoothly.</p>
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31	Describe your ability and willingness to provide your products and services to Sourcewell participating entities.	<p>vCloud Tech is fully committed to providing our products and services to Sourcewell participating entities across a wide range of sectors, including government agencies, educational institutions, and nonprofit organizations. Our company has the necessary infrastructure, resources, and partnerships in place to meet the diverse needs of Sourcewell members, ensuring that they receive the highest quality technology solutions and support.</p> <p>Ability to Serve Sourcewell Participating Entities vCloud Tech's ability to serve Sourcewell participating entities is driven by our robust network of distribution partners, extensive product offerings, and well-established service capabilities. We have built strong partnerships with leading distributors such as TD SYNEX, Carahsoft, Ingram Micro, DandH, Arrow, and Immix, allowing us to offer a wide range of technology products, including hardware, software, cloud services, and managed IT solutions. These partnerships enable us to provide a broad selection of products from top-tier manufacturers and ensure that we can meet the specific requirements of Sourcewell members.</p> <p>Our team is experienced in working with public sector organizations and understands the procurement processes and compliance requirements associated with cooperative purchasing agreements. This experience enables us to provide tailored solutions that meet the needs of Sourcewell members while ensuring compliance with any relevant regulations or purchasing guidelines.</p> <p>Willingness to Provide Products and Services vCloud Tech is eager to expand our reach within the Sourcewell network and is fully committed to offering our products and services to all eligible participating entities. We are well-equipped to handle both large-scale projects for government agencies and educational institutions, as well as smaller projects for nonprofit organizations. Our flexible approach ensures that we can adapt to the unique needs of each client, providing personalized service and customized technology solutions.</p> <p>Additionally, vCloud Tech is dedicated to maintaining high levels of customer satisfaction by offering responsive and reliable service. We have the resources to provide timely support, including product consultations, order fulfillment, and post-sale technical assistance. Our commitment to customer success ensures that Sourcewell members will receive the products and services they need, backed by strong technical support and ongoing engagement.</p> <p>vCloud Tech has both the capability and the commitment to serve Sourcewell participating entities. With our extensive distribution network, comprehensive product offerings, and dedicated service teams, we are ready and willing to provide high-quality technology solutions that meet the diverse needs of Sourcewell members across the public, educational, and nonprofit sectors.</p>	*
32	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in Canada.	<p>While vCloud Tech currently focuses its operations within the United States, our primary business model and partnerships are geared toward supporting U.S.-based entities, including government, educational, and nonprofit organizations. As a result, at this time, we do not have an active infrastructure or established relationships to provide products and services directly to Sourcewell participating entities in Canada.</p> <p>However, we remain committed to exploring opportunities for future growth and expansion. If the demand and opportunity arise, vCloud Tech would be open to evaluating partnerships or collaborations that would allow us to serve Canadian entities. For now, our focus remains on ensuring the highest quality of service to our U.S. clients, leveraging our established networks and expertise.</p>	*
33	Identify any geographic areas of the United States or Canada that you will NOT be fully serving through the proposed agreement.	<p>vCloud Tech is fully committed to providing products and services to Sourcewell participating entities across the continental United States. However, due to logistical challenges and limitations, we will not be able to fully serve Sourcewell entities located in Alaska, Hawaii, and Canada through the proposed agreement.</p> <p>While we strive to offer comprehensive support to as many regions as possible, the geographic distance and shipping complexities involved in these areas present obstacles that currently limit our ability to provide the same level of service as we do in the continental U.S. Nonetheless, we remain open to exploring future opportunities to expand our reach to these regions as our capabilities evolve.</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>All participating entities will have full access to vCloud Tech's solutions if an agreement is awarded. There are no restrictions based on account type, ensuring equitable access to all products and services offered.</p>	*
35	Define any specific requirements or restrictions that would apply to our participating entities in Hawaii and Alaska and in US Territories.	<p>vCloud Tech does not currently operate in Alaska, Hawaii, or U.S. Territories, and as a result, there are specific restrictions for participating entities in these regions. These limitations include extended shipping times, higher shipping costs, and limited availability of on-site support. Due to the geographical distance from our distribution centers, entities in these areas may experience longer delivery times and additional freight costs, which will be passed on to the participating entities. While we strive to provide the best service possible, the logistical challenges associated with these locations prevent us from offering the same level of service as we do in the continental United States.</p>	*

36	Will Proposer extend terms of any awarded master agreement to nonprofit entities?	Yes, vCloud Tech will extend the terms of any awarded master agreement to nonprofit entities, ensuring they have access to our solutions under the same conditions as other participating entities. *
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Table 4: Marketing Plan (100 Points)

Line Item	Question	Response *
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>At vCloud Tech, promoting the Sourcewell contract to our existing network of state and local government agencies, educational institutions, and new prospects across the U.S. will be a key focus of our sales, digital marketing, and contracts teams. We are committed to driving incremental growth through strategic execution and providing exceptional service to all our customers. Our comprehensive approach is designed to meet and exceed your expectations while supporting Sourcewell's member agencies. Below is a detailed breakdown of our marketing strategy for promoting this opportunity:</p> <p>Dedicated Sourcewell Contract Landing Page: We will create a dedicated landing page on our website, specifically for the Sourcewell contract. This page will serve as a central hub where visitors can access comprehensive information about the contract, including its benefits, eligible solutions, and how to engage with us for purchasing through Sourcewell. The page will also provide case studies and success stories to illustrate how similar agencies have benefited from our offerings through Sourcewell, fostering trust and credibility.</p> <p>Search Engine Optimization (SEO) Campaigns: To ensure potential customers can easily find us online, we will implement robust SEO strategies targeting relevant keywords such as "Sourcewell IT contracts," "public sector technology solutions," and other relevant terms. These campaigns will optimize our visibility on search engines like Google, driving organic traffic to our Sourcewell landing page. By continuously refining these strategies, we aim to make it simple for government agencies and educational institutions to discover and engage with us.</p> <p>Sourcewell Website Updates: We will ensure that the Sourcewell website is regularly updated with accurate and relevant information regarding our contract, offerings, and contact details. This will include detailed descriptions of the products and services we offer through the contract, as well as points of contact for state and local agencies, ensuring seamless communication and service availability for Sourcewell members.</p> <p>Email Marketing Campaigns: We will continue to nurture prospects and existing clients by conducting targeted email campaigns. These campaigns will inform government agencies and educational institutions about our software and hardware solutions, and how they can drive better business outcomes by addressing specific IT challenges. The emails will include personalized content, such as case studies, product highlights, and information on how to leverage the Sourcewell contract for procurement. Our goal is to keep prospects engaged and informed, positioning vCloud Tech as a trusted partner for Sourcewell members.</p> <p>Social Media Strategy: We will design a comprehensive social media campaign to promote the Sourcewell contract across platforms such as LinkedIn, Twitter, and Facebook. By leveraging industry-specific keywords and hashtags, we will engage with decision-makers within state agencies, local governments, and educational institutions. Social media posts will highlight the benefits of purchasing through Sourcewell, customer success stories, upcoming webinars, and product features. Regular engagement will ensure that Sourcewell members across the U.S. are aware of how vCloud Tech can meet their IT needs.</p> <p>Educational Webinars for State Agencies: We will organize and host educational webinars tailored to state and local government agencies, as well as educational institutions. These webinars will focus on the advantages of using the Sourcewell contract for IT procurement and feature detailed presentations of our technology solutions, such as cloud services, cybersecurity, and data center modernization. Additionally, the webinars will provide a platform for participants to ask questions, engage with our team, and learn how our solutions can help them overcome IT challenges. These educational sessions will also be recorded and shared through our digital channels, expanding their reach.</p> <p>Customer Support and Service Excellence: Beyond digital promotion, we will ensure that our sales and support teams are fully prepared to assist Sourcewell members with their inquiries and procurement needs. We will provide personalized consultations, helping customers understand the benefits of purchasing through the Sourcewell contract and ensuring a smooth procurement process. Our team will also offer continuous post-purchase support, assisting with implementation, troubleshooting, and ongoing optimization of our solutions.</p>

Content Marketing and Thought Leadership:

We will develop and distribute high-quality content that positions vCloud Tech as a thought leader in the public sector IT space. This includes publishing blog posts, whitepapers, case studies, and industry reports that provide in-depth insights into the challenges faced by government agencies and educational institutions and how our solutions—available through the Sourcwell contract—can address those challenges. By sharing this content on our website, social media channels, and email newsletters, we will foster trust and credibility while educating potential customers on the value of working with vCloud Tech through Sourcwell.

- **Case Studies and Success Stories:** We will create detailed case studies and testimonials from current clients in the public sector who have successfully utilized our solutions via the Sourcwell contract. These real-world examples will highlight how our technology has improved operational efficiency, enhanced cybersecurity, or enabled digital transformation within public sector entities. Such content will be used as powerful marketing tools to demonstrate our track record and the effectiveness of our offerings.

Public Sector and Education-Specific Advertising:

We will launch targeted digital advertising campaigns focused specifically on state and local governments, as well as educational institutions. Utilizing pay-per-click (PPC) advertising and display ads on platforms such as Google, LinkedIn, and industry-specific websites, we will ensure that our messaging reaches procurement officers, IT directors, and decision-makers who are seeking cost-effective, scalable technology solutions. These ads will direct interested parties to our Sourcwell landing page, where they can learn more about the contract and our solutions.

Local Government and Education Conferences and Events:

Participating in industry conferences, expos, and events dedicated to government and educational technology will be another cornerstone of our marketing efforts. By attending and exhibiting at these events, we can showcase our solutions directly to decision-makers, engage in meaningful conversations, and build relationships with public sector professionals. Additionally, we will host sponsored speaking engagements or panel discussions to share insights and demonstrate the benefits of working with vCloud Tech through the Sourcwell contract. We will also promote our participation in these events through our social media and email campaigns to maximize attendance and engagement.

Partnership with Sourcwell:

We will actively collaborate with Sourcwell's marketing and outreach teams to ensure that our contract is promoted to their member agencies through co-branded campaigns. By aligning our efforts, we will create joint marketing initiatives, such as email campaigns, co-hosted webinars, and joint announcements on the Sourcwell website and newsletters. This partnership will leverage Sourcwell's extensive network and credibility, further increasing the visibility of our solutions within public sector organizations.

Interactive Tools and ROI Calculators:

To help potential clients understand the financial and operational benefits of purchasing through the Sourcwell contract, we will develop interactive tools such as ROI (Return on Investment) calculators and cost-benefit analysis guides. These tools will be available on our Sourcwell landing page, allowing users to input their specific needs and receive customized results showing how our solutions can deliver cost savings and operational efficiency. This personalized approach will help agencies better understand the value we bring through the Sourcwell contract.

Customer Testimonial Videos:

In addition to written case studies, we will produce video testimonials featuring our current public sector clients who have benefited from working with vCloud Tech via the Sourcwell contract. These short, engaging videos will feature firsthand accounts of how our solutions have addressed key challenges, enhanced operations, and met compliance requirements in their organizations. These testimonials will be shared across digital channels, including our website, social media, and email newsletters, offering a dynamic way for prospects to connect with our offerings.

Partnering with Industry Associations:

We will strengthen our ties with key industry associations focused on government technology and education by becoming active members or sponsors. Associations such as NASCIO (National Association of State Chief Information Officers) and EDUCAUSE provide a direct channel to engage with leaders in the public sector and education. We will collaborate with these organizations to promote our Sourcwell contract, sponsor webinars, and contribute thought leadership content to their publications and events.

Tracking and Analytics:

We will implement advanced tracking and analytics to measure the effectiveness of our marketing campaigns and adjust them as necessary. By using tools such as Google Analytics, social media insights, and email campaign metrics, we will continuously monitor the performance of our Sourcwell marketing initiatives. This data-driven approach will allow us to optimize our strategies, ensuring that we are maximizing engagement and conversion rates while refining our messaging to better meet the needs of Sourcwell members.

		<p>Ongoing Client Engagement and Retention Strategies: After successfully onboarding new clients through the Sourcewell contract, we will maintain ongoing engagement through customer satisfaction surveys, newsletters, and regular check-ins. By providing continuous value through educational content, product updates, and exclusive offers, we will build long-term relationships that encourage clients to continue using the Sourcewell contract for future purchases. We will also offer post-sale services such as training sessions, personalized IT consultations, and access to a dedicated support team to ensure client satisfaction and retention.</p> <p>By employing this comprehensive marketing strategy, we will drive significant awareness and utilization of the Sourcewell contract among state and local governments and educational institutions throughout the U.S. This multi-faceted approach combines digital marketing, educational initiatives, direct outreach, and partnership-driven strategies to ensure that vCloud Tech becomes the go-to provider of IT solutions through Sourcewell, delivering exceptional value and service to public sector entities.</p>
38	<p>Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance marketing effectiveness.</p>	<p>At vCloud Tech, we leverage a wide range of technologies and digital data to enhance our marketing effectiveness, drive engagement, and optimize campaigns in real-time. Our data-driven approach ensures that our marketing strategies are highly targeted, personalized, and measurable. Below is a detailed description of how we use technology and digital data across various channels:</p> <ol style="list-style-type: none"> <p>1. Social Media Platforms We utilize major social media platforms such as LinkedIn, Twitter, Facebook, and Instagram to promote our solutions, engage with potential clients, and build brand awareness. Our approach to social media marketing includes:</p> <ul style="list-style-type: none"> <p>● Targeted Advertising: We use platform-specific targeting options such as LinkedIn's professional demographics, Twitter's interest-based targeting, and Facebook's audience segments to reach key decision-makers in government, education, and healthcare sectors. By leveraging metadata such as job titles, industries, geographic locations, and user behaviors, we ensure that our advertisements reach the right audience.</p> <p>● Content Distribution: Our social media channels are key outlets for distributing thought leadership content, including blogs, case studies, whitepapers, and industry insights. This content is designed to engage our audience and showcase our expertise in IT solutions for the public sector.</p> <p>● Engagement Tracking: We use social media analytics tools like LinkedIn Insights, Twitter Analytics, and Facebook Audience Insights to monitor engagement, such as likes, shares, comments, and click-through rates. This helps us evaluate the performance of our posts and adjust our content strategies accordingly.</p> <p>2. Search Engine Optimization (SEO) We employ advanced SEO strategies to improve our website's visibility on search engines like Google, ensuring that potential customers can find us when searching for relevant IT solutions. Our SEO efforts include:</p> <ul style="list-style-type: none"> <p>● Keyword Optimization: Using metadata such as search terms; we optimize our website content and landing pages for high-ranking keywords that align with the products and services we offer. This includes terms like "Sourcewell IT contracts," "public sector cloud solutions," and "government IT procurement."</p> <p>● Content SEO: We focus on creating content that is optimized for search engines by strategically placing keywords in headlines, meta descriptions, and throughout the content. We also ensure that our website follows best practices for site speed, mobile responsiveness, and security to improve search engine rankings.</p> <p>● Analytics and Reporting: We track keyword rankings, organic traffic, and conversion rates through tools like Google Analytics and SEMrush. This allows us to identify high-performing keywords, adjust our strategies, and capitalize on search trends that can drive traffic and lead generation.</p> <p>3. Email Marketing and Automation We use email marketing platforms to nurture leads, maintain ongoing client relationships, and share updates on our solutions. The use of digital data and technology in our email marketing campaigns includes:</p> <ul style="list-style-type: none"> <p>● Segmentation: By analyzing customer data, including purchasing history, geographic location, industry, and behavior on our website, we segment our email lists to deliver personalized content. This ensures that recipients receive highly relevant messaging based on their specific needs and pain points.</p> <p>● Automation: We leverage marketing automation tools like HubSpot and Mailchimp to trigger personalized email campaigns based on customer actions, such as signing up for a webinar, downloading a whitepaper, or visiting specific product pages. These automated workflows help us maintain timely and relevant communication without manual intervention.</p> <p>● A/B Testing and Analytics: We use A/B testing to experiment with subject lines, email designs, and calls to action, allowing us to continuously improve the effectiveness of our email campaigns. By tracking open rates, click-through rates, and conversions, we gain insights into what resonates best with our audience.</p> <p>4. Customer Relationship Management (CRM) System We use a robust CRM system, such as Salesforce, to centralize our customer data, streamline communication, and track interactions across various touchpoints. Our CRM</p>

		<p>system enables us to:</p> <ul style="list-style-type: none"> ● Customer Segmentation: By analyzing metadata such as client size, industry, and past purchasing behavior, we can segment our database for targeted marketing campaigns. This ensures that each segment receives tailored messaging and offers that align with their specific needs. ● Lead Scoring and Nurturing: Using the CRM's data, we can assign lead scores based on engagement levels, interactions, and demographic information. This helps our sales and marketing teams prioritize high-value leads and nurture them through personalized outreach campaigns. ● Analytics and Reporting: The CRM system provides detailed insights into the customer journey, from lead generation to conversion. By tracking metrics like conversion rates, sales cycle length, and customer lifetime value, we can refine our strategies and identify opportunities for growth. <p>5. Digital Advertising and Retargeting</p> <p>We invest in digital advertising campaigns across platforms like Google Ads, LinkedIn Ads, and Facebook Ads to promote our services and drive conversions. Some of the key strategies we use include:</p> <ul style="list-style-type: none"> ● Retargeting: We employ retargeting ads to re-engage visitors who have shown interest in our solutions by visiting our website or interacting with our content. By using digital data such as browsing behavior and page views, we deliver tailored ads to users as they navigate other websites or social media platforms, increasing the chances of conversion. ● Pay-Per-Click (PPC) Campaigns: We run PPC campaigns that are optimized for key industry terms. By utilizing advanced targeting options such as geographic location, job function, and company size, we ensure that our ads reach the most relevant audience. Through constant monitoring and optimization, we ensure that our ad spend is directed toward high-potential leads. ● Analytics: We use Google Analytics and other tracking tools to monitor the performance of our advertising campaigns. Key metrics such as cost-per-click (CPC), conversion rate, and return on ad spend (ROAS) allow us to adjust our campaigns in real time for maximum efficiency. <p>6. Personalization through AI and Machine Learning</p> <p>We utilize AI and machine learning technologies to personalize our marketing efforts. These technologies help us analyze vast amounts of data, allowing us to predict customer behavior, recommend relevant products, and tailor messaging for each customer's unique needs.</p> <ul style="list-style-type: none"> ● Content Personalization: By using AI to analyze customer behavior and preferences, we personalize website content, product recommendations, and marketing messages for each visitor. This ensures that users receive highly relevant information, improving engagement and conversion rates. ● Predictive Analytics: We use machine learning algorithms to predict customer behavior, such as likelihood to purchase or churn. This allows us to proactively engage with customers, offering personalized promotions or support to prevent churn and drive new sales. <p>7. Data-Driven Decision Making</p> <p>Across all our marketing efforts, we rely heavily on data to guide decision-making. We collect, analyze, and interpret digital data to ensure that our strategies are informed, effective, and adaptable. Key performance indicators (KPIs) such as conversion rates, engagement metrics, lead generation, and customer acquisition costs are monitored closely. This allows us to continuously refine our tactics for better results.</p> <p>8. Webinars and Virtual Events</p> <p>We use webinar platforms and virtual event technologies to host educational sessions that showcase our products and services. These webinars are targeted at government agencies, educational institutions, and other prospects, allowing them to interact with our team in real-time. To enhance marketing effectiveness, we:</p> <ul style="list-style-type: none"> ● Capture Data: By tracking registration information, attendance, and engagement during the webinar, we gain valuable insights into our audience's needs and preferences. This data helps us follow up with personalized content and targeted offers. ● Follow-Up Campaigns: After each webinar, we conduct email follow-up campaigns with attendees and those who registered but couldn't attend. This ensures we keep potential customers engaged with relevant information and next steps. <p>our use of technology and digital data plays a pivotal role in enhancing the effectiveness of our marketing efforts. By integrating advanced tools like CRM systems, AI, social media analytics, and personalized content strategies, we ensure that we engage with the right audience at the right time, ultimately driving better results for our business and our clients.</p>
39	<p>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>	<p>In our view, Sourcewell plays a pivotal role in promoting agreements arising from this RFP by acting as a central hub for cooperative purchasing and facilitating access to a wide network of government, educational, and non-profit entities. Sourcewell's extensive membership base, national reach, and reputation for simplifying procurement processes through competitively awarded contracts make it a trusted partner for public sector organizations. This role is critical in ensuring that the awarded agreements are visible, accessible, and appealing to potential buyers across various sectors. Here's a detailed breakdown of Sourcewell's role and how we will integrate a Sourcewell-awarded agreement</p>

into our sales process:

1. **Centralized Procurement Platform:** Sourcewell offers a streamlined procurement platform that connects public sector entities with pre-approved vendors who have met rigorous standards in a competitive bidding process. By providing this platform, Sourcewell simplifies purchasing decisions for its members, ensuring that they can quickly and confidently access high-quality solutions without needing to go through lengthy RFP processes. For vCloud Tech, Sourcewell serves as a critical partner in making our solutions more accessible and attractive to this broad audience.

2. **Promotional Support:** Sourcewell has a robust marketing and communications strategy that includes promoting awarded agreements through its website, newsletters, social media, and educational content such as webinars. This promotion helps raise awareness among its vast membership, encouraging agencies and organizations to consider Sourcewell contracts as a primary procurement vehicle. Sourcewell also participates in industry events and conferences, where it highlights available contracts, providing additional exposure for vendors like vCloud Tech.

3. **Endorsement and Credibility:** By being listed as an awarded vendor through Sourcewell, vCloud Tech gains credibility and trust among public sector organizations. Sourcewell's reputation for transparency, compliance, and value-added services reassures its members that agreements awarded under its banner meet high standards, thus enhancing the attractiveness of our solutions. This endorsement can significantly reduce sales friction, as clients will know that our offerings have already been vetted and competitively priced.

Integration of Sourcewell-Awarded Agreement into vCloud Tech's Sales Process

At vCloud Tech, we recognize the value that a Sourcewell-awarded agreement brings to our business, and we will fully integrate this agreement into our sales process by leveraging its benefits to drive growth and client engagement. Here is a step-by-step outline of how we will integrate the agreement:

1. **Sales Team Training:** One of the first steps we will take is to educate and train our sales teams on the details and advantages of the Sourcewell-awarded agreement. We will ensure that our sales representatives understand the benefits of purchasing through Sourcewell, such as simplified procurement, pre-negotiated pricing, and compliance with public sector regulations. This knowledge will enable our team to effectively communicate these benefits to prospects and customers, making it easier to convert leads into clients.

- **Sales Playbook:** We will develop a specific sales playbook that outlines the Sourcewell procurement process, key selling points, FAQs, and success stories. This playbook will serve as a resource for our sales team to refer to when engaging with potential customers.

2. **Dedicated Sourcewell Sales and Marketing Materials:** We will create customized marketing and sales materials that highlight the benefits of the Sourcewell contract for government and educational clients. This will include brochures, presentations, case studies, and email templates that emphasize the streamlined procurement process, cost savings, and the compliance benefits associated with using the Sourcewell contract.

- **Landing Page:** We will develop a dedicated landing page on our website that specifically promotes the Sourcewell-awarded agreement. This page will provide details on how public sector entities can leverage the agreement to procure our solutions, as well as success stories, FAQs, and points of contact.

3. **Targeted Outreach Campaigns:** Our sales and marketing teams will collaborate on targeted outreach campaigns aimed at public sector organizations and educational institutions. These campaigns will highlight the value of the Sourcewell agreement and how it simplifies the procurement process, making it easier for agencies to access our IT solutions.

- **Email Campaigns:** We will run email marketing campaigns that educate prospects about the Sourcewell contract, focusing on the ease of use, cost benefits, and compliance features. These campaigns will also highlight specific products and solutions available through the contract, offering clear calls to action for clients to engage with our sales team.

- **Social Media Promotion:** We will leverage our social media channels to promote the Sourcewell contract, utilizing targeted ads and organic posts that engage government and educational sector professionals. Social media posts will include success stories, testimonials, and invitations to webinars that explain the benefits of purchasing through Sourcewell.

4. **Incorporating Sourcewell in RFP Responses:** Whenever we respond to RFPs from public sector entities, we will include our Sourcewell-awarded contract as a key part of our proposal. This will demonstrate to potential clients that we offer a simplified and vetted procurement option, which can save them time and resources. Highlighting the Sourcewell contract in RFP responses will also differentiate us from competitors, showcasing our commitment to making the procurement process as seamless as possible.

5. **Educational Webinars and Client Presentations:** We will host educational webinars and client presentations specifically focused on the benefits of purchasing through the Sourcewell agreement. These sessions will provide valuable insights into how public sector agencies can leverage cooperative purchasing to streamline their IT procurement and take advantage of the pre-negotiated terms.

- **Collaborative Webinars with Sourcewell:** Where possible, we will collaborate with Sourcewell's team to co-host webinars that reach a broader audience within their

		<p>membership base. This joint effort will provide additional exposure and credibility.</p> <p>6. Integration with CRM and Sales Tracking: Our CRM system will be configured to track all leads, opportunities, and deals associated with the Sourcewell-awarded contract. This will allow us to monitor performance, measure the success of our sales efforts related to the agreement, and identify areas for improvement. By tracking these metrics, we can ensure that our sales team remains focused on maximizing the potential of the Sourcewell contract.</p> <ul style="list-style-type: none"> • Performance Metrics: We will monitor KPIs such as the number of Sourcewell contracts closed, total revenue generated through the agreement, and the time-to-close for deals using the Sourcewell contract. This data will help us refine our approach and increase the effectiveness of our sales efforts. <p>7. Customer Success and Retention: Beyond the initial sale, we will integrate the Sourcewell agreement into our customer success and retention strategies. By providing continuous support and additional solutions through the Sourcewell contract, we can offer ongoing value to our clients, helping them expand their use of our technology. This will foster long-term relationships and increase client retention rates.</p> <ul style="list-style-type: none"> • Upselling and Cross-Selling: As clients become familiar with our solutions through the Sourcewell contract, we will look for opportunities to upsell or cross-sell additional services that align with their evolving needs. <p>Sourcewell plays a crucial role in promoting awarded agreements by offering a trusted, streamlined procurement platform and providing marketing support to its extensive network of public sector agencies. At vCloud Tech, we will fully integrate the Sourcewell-awarded agreement into our sales process by educating our teams, creating targeted marketing materials, conducting outreach campaigns, and leveraging our CRM for performance tracking. This integration will help us maximize the potential of the agreement, drive new business growth, and provide exceptional value to Sourcewell's members.</p>
40	<p>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>	<p>Yes, vCloud Tech's solutions are available through an e-procurement ordering process. Our e-procurement system is designed to streamline and simplify the purchasing experience for governmental and educational customers. We understand the unique needs of public sector organizations, and our e-procurement platform enables these entities to procure IT hardware, software, and services efficiently, while maintaining compliance with relevant regulations and procurement policies.</p> <p>Overview of Our E-Procurement System</p> <p>vCloud Tech offers a robust, user-friendly e-procurement platform that integrates seamlessly with Sourcewell and other cooperative purchasing agreements, making it easier for governmental and educational institutions to access our solutions. The platform provides a full catalog of our products and services, allowing for seamless online ordering, contract pricing, and customized configurations. Below is a detailed description of how our e-procurement system operates and the key features that support efficient purchasing:</p> <ol style="list-style-type: none"> 1. Catalog Management: Our e-procurement platform provides an up-to-date catalog of all the IT solutions we offer, including hardware (e.g., Printers, copiers, servers, storage devices, networking equipment), software (e.g., cloud solutions, security software, data management tools), and services (e.g., consulting, implementation, support). The catalog is regularly updated to reflect new products, changes in pricing, and any updates to Sourcewell contracts or other purchasing agreements. This ensures that government agencies and educational institutions have access to the most current offerings and can make informed purchasing decisions. 2. Contract Pricing and Compliance: Our e-procurement system is configured to automatically apply pre-negotiated contract pricing, ensuring that public sector clients receive the best available rates as per the terms of our Sourcewell-awarded agreements or other cooperative purchasing contracts. This built-in pricing compliance eliminates the need for manual verification, streamlining the approval process for government and educational buyers. Additionally, all purchases made through our system adhere to the relevant procurement regulations, ensuring full compliance with federal, state, and local purchasing laws. 3. User-Friendly Interface: The platform features an intuitive, user-friendly interface that allows customers to easily search for, compare, and order products and services. Government and educational buyers can filter products by category, manufacturer, or specifications, making it easier to find the exact solutions they need. The system also provides detailed product descriptions, technical specifications, and customer reviews to assist in the decision-making process. 4. Custom Quotes and Configuration: Governmental and educational customers often have unique requirements for their IT infrastructure, and our e-procurement platform supports the customization of orders. Customers can request custom configurations for hardware and software solutions directly through the platform. Additionally, if an agency requires a tailored solution, they can request a quote for bulk orders or specific configurations. Our team responds promptly with pricing and delivery timelines, ensuring that even complex purchases are handled smoothly. 5. Approval Workflows and Budget Controls: Our e-procurement platform allows for multi-level approval workflows, enabling public sector entities to set up internal controls based on their organizational structures and procurement policies. Administrators can establish roles and permissions, ensuring that purchase orders are reviewed and approved by the appropriate personnel before they are submitted. Additionally, budget controls can be put in place to prevent overspending, ensuring that

		<p>purchases align with the organization's financial plans and procurement regulations.</p> <p>6. Real-Time Inventory and Availability: One of the key benefits of our e-procurement platform is real-time inventory tracking. Government and educational customers can view current product availability, estimated delivery times, and stock levels. This allows them to make informed purchasing decisions and avoid delays that could impact their operations.</p> <p>7. Order Tracking and History: Once an order is placed, the system provides real-time order tracking, allowing customers to monitor the status of their purchases from order confirmation to delivery. The platform also maintains a comprehensive history of all previous orders, making it easy for customers to reorder products, review past transactions, or generate reports for auditing purposes.</p> <p>8. Secure Payments and Procurement Integration: Our e-procurement platform supports secure payment methods that comply with government financial systems, including purchase orders (PO), electronic funds transfer (EFT), and procurement cards (P-cards). The platform integrates with most government financial systems to ensure timely payment processing and full transparency throughout the purchasing cycle.</p> <p>9. Customer Support Integration: We understand that governmental and educational entities may require additional support throughout the procurement process. Our e-procurement system provides integrated customer support features, including live chat, email, and phone support, to assist customers with any inquiries or issues they may encounter while placing orders. Additionally, we provide dedicated account managers for public sector clients, ensuring they receive personalized service and guidance throughout the purchasing journey.</p> <p>How Governmental and Educational Customers Use Our E-Procurement System Governmental and educational customers have successfully used our e-procurement system in various ways to improve their purchasing processes, streamline procurement workflows, and maintain compliance. Here are some specific examples of how they benefit from the system:</p> <p>1. Simplified Procurement for Large Institutions: For large educational institutions like universities or community colleges, the ability to manage bulk purchases of IT equipment, software licenses, and cloud services through our e-procurement platform saves significant time and resources. Instead of navigating lengthy manual procurement processes, these institutions can place large orders, track their progress, and receive automatic contract pricing through a single system, ensuring efficiency and cost savings.</p> <p>2. Customization and Scalability for Government Agencies: Government agencies often have unique IT requirements and long-term infrastructure goals. Through our e-procurement system, these agencies can request customized configurations of servers, networking equipment, and cloud solutions, ensuring that their purchases meet their specific operational needs. Additionally, the system supports scalable procurement, enabling agencies to increase or modify their orders as their needs evolve over time.</p> <p>3. Compliance and Budget Control: Public sector customers benefit from the system's built-in compliance features, which ensure that all purchases adhere to procurement regulations and budgetary constraints. The multi-level approval workflows allow organizations to manage internal approvals, ensuring that all orders are vetted and authorized according to their procurement policies.</p>
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Table 5A: Value-Added Attributes (100 Points)

Line Item	Question	Response *
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>At vCloud Tech, we ensure that Sourcewell participating entities receive comprehensive training and support for the products and solutions they procure through our contracts. The training and maintenance for the solutions we provide are primarily delivered directly by the publishers and manufacturers of the respective technologies. This guarantees that our clients receive specialized, high-quality instruction from experts who have in-depth knowledge of the products. Below is a detailed explanation of the various training programs we offer:</p> <p>1. Manufacturer-Provided Training Most of the products and solutions we offer through Sourcewell come with training programs that are directly provided by the manufacturers or publishers. These training programs are designed to ensure that users have the necessary skills and knowledge to operate the equipment or software effectively. Training typically covers installation, operation, maintenance, and troubleshooting, depending on the product. Here are the key details:</p> <ul style="list-style-type: none"> ● Training Inclusions: Training is often standard for many products, particularly for complex IT solutions such as hardware systems, software platforms, and network infrastructures. This training typically includes: <ul style="list-style-type: none"> ○ Installation and setup instructions ○ Basic and advanced user training ○ Maintenance and troubleshooting tips ○ Ongoing support resources (e.g., user manuals, video tutorials) ● Training Delivery: Training is provided by certified professionals from the manufacturer or publisher of the product. This ensures that Sourcewell entities are learning directly from experts with the most

up-to-date knowledge of the equipment and software.

- Training Formats:

Training can be delivered through various formats, including:

- o On-site Training: For certain hardware or complex systems, manufacturers may offer on-site training to ensure proper installation and hands-on instruction for operators and IT teams.
- o Online Training: Many software solutions include online training modules or virtual instructor-led sessions, allowing flexibility in scheduling and reducing the need for travel.
- o Certification Programs: For advanced solutions, some manufacturers offer certification programs that enable users to become certified operators, enhancing their expertise and helping to ensure proper system use.

2. Customizable Training Options

While many of the manufacturer-provided training programs are included as standard, some products also offer optional advanced training that can be customized to meet the specific needs of Sourcewell entities. This allows organizations to request additional training beyond the standard scope, such as:

- Tailored Training Programs: If a Sourcewell entity requires training tailored to specific use cases or operational needs, we can coordinate with the manufacturers to provide customized training solutions. For example, advanced users may require deeper training on security protocols, custom configurations, or specialized workflows.
- Advanced Operator Training: For entities using advanced systems (e.g., cloud infrastructures, data centers), we offer additional operator training for in-depth knowledge of system management and optimization. This is particularly valuable for IT teams looking to maximize the performance and security of their infrastructure.

3. Maintenance and Support Training

In addition to operational training, maintenance training is often provided as part of the product's overall support package. Maintenance training is designed to ensure that users can effectively manage and maintain their equipment or software, reducing downtime and ensuring continuous operations.

- Maintenance Training Inclusions:

This training covers:

Regular maintenance tasks, such as hardware upkeep or software updates

- o Diagnostic tools and best practices for identifying potential issues
- o Access to troubleshooting resources and manufacturer support teams

- Who Provides Maintenance Training:

Maintenance training is typically provided by the manufacturer or a certified service provider. In some cases, vCloud Tech may offer supplementary support to ensure that Sourcewell entities receive the necessary guidance for long-term system maintenance.

4. Costs and Wage Rates

While many of the training programs provided by manufacturers come standard with the purchase of the product, there may be additional costs for optional or advanced training programs. These costs vary depending on the complexity of the product and the level of customization required for the training. Key points to consider include:

- Standard Training:

For most products, basic training is included at no additional cost as part of the procurement package. This ensures that all Sourcewell entities have access to essential training to get started with their new solutions.

- Optional or Advanced Training:

If a Sourcewell entity requires additional, specialized training beyond what is included, there may be costs associated with these services. The costs depend on the level of customization, the duration of the training, and whether it requires on-site instruction. We will work with Sourcewell entities to provide transparent pricing for any optional training programs.

- Wage Rates:

In cases where training is provided by a third party or requires specialized personnel, wage rates for trainers may apply. We provide clear information on wage rates as part of our contracts, ensuring that Sourcewell entities are fully aware of any associated costs before scheduling additional training.

5. Ongoing Support and Resources

Beyond the initial training, Sourcewell entities have access to ongoing support and resources, including:

- Access to Manufacturer Support: Manufacturers often provide extensive support resources, including knowledge bases, video tutorials, and 24/7 customer support.
- Refresher Training: For organizations that need refresher training for new employees or updated systems, we can arrange follow-up training sessions to ensure continued competency.
- Software Updates and System Enhancements: For software-based solutions, training is provided on new features and updates as they are rolled out, ensuring that customers can take advantage of the latest improvements.

The training and maintenance programs offered to Sourcewell participating entities are comprehensive and designed to ensure that all users can effectively operate and maintain the solutions they procure. Whether it's standard training included with the purchase or optional advanced training tailored to specific needs, vCloud Tech works closely with manufacturers to deliver the highest level of support and expertise. We ensure that all training programs are

		clearly communicated, and any associated costs are transparent, allowing Sourcewell entities to make informed decisions about their training needs.	
42	Describe any technological advances that your proposed Solutions offer.	<p>As a dedicated reseller, vCloud Tech partners with leading hardware manufacturers to deliver advanced, reliable technological solutions in printing and document management. Collaborating with industry giants like Canon, HP, Xerox, Sharp, Lexmark, Brother, Epson, Dell, Zebra Technologies, Honeywell, Papercut and IBM. vCloud Tech provides access to the most cutting-edge hardware available, designed to elevate productivity, enhance security, and boost efficiency for organizations of all sizes.</p> <p>Technological Advancements Offered:</p> <ol style="list-style-type: none"> Seamless Cloud Integration and Remote Access Modern copiers and printers from vCloud Tech's partners, including Canon and HP, offer seamless integration with popular cloud services, enabling users to print and manage documents from virtually anywhere. This capability allows businesses to support flexible and remote work environments, ensuring that teams can stay connected, access critical documents, and collaborate effectively, whether working from the office, home, or on the go. The convenience of cloud-ready hardware ensures that document workflows are uninterrupted and always accessible. Enhanced Security Features Security remains a top priority, especially in data-sensitive environments. With advanced security features embedded in devices from Xerox, Lexmark, and other partners, vCloud Tech ensures that clients can protect their sensitive data. These devices support user authentication, data encryption, and secure print release options, which restrict access to authorized users only and prevent data breaches. Such robust security measures not only safeguard confidential information but also help organizations adhere to strict data protection regulations, reducing potential risks associated with unauthorized access and data misuse. Sustainable and Eco-Friendly Technologies Many of vCloud Tech's hardware solutions incorporate sustainability-focused features from partners like Epson and Brother. These manufacturers are committed to reducing environmental impact, providing energy-efficient devices that help organizations minimize their carbon footprint. Features like automatic duplex printing, low-power modes, and eco-friendly ink and toner cartridges help reduce both operational costs and environmental impact. By choosing sustainable devices, organizations can support their environmental goals while benefiting from long-term cost savings. Mobile and Touchless Printing Capabilities In today's fast-paced work environments, mobile and touchless printing are essential for convenience and health-conscious workplaces. Solutions from Dell, and other partners enable users to print directly from their mobile devices, streamlining the printing process. Additionally, touchless printing technology reduces the need for physical interaction with shared devices, supporting health and safety protocols in office settings. This capability is especially beneficial in industries where hygiene is a priority, such as healthcare, hospitality, and retail, enabling employees to stay productive while maintaining high standards of cleanliness. Advanced Document Management and Workflow Optimization For businesses seeking to streamline their document workflows, integration with document management software from Nuance and PaperCut allows for comprehensive management of print and document processes. These software solutions provide tools for tracking usage, controlling costs, and optimizing workflow processes, enabling organizations to make data-driven decisions to reduce waste and increase efficiency. Through detailed reporting and analytics, these solutions give organizations visibility into usage patterns, helping them implement strategies to optimize resources and reduce unnecessary expenses. Through strategic partnerships and a deep understanding of the latest technology advancements, vCloud Tech offers hardware solutions that address the evolving needs of modern businesses. From secure, cloud-ready devices to eco-friendly and cost-effective options, vCloud Tech delivers solutions that enhance efficiency, security, and sustainability across document and workflow management. Whether supporting remote work, maintaining data security, or promoting sustainable practices, vCloud Tech's comprehensive approach enables organizations to meet their operational goals confidently. 	*
43	Provide two (2) examples of how your devices support seamless workflows with cloud-based document management systems.	<ol style="list-style-type: none"> Cloud Integration with Adobe Acrobat: vCloud Tech's devices integrate seamlessly with Adobe Acrobat cloud solutions, enabling users to edit, share, and collaborate on documents directly from the cloud, ensuring real-time access and streamlined workflows. Compatibility with Microsoft OneDrive: Our devices support direct upload and retrieval of documents from Microsoft OneDrive, allowing users to scan, store, and manage files securely while maintaining workflow continuity across multiple platforms. 	*
44	Describe any "green" initiatives that relate to your company or to your Solutions, and include a list of the certifying agency for each.	vCloud Tech supports "green" initiatives through its partnerships with distributors like TD Synnex, Ingram Micro, and Carahsoft, which implement eco-friendly practices such as e-waste recycling, energy-efficient packaging, and carbon reduction programs. These initiatives are certified by agencies ensuring environmental responsibility throughout the supply chain.	*

45	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 (e.g. life-cycle management, energy consumption, and end-of-life disposal options), or other green/sustainability factors.	vCloud Tech leverages third-party eco-labels and certifications obtained by its distributor partners and proposed manufacturers. These include ENERGY STAR for energy-efficient products, EPEAT for environmental performance, and ISO 14001 for sustainable lifecycle management. These certifications ensure that the solutions offered align with energy efficiency and sustainability standards. *
46	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>At vCloud Tech, our approach to providing IT solutions for Sourcewell participating entities is distinguished by our commitment to innovation, cybersecurity expertise, scalability, flexibility, continuous support, and strong collaborative partnerships. These attributes make our offerings uniquely suited to the needs of government agencies, educational institutions, and other public sector organizations. Below are the key factors that set our solutions apart.</p> <p>Innovation and Integration with Emerging Technologies: One of the defining characteristics of vCloud Tech's solutions is our focus on innovation. We stay at the forefront of technological advancements, ensuring that our clients can leverage cutting-edge technologies such as cloud computing, artificial intelligence (AI), the Internet of Things (IoT), and software-defined networking (SDN). Our solutions are designed to integrate seamlessly with these emerging technologies, ensuring that Sourcewell participants can modernize their IT infrastructure and remain future-ready. By incorporating innovative technologies, we enable organizations to improve efficiency, reduce costs, and deliver better services to their constituents. Whether it's leveraging AI for data analytics, using IoT devices for smarter infrastructure management, or adopting hybrid cloud environments for flexible scaling, vCloud Tech ensures that Sourcewell entities stay competitive in an evolving digital landscape.</p> <p>Scalability and Flexibility of Solutions: vCloud Tech's solutions are designed with scalability and flexibility in mind. We recognize that public sector organizations, especially those in government and education, often experience fluctuations in demand, requiring IT solutions that can grow or adjust without costly infrastructure changes. Our cloud-based solutions, virtualization technologies, and scalable network architectures allow Sourcewell participants to scale their IT environments easily, ensuring that their technology can keep pace with organizational growth. Our flexible service offerings mean that organizations can start with a solution that fits their current needs and scale up as their requirements expand. Whether it's adding more storage, increasing network capacity, or deploying additional services, our solutions grow alongside our clients, providing both cost savings and operational efficiency.</p> <p>Continuous Support and Maintenance: One of the hallmarks of our service offering is the comprehensive, ongoing support and maintenance we provide. At vCloud Tech, we don't just implement technology; we ensure its long-term success by offering continuous monitoring, regular updates, security patching, and real-time troubleshooting. Our 24/7 support team is always available to assist Sourcewell participants, ensuring that their IT infrastructure runs smoothly and efficiently at all times. Our proactive maintenance approach minimizes downtime and prevents disruptions by addressing potential issues before they become problems. We provide routine system health checks and performance optimizations, ensuring that technology investments are maximized. This high level of service gives our clients peace of mind, allowing them to focus on their core missions without worrying about IT management.</p> <p>Seamless Integration with Existing Systems: vCloud Tech's solutions are designed to integrate seamlessly with existing IT environments. We understand that many Sourcewell participants have legacy systems in place, and transitioning to new technologies can be challenging. Our solutions are built to work alongside current infrastructure, allowing for a smooth, non-disruptive integration process. Whether it's integrating cloud solutions with on-premise systems, implementing new cybersecurity tools, or modernizing network architecture, we ensure that our solutions fit seamlessly within an organization's existing IT ecosystem. This integration capability allows Sourcewell members to adopt new technologies without facing significant operational disruptions or costly migrations.</p> <p>Collaborative Partnerships for Tailored Solutions: At vCloud Tech, we believe in building collaborative partnerships with our clients. Rather than offering one-size-fits-all solutions, we work closely with Sourcewell entities to understand their unique challenges and requirements. This partnership approach allows us to tailor our solutions to each client's specific needs, ensuring that they receive the best possible outcomes. We take the time to consult with each client, assess their current IT environment, and develop customized solutions that align with their strategic goals. Our focus on collaboration ensures that our clients receive not only the technology they need but also ongoing strategic guidance and support to help them succeed long-term.</p> <p>Technical Services: At vCloud Tech, our Technical Services are designed to provide comprehensive support</p>

throughout the entire lifecycle of IT projects, from planning and deployment to ongoing management and optimization. Our technical services encompass a wide range of offerings, including system integration, network design, infrastructure setup, and cloud migration. For Sourcewell participating entities, this means that they can rely on us to handle the technical complexities of their IT environments, ensuring smooth operations and minimizing disruptions. We also provide expert consultancy services, helping organizations assess their current IT infrastructure, identify gaps, and design solutions that align with their operational goals. Our technical team, consisting of certified professionals, offers hands-on support for deployment, maintenance, and troubleshooting. This expertise allows Sourcewell participants to modernize their technology while ensuring that their IT systems are optimized for peak performance.

IT Asset Management (ITAM) Services:
 Our IT Asset Management (ITAM) Services offer Sourcewell members the ability to efficiently manage their entire IT asset lifecycle, from procurement to disposal. ITAM helps organizations track, manage, and optimize the use of hardware and software assets, ensuring compliance, reducing costs, and improving asset utilization. By keeping track of all IT assets in real-time, organizations can avoid unnecessary purchases, streamline maintenance schedules, and ensure that licenses and warranties are up-to-date. Our ITAM services include the deployment of automated tracking tools that give organizations visibility into their hardware, software, and cloud assets. This allows Sourcewell participants to ensure compliance with licensing agreements, prevent security vulnerabilities due to outdated software, and manage equipment lifecycles effectively. Our approach also helps with budgeting and forecasting, as organizations can better anticipate replacement and maintenance costs, thus optimizing their IT spend.

Financial Scalability:
 vCloud Tech understands the financial constraints faced by many public sector and educational organizations. Our solutions are designed with Financial Scalability in mind, ensuring that Sourcewell participants can access the latest technologies without overextending their budgets. We offer flexible pricing models, including subscription-based services, pay-as-you-go options, and customizable financing plans that allow organizations to scale their IT investments in line with their growth and operational needs. Our cloud solutions, for instance, allow organizations to scale their computing power and storage needs based on demand, helping them avoid the high upfront costs typically associated with traditional infrastructure investments. Similarly, with our managed services, clients can budget for predictable monthly costs rather than making large, capital-intensive IT investments. This financial scalability provides Sourcewell entities with the flexibility to adapt to changing needs without compromising their ability to maintain cutting-edge technology.

By combining technical expertise, IT asset management, tailored software solutions, and flexible financial options, vCloud Tech offers a holistic approach to supporting Sourcewell participants. This allows them to modernize their IT infrastructure and software environments efficiently, effectively, and in a financially sustainable manner.

Table 5B: Value-Added Attributes

Line Item	Question	Certification	Offered	Comment
47	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 resellers if available. Select all that apply.		<input checked="" type="radio"/> Yes <input type="radio"/> No	vCloud Tech is certified as a Minority, Small, and Woman-owned business entity.
48		Minority Business Enterprise (MBE)	<input checked="" type="radio"/> Yes <input type="radio"/> No	vCloud Tech is certified as an MBE by New York State, Tennessee State, the San Francisco Bay Area Rapid Transit District (BART), and a few others.
49		Women Business Enterprise (WBE)	<input checked="" type="radio"/> Yes <input type="radio"/> No	vCloud Tech is certified as a WBE by the Washington State Office of Minority and Women's Business Enterprises, Santa Clara Valley, and the San Francisco Bay Area Rapid Transit District (BART).
50		Disabled-Owned Business Enterprise (DOBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	vCloud Tech is not certified as a DOBE.
51		Veteran-Owned Business Enterprise (VBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	vCloud Tech is not certified as a VBE.
52		Service-Disabled Veteran-Owned Business (SDVOB)	<input type="radio"/> Yes <input checked="" type="radio"/> No	vCloud Tech is not certified as an SDVOB.
53		Small Business Enterprise (SBE)	<input checked="" type="radio"/> Yes <input type="radio"/> No	vCloud Tech is certified as an SBE by Los Angeles Metro, Santa Clara Valley, Texas Metro, and a few others.
54		Small Disadvantaged Business (SDB)	<input checked="" type="radio"/> Yes <input type="radio"/> No	vCloud Tech is certified as an SDB Pennsylvania DGS.
55		Women-Owned Small Business (WOSB)	<input checked="" type="radio"/> Yes <input type="radio"/> No	vCloud Tech is certified as a WOSB

Table 6: Pricing (400 Points)

Provide detailed pricing information in the questions that follow below.

Line Item	Question	Response *
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<p>56</p>	<p>Describe your payment terms and accepted payment methods.</p>	<p>At vCloud Tech, we provide flexible payment options designed to accommodate the needs of Sourcewell participating entities, ensuring that transactions are both convenient and compliant with public sector financial processes.</p> <p>Our standard payment term is Net 30, which allows Sourcewell entities a 30-day period from the invoice date to complete payment. This term is designed to provide adequate time for internal processing, review, and approval of invoices within organizations, a process that can involve multiple departments and require several levels of authorization. We understand the specific workflows and requirements within governmental and educational entities and work to ensure our terms support efficient, timely payments without adding financial pressure.</p> <p>Accepted Payment Methods</p> <p>To facilitate a seamless transaction process, we accept a variety of payment methods, enabling Sourcewell participants to select the option that best aligns with their financial operations and policies:</p> <ul style="list-style-type: none"> • Credit Card: For organizations that prefer to make payments quickly and securely, we accept major credit cards. This option allows for faster payment processing, helping to streamline purchases and maintain financial flexibility for smaller or routine transactions. • ACH (Automated Clearing House) via Bank Transfer: ACH transfers provide a secure and efficient way to transfer funds directly from a bank account, ideal for larger payments or recurring transactions. ACH payments offer a cost-effective and automated solution, allowing entities to initiate payments through their banking systems with minimal manual intervention. This payment method is widely used in the public sector and provides an additional level of financial control and accountability. <p>By offering flexible Net 30 terms and multiple secure payment methods—including credit cards and ACH transfers—vCloud Tech ensures that Sourcewell entities can complete transactions in a manner that best suits their financial processes. This flexibility, combined with our responsive customer service, helps us maintain smooth, transparent financial interactions and long-term relationships with our clients.</p>
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<p>57</p>	<p>Describe any leasing or financing options available for use by participating entities.</p> <p>Describe how these options account for upgrading to newer models to mitigate the risk of equipment obsolescence.</p>	<p>At vCloud Tech, we facilitate access to a wide range of technology solutions for Sourcewell participating entities. While we do not directly provide leasing or financing options, we work closely with our manufacturers and publishers who offer these programs independently. By connecting Sourcewell entities with these vendor-provided leasing and financing options, we help public sector and educational organizations adopt essential technology without significant upfront costs.</p> <p>Manufacturer and Publisher-Provided Leasing Programs Most of the leasing and financing options available for our solutions are offered directly by our manufacturers and publishers. These programs are structured to support budget-conscious organizations by allowing them to acquire hardware, software, and other essential technology through flexible leasing terms. Manufacturers provide a variety of leasing plans that cater to different financial needs, including options such as short-term and multi-year leases, as well as lease-to-own models.</p> <ul style="list-style-type: none"> • Flexible Lease Terms: The manufacturers we work with offer a range of lease terms, from one-year to multi-year agreements, providing flexibility to align with the budget cycles of Sourcewell participants. Lease structures vary by vendor, allowing entities to select terms that best fit their specific operational and financial requirements. • Operational and Capital Lease Options: Depending on the specific equipment or software, participating entities may have access to operational leases, which allow them to return or upgrade equipment at the end of the lease period, or capital leases, which offer the option to eventually own the equipment. These leasing structures help entities maximize their technology investment while managing expenses effectively. <p>Supporting Sourcewell Entities with Vendor-Provided Financing While vCloud Tech does not provide leasing options directly, we are dedicated to guiding Sourcewell members in exploring the available manufacturer and publisher financing programs that best meet their needs. Our team is knowledgeable about each vendor's financing terms and can assist participating entities in navigating these options, helping them to make informed decisions on equipment and software purchases.</p> <p>We are committed to helping Sourcewell participating entities access vendor-provided financing programs. These options from manufacturers and publishers provide flexible, scalable payment solutions that support technology adoption without the burden of significant upfront costs, aligning with the financial and operational needs of public sector organizations.</p> <p>The leasing and financing options offered by vCloud Tech's manufacturers and publishers include flexibility for upgrading to newer models, helping to mitigate the risk of equipment obsolescence. Specifically:</p> <ol style="list-style-type: none"> 1. Operational Leases: These leases allow participating entities to return or upgrade equipment at the end of the lease term. This structure ensures that entities can stay current with the latest technology without worrying about outdated equipment. 2. Flexible Lease Terms: Many manufacturers offer lease terms that align with technology refresh cycles, enabling entities to upgrade to newer models as they become available, thus avoiding prolonged use of outdated systems. 3. Lease-to-Own Options: Some vendors offer lease-to-own programs, giving entities the opportunity to eventually own the equipment while still having the option to upgrade or replace it through lease renewals or extensions. <p>These options ensure that organizations can maintain cutting-edge technology while managing costs effectively.</p>
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58	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.	vCloud Tech does not propose any standard transaction documents for an awarded agreement, as we do not directly handle the creation or execution of such documents. Instead, all relevant transaction documents, such as order forms, terms and conditions, and service level agreements, are provided and managed by our manufacturers and distributors. vCloud Tech facilitates the access and coordination of these documents but does not propose specific templates for Participating Entities.	*
59	Do you accept the P-card procurement and payment process? If so, is there any additional cost to Sourcwell participating entities for using this process?	<p>Yes, vCloud Tech accepts P-Card (Procurement Card) transactions as part of our payment process for Sourcwell participating entities. The P-Card payment option is widely used across government and public sector organizations for streamlined purchasing, as it enables quick, secure transactions and simplifies the procurement process. We understand the convenience and operational benefits that P-Cards provide, and we are pleased to offer this payment method to accommodate the needs of Sourcwell members.</p> <p>For P-Card transactions, an additional processing fee of 3.5% applies. This fee is necessary to cover the transaction costs associated with processing P-Card payments. While we strive to offer a variety of payment methods, the 3.5% fee is a standard cost incurred to offset the financial charges tied to P-Card usage.</p> <p>The P-Card option is advantageous for many Sourcwell entities, as it allows for faster payment processing, simplified approvals, and the ability to manage smaller purchases without going through traditional invoicing and payment cycles. By accepting P-Card transactions, we aim to provide Sourcwell participants with the flexibility they need to manage their budgets and procurement processes efficiently.</p> <p>vCloud Tech accepts P-Card payments for Sourcwell participating entities, with a 3.5% processing fee applied to each transaction. This additional fee helps cover the costs associated with P-Card processing, enabling us to continue offering this convenient option for public sector organizations.</p>	*

<p>60</p>	<p>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.</p>	<p>vCloud Tech utilizes a Line-Item Discount Pricing Model specifically tailored to provide Sourcewell participating entities with competitive, transparent pricing across our product and service offerings. Under this model, each item in our catalog is assigned an individual discount, allowing Sourcewell members to see both the standard list price and the Sourcewell-discounted price. This pricing structure is designed to ensure clarity, flexibility, and significant cost savings for Sourcewell participants, supporting their budgetary requirements and procurement efficiency.</p> <p>In our Line-Item Discount Pricing Model, every product or service is priced individually, with a specific discount percentage applied to each item. This approach provides Sourcewell entities with a clear view of the discount associated with each line item, rather than a broad, category-wide discount. This allows for a highly customized pricing structure, enabling Sourcewell participants to identify specific cost savings on the products and services most relevant to their needs. By using line-item discounts, we ensure that Sourcewell members can select the exact solutions they require while benefiting from transparent, item-specific savings.</p> <p>Attached Pricing Catalog and Discount Information In the document upload section of our response, we have included a comprehensive pricing catalog that provides detailed information on each item we offer under the Sourcewell agreement. This catalog contains:</p> <ul style="list-style-type: none"> • Standard or List Pricing: The catalog lists the standard pricing for each product or service as per our usual market rates. This allows Sourcewell members to see the original price before the application of the Sourcewell discount, providing a reference point for the value of each discount. • Sourcewell Discounted Price: For each line item, the catalog includes the final discounted price available to Sourcewell entities. This discounted price reflects the specific percentage off the standard price and provides a clear view of the cost savings Sourcewell participants can expect. • Percentage of Discount: Alongside each item, we specify the exact discount percentage applied. This transparency allows Sourcewell members to see the depth of discount for each product or service, helping them make informed purchasing decisions based on their specific budget and operational needs. • SKU Information: Where applicable, each product or service in the catalog is identified by a SKU (Stock Keeping Unit) number. The SKU helps streamline the ordering process, ensuring that Sourcewell members can easily reference and order items with accuracy. <p>Benefits of the Line-Item Discount Model for Sourcewell Entities The Line-Item Discount Pricing Model provides several advantages for Sourcewell participating entities:</p> <ul style="list-style-type: none"> • Clarity and Transparency: By listing discounts at the line-item level, we ensure that Sourcewell members have complete visibility into the pricing of each product and service. This transparency allows them to understand the exact cost of individual items and the total value of their discount. • Customized Savings: With item-specific discounts, Sourcewell entities can realize savings on precisely the products they need, rather than relying on generalized category discounts that may not be as applicable to their requirements. • Streamlined Budgeting: The detailed pricing catalog with both list and discounted prices allows Sourcewell members to effectively plan and manage their budgets, knowing the exact costs associated with each item in advance. <p>Line-Item Discount Pricing Model, along with the comprehensive pricing catalog provided in the document upload section, offers Sourcewell participating entities a flexible, transparent, and cost-effective approach to procurement. This model is designed to provide significant savings, enhance purchasing clarity, and support the unique budgetary needs of public sector organizations.</p>
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<p>61</p>	<p>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.</p>	<p>Our pricing proposal for Sourcewell participating entities includes a structured discount model, with discounts ranging from 1% to 10% off the Manufacturer's Suggested Retail Price (MSRP) or standard list price, depending on the specific product or service. This discount range is designed to provide Sourcewell members with significant cost savings while ensuring access to high-quality technology solutions that meet their operational needs.</p> <p>Discount Structure and Rationale The discount range of 1% to 10% allows flexibility across our offerings, ensuring that each product and service category is priced competitively within the public sector market. Discounts are applied based on factors such as product type, demand, and cost structure, allowing us to maximize savings for Sourcewell entities across our catalog.</p> <p>Certain items with minimal manufacturer margin or high demand may have a lower discount, typically around 1%. This ensures that we can still provide Sourcewell members with savings while maintaining product availability and quality.</p> <p>Many products and services fall within the mid to high range of the discount scale, offering Sourcewell participants discounts between 5% and 10%. These higher discounts are often applied to bulk purchases, core infrastructure products, and strategic solutions where Sourcewell entities benefit most from significant cost reductions.</p> <p>Value of Discount Range for Sourcewell Participants By offering discounts from 1% to 10%, we ensure that Sourcewell entities can access a range of savings across essential IT products, software solutions, and services. This discount structure provides flexibility, allowing public sector and educational institutions to manage their budgets effectively and secure the best possible pricing on the products they need.</p> <p>Our approach ensures Sourcewell participants receive not only reliable, high-quality technology but also meaningful cost savings that support long-term value and operational efficiency.</p>
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<p>62</p>	<p>Describe any quantity or volume discounts or rebate programs that you offer.</p>	<p>At vCloud Tech, we understand the importance of cost savings for our clients, especially within government, educational, and public sector organizations. While our primary discount structure is included in our standard price sheet, we also offer additional quantity and volume discounts on select products and services for Sourcewell participating entities. These volume-based discounts are designed to provide even greater savings when larger quantities are procured, helping Sourcewell members maximize their budget and achieve cost-effective scaling.</p> <p>Our quantity and volume discounts are structured to reward larger purchases by providing incremental savings as the order quantity increases. This approach benefits Sourcewell entities that need to procure multiple units or licenses, such as organizations deploying new hardware across multiple locations or scaling their software infrastructure. By purchasing in bulk, clients can achieve additional cost savings on top of the standard line-item discounts provided in our catalog.</p> <p>For instance:</p> <ul style="list-style-type: none"> • Tiered Discounts: We offer tiered pricing where higher discounts apply as quantities increase. For example, discounts may increase at specific volume thresholds—such as 0.25%, 0.50%, or even 1% off—depending on the product or service and the quantity purchased. This tiered structure allows Sourcewell participants to realize additional savings by consolidating purchases. • Project-Based Volume Discounts: For large-scale projects, such as comprehensive IT infrastructure rollouts or campus-wide upgrades, we work with Sourcewell members to offer custom volume discounts based on the scope and scale of the project. These custom discounts provide substantial savings and are tailored to the specific needs and budget constraints of the organization. <p>Currently, we do not offer standard rebate programs; however, our focus on providing immediate, transparent discounts in our pricing sheet ensures that Sourcewell entities receive upfront cost reductions without needing to pursue post-purchase rebates. Our pricing model is designed to deliver direct savings, enabling Sourcewell participants to clearly forecast costs and realize savings from the start of their purchase.</p> <p>All available discounts, including volume-based reductions, are detailed in our pricing sheet provided as part of our response. This transparency ensures that Sourcewell members have a full understanding of the potential savings based on their purchase volume, allowing them to make informed purchasing decisions that best align with their budgetary goals and procurement timelines.</p>
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<p>63</p>	<p>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.</p>	<p>When a Sourcwell participating entity requests products or services through the Sourcwell contract, we ensure that all items are treated as contract purchases and provided with competitive pricing that aligns with our standard discount structure. This approach enables us to maintain transparency and consistency in pricing, even when supplying “sourced” or “open market” items that may fall outside the primary contract catalog.</p> <p>For any “sourced” or “non-contracted” items requested by Sourcwell entities, we apply our category-based discount structure, offering discounts off the standard list price. These discounts are designed to ensure that even non-contracted items are competitively priced and reflect cost savings similar to our contracted offerings. By aligning open market items with our category-based discount model, we provide a seamless purchasing experience for Sourcwell participants, allowing them to enjoy consistent pricing across both contract and non-contract items.</p> <p>For “open market” items, we will supply a customized quote upon request. This quote will reflect the discounted pricing based on our category-based discount rates. This approach provides flexibility for Sourcwell members while allowing us to ensure that any requested item, whether part of the standard contract or sourced externally, is competitively priced.</p> <p>By quoting all products, including “sourced” or “non-contracted” items, with discounts from the list price, vCloud Tech ensures that Sourcwell participants receive transparent and favorable pricing. This consistency in pricing and discounting provides Sourcwell entities with clear cost expectations, helping them manage budgets effectively and make informed procurement decisions.</p>
<p>64</p>	<p>Identify any element of the total cost of acquisition that is NOT included in the pricing submitted with your response. This includes all additional charges associated with a purchase that are not directly identified as freight or shipping charges. For example, list costs for items like pre-delivery inspection, installation, set up, mandatory training, or initial inspection. Identify any parties that impose such costs and their relationship to the Proposer.</p>	<p>Given the breadth of products and highly customizable solutions offered under this contract, certain elements of the total cost of acquisition are not included in the standard pricing unless specifically requested by the customer at the time of quoting. While our base pricing covers product costs and essential services, additional services such as pre-delivery inspection, installation, project management, training, and specialized setup are considered optional and thus are not part of the standard acquisition cost. These services are available to Sourcwell participating entities upon request and are customized to each specific project, with associated costs varying based on the type of product and level of support required.</p> <p>For example, if a customer requires pre-delivery or initial inspection to ensure product specifications before it reaches their location, this can be arranged as an additional service, with fees determined by the product’s complexity. Similarly, installation and setup services—which may include on-site assembly, configuration, and deployment—are offered for projects that demand specialized installation but are not automatically included in the base price.</p> <p>For complex or large-scale deployments, dedicated project management services can be provided to coordinate and oversee the planning, logistics, and execution of the project, with costs calculated based on the scale and requirements. Finally, while basic support may be available, in-depth training services are also offered as an additional, customizable service to ensure that the customer’s team is fully equipped to operate the new systems or technology effectively. These optional services, priced separately based on scope, allow Sourcwell members to choose the precise level of support they need, ensuring flexibility and transparency in the total cost of acquisition.</p>

65	Describe your applicable quality control/chain of custody protocols related to delivery of genuine and authentic equipment, parts, and supplies.	<p>At vCloud Tech, we implement strict quality control and chain of custody protocols to ensure the delivery of genuine and authentic equipment, parts, and supplies. These protocols include:</p> <p>Authorized Vendor Relationships: vCloud Tech works exclusively with authorized distributors and manufacturers, such as TD Synnex, Ingram Micro, and Carahsoft. All products are sourced directly from these certified partners, ensuring authenticity and compliance with quality standards.</p> <p>Product Authentication Checks: All equipment and supplies undergo rigorous checks before delivery, verifying serial numbers, labels, and documentation to confirm they are genuine and sourced from authorized channels.</p> <p>Tracking and Documentation: We maintain detailed tracking records for each product from order to delivery, ensuring full transparency of the chain of custody. This includes documentation of shipping, handling, and storage, ensuring no tampering or unauthorized substitutions occur during the process.</p> <p>Manufacturer Warranty and Support: All products come with the original manufacturer warranty and support, further assuring that the equipment is genuine and meets the required quality standards.</p> <p>These measures ensure that customers receive only authentic and high-quality products.</p>	*
66	If freight, delivery, or shipping is an additional cost to the Sourcewell participating entity, describe in detail the complete freight, shipping, and delivery program.	<p>At vCloud Tech, shipping costs and options are tailored to the needs of each order and depend on product specifications, delivery location, and the specific requirements of the Sourcewell participating entity. For many standard shipments, we cover shipping costs entirely, particularly for smaller or standard hardware items that do not require special handling. However, for certain products—such as large, palletized equipment, custom configurations, or orders with expedited shipping needs—additional shipping charges may apply. When charges are necessary, we ensure complete transparency by passing through the actual shipping costs directly to the customer, which are determined at the time of quoting based on the weight, size, and delivery location.</p> <p>To optimize cost efficiency and minimize shipping times, we source products from OEMs and an extensive network of authorized distributors. Orders are typically shipped from the inventory location closest to the customer, reducing both delivery time and potential shipping expenses. We offer a range of shipping methods, each customizable to meet the specific needs of the customer:</p> <ul style="list-style-type: none"> • Standard Delivery: For most standard orders, delivery is made to a designated location such as a warehouse, and shipping costs are often included. However, for larger items or custom-configured shipments, a shipping fee may be assessed based on size and handling needs. • Expedited Delivery Options: For urgent needs, we provide overnight and second-day delivery options on non-custom items. Expedited shipping fees are calculated based on the order's size and weight and will be confirmed at the time of the quote. • Deskside Delivery: For customers needing products delivered directly to individual workspaces, we offer deskside delivery within the building. This option includes placement at the designated desk location and incurs a fee based on shipment dimensions and handling requirements. • Inside Delivery: When needed, we also provide inside delivery, where products are delivered to a specified location inside the customer's facility, and unloading support is included. This service is ideal for bulk or heavy items, with fees based on the specific delivery and handling requirements. <p>Through this flexible shipping and delivery program, vCloud Tech ensures that Sourcewell members receive products in a manner that meets their logistical and operational needs, with clear and transparent pricing for any additional shipping costs that may apply.</p>	*
67	Specifically describe freight, shipping, and delivery terms or programs available for Alaska, Hawaii, Canada, or any offshore delivery.	<p>Currently, vCloud Tech does not provide shipping, freight, or delivery services to Alaska, Hawaii, Canada, or other offshore locations. Our services are focused on delivering to the continental United States, where we can ensure the highest levels of efficiency, cost-effectiveness, and support for Sourcewell participating entities.</p>	*

<p>68</p>	<p>Describe any unique distribution and/or delivery methods or options offered in your proposal.</p>	<p>vCloud Tech offers flexible, efficient distribution and delivery methods tailored to meet the unique requirements of Sourcewell participating entities. Our approach ensures that both software and hardware products are delivered securely, reliably, and in a timely manner.</p> <p>Electronic Delivery for Software Licenses For all software products, we utilize electronic delivery to provide customers with immediate access to their licenses. Electronic delivery not only speeds up the deployment process but also eliminates shipping costs and reduces environmental impact. Once the order is processed, software licenses and activation details are securely transmitted to the customer via email or a designated portal. This method is highly efficient, allowing Sourcewell members to access and implement software solutions quickly, without waiting for physical shipments. Electronic delivery also enables Sourcewell participants to easily maintain digital records of their licenses, which supports compliance and simplifies license management.</p> <p>Reliable Shipping Methods for Hardware For hardware products, we rely on reputable national carriers such as FedEx, USPS, and UPS to ensure secure and timely delivery across the continental United States. Each of these carriers provides a range of services, including tracking, signature confirmation, and insurance options, which allow us to tailor shipments to meet specific customer needs. Using FedEx, USPS, and UPS, we can offer various delivery options, from standard ground service to expedited shipping, based on the urgency and nature of the order.</p> <p>Our use of multiple carriers enables us to choose the most efficient shipping option for each order, helping to reduce shipping times and costs. Additionally, we work to ship hardware from the inventory location closest to the customer's destination whenever possible, further optimizing the delivery process and minimizing transit times. These methods ensure that Sourcewell members receive hardware products quickly and reliably, with full visibility throughout the delivery process.</p>
<p>69</p>	<p>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.</p>	<p>vCloud Tech has developed a comprehensive self-audit and compliance program to ensure full adherence to our Sourcewell agreement. This program is designed to uphold contract integrity, confirm accurate pricing, and provide transparency to Sourcewell participating entities. Through dedicated management, systematic quarterly reporting, and regular audits, we actively verify that all contractual obligations, including pricing compliance and reporting standards, are consistently met.</p> <p>Dedicated Contracts Team for Compliance Oversight Our compliance framework is anchored by a dedicated contracts team with specialized expertise in managing Sourcewell agreements. This team is tasked with maintaining all Sourcewell-related data, verifying adherence to discount structures, and ensuring that Sourcewell members receive the agreed-upon pricing and terms for each transaction. By centralizing these responsibilities within a specialized team, we ensure precise and consistent management of Sourcewell contracts and efficient resolution of any potential compliance issues. Each member of the contracts team is well-versed in Sourcewell's guidelines and is trained to interpret and enforce contract requirements. This focus on expertise allows us to conduct thorough reviews and provide Sourcewell participants with confidence that they are always receiving contract-compliant pricing and service. The contracts team's role includes monitoring the latest updates and best practices in contract management to keep our processes current, ensuring alignment with Sourcewell's compliance expectations.</p> <p>Quarterly Sales Reporting and Data Verification As part of our structured approach to compliance, Sourcewell-specific representatives within our contracts team handle all aspects of quarterly sales reporting. These representatives are assigned solely to oversee Sourcewell-related activities, including preparing comprehensive reports that document each sale made under the Sourcewell agreement. Each quarter, they compile a detailed breakdown of Sourcewell transactions, including itemized sales data, pricing applied, discounts provided, and customer information. This information is then rigorously reviewed to ensure that all sales comply with the Sourcewell discount structure and that Sourcewell members are receiving the full benefits of the contract.</p>

		<p>During the quarterly reporting process, representatives conduct a line-by-line audit of each transaction to confirm pricing compliance. This means cross-referencing each sale with Sourcewell's specified discount terms, verifying that the appropriate percentage-based discounts have been applied, and checking that any unique pricing terms specific to Sourcewell have been followed. If discrepancies are identified during this review, they are flagged for immediate resolution, and the contracts team contacts the relevant departments to address any issues before reports are finalized.</p> <p>Proactive Self-Audit and Verification Procedures Beyond quarterly sales reporting, the contracts team employs a proactive self-audit process that includes regular, internal reviews of Sourcewell transactions. These audits involve a detailed review of sales records to ensure pricing accuracy and compliance with contract terms for all Sourcewell transactions. By carrying out these additional audits, vCloud Tech ensures that compliance standards are consistently upheld, even outside of the formal reporting periods.</p> <p>Our self-audit process involves several key steps:</p> <ul style="list-style-type: none"> • Data Cross-Verification: Sales records are cross-verified against contract terms, ensuring that discounts are accurately applied and documented. • Record Maintenance: Comprehensive documentation of each Sourcewell transaction is maintained to facilitate audit trails and ensure transparency in compliance with Sourcewell guidelines. • Issue Resolution: Any anomalies discovered during the audit process are documented, with immediate corrective actions taken to resolve discrepancies and prevent similar issues in future transactions. <p>This self-audit and verification process also enables us to prepare for any external reviews or audits that may be conducted by Sourcewell, as we are able to provide clear and comprehensive records of all contract-related activity.</p> <p>Real-Time Monitoring and Continuous Improvement In addition to formal reporting and audit processes, vCloud Tech's contracts team utilizes real-time monitoring of Sourcewell contract data through our internal management systems. This enables us to maintain accurate, up-to-date records on pricing and discount compliance, flagging potential discrepancies as they occur rather than waiting for the quarterly reporting cycle. This continuous monitoring approach allows us to respond dynamically to any issues, ensuring timely adjustments to maintain compliance.</p> <p>We also incorporate a continuous improvement approach to our compliance program. This includes regularly reviewing and updating our processes based on feedback, audit results, and changes to Sourcewell's requirements. By proactively adapting our methods, we ensure that our compliance efforts remain effective, up-to-date, and aligned with Sourcewell's standards.</p> <p>Ensuring Transparency and Confidence for Sourcewell Participants vCloud Tech's self-audit program provides Sourcewell members with the assurance that every purchase made under the contract is handled with precision and adherence to agreed-upon terms. Through the work of our dedicated contracts team, detailed quarterly reporting, rigorous self-audits, and real-time monitoring, we uphold a high standard of compliance. This approach fosters transparency, trust, and accuracy, allowing Sourcewell participants to confidently access the pricing and benefits outlined in our agreement.</p>
70	<p>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.</p>	<p>If awarded a Sourcewell agreement, vCloud Tech is committed to tracking a series of internal metrics to ensure we are meeting performance standards, achieving the goals of the agreement, and delivering optimal results for Sourcewell participating entities. Our approach includes both quantitative and qualitative metrics, with a focus on sales performance, customer satisfaction, operational efficiency, and continuous alignment with Sourcewell's objectives. Here are some key metrics we will track to measure the success of our agreement:</p> <p>1. Sales Performance and Revenue Growth One of the primary indicators of success will be our sales performance in terms of revenue generated from Sourcewell participating entities. We will track metrics such as:</p> <ul style="list-style-type: none"> • Quarterly and Annual Revenue: Measuring the growth of revenue specifically from Sourcewell-related sales allows us to monitor financial performance and evaluate how effectively we are engaging with Sourcewell members.

- Deal Volume and Conversion Rates: Tracking the number of new deals closed and conversion rates from initial inquiries to finalized sales provides insights into the effectiveness of our sales strategies. This includes understanding which product lines or services are most in demand and where we may need to adjust our offerings or approach. These metrics help assess whether our sales efforts are aligned with Sourcewell's member needs and enable us to make data-driven decisions to optimize performance.

2. Customer Satisfaction and Retention Rates

We place high importance on customer satisfaction and retention, as they are critical for building long-term partnerships. Metrics in this area include:

- Customer Feedback Scores: Regular customer feedback and satisfaction surveys allow us to gauge how well we are meeting the expectations of Sourcewell entities. These scores provide actionable insights into areas for improvement and help ensure we are consistently delivering value.
- Repeat Business and Renewal Rates: Tracking the number of repeat purchases and contract renewals with Sourcewell members serves as a measure of customer loyalty and satisfaction. High retention and renewal rates indicate that Sourcewell participants find long-term value in our products and services.
- These customer-focused metrics provide a clear picture of the relationship quality we maintain with Sourcewell members and our ability to meet or exceed their expectations.

3. Operational Efficiency and Response Times

Operational metrics are vital for understanding our internal efficiency and the effectiveness of our service delivery. Key metrics include:

- Quote Turnaround Time: We measure the time it takes to deliver quotes to Sourcewell participants after an inquiry. A shorter turnaround time reflects our commitment to responsive service, which is crucial for meeting the needs of public sector organizations operating on tight schedules.
- Order Fulfillment and Delivery Times: Tracking the speed and accuracy of order fulfillment and delivery times helps ensure we are meeting delivery commitments and maintaining customer satisfaction.
- These metrics enable us to identify bottlenecks in our processes and ensure that Sourcewell participants receive prompt and reliable service.

4. Training and Product Knowledge

At vCloud Tech, we require our sales personnel to engage in regular training on best practices, technologies, and product lines relevant to Sourcewell. To ensure our team is equipped to meet Sourcewell's standards, we will track:

- Training Completion Rates: Monitoring the completion rates of internal training sessions helps verify that our sales personnel are up-to-date on Sourcewell-specific requirements and industry best practices.
- Knowledge Assessment Scores: Regular assessments to evaluate product and market knowledge among our sales and account management teams ensure that they are well-prepared to support Sourcewell members with accurate and expert guidance.
- These metrics demonstrate our commitment to continuous improvement and our dedication to providing knowledgeable, well-prepared sales support to Sourcewell participants.

5. Sourcewell-Specific Engagement and Collaboration

To align closely with Sourcewell's goals, we will actively measure our engagement and collaboration with Sourcewell representatives. This includes:

- Participation in Kick-off and Review Meetings: After the initial Sales/Operations kick-off meeting, we will continue regular follow-up meetings with Sourcewell representatives. Tracking participation and outcomes from these sessions ensures that our objectives remain aligned with Sourcewell's priorities and that we are addressing any emerging needs promptly.
- Collaboration Initiatives: The frequency and effectiveness of joint initiatives or collaborative marketing efforts with Sourcewell are also tracked to gauge the strength of our partnership and the overall impact on Sourcewell's network.
- By measuring the effectiveness of our collaboration with Sourcewell, we can ensure we are proactively adapting to feedback and maintaining alignment with the agreement's objectives.

		vCloud Tech's approach to measuring the success of the Sourcewell agreement is multi-faceted, covering sales performance, customer satisfaction, operational efficiency, training, and engagement with Sourcewell. By tracking these internal metrics, we can make continuous improvements, adapt strategies, and ensure that Sourcewell members consistently receive value-driven solutions, timely support, and high-quality service.	
71	Provide a proposed Administration Fee payable to Sourcewell. The Fee is in consideration for the support and services provided by Sourcewell. The propose an 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.	vCloud Tech proposes an Administration Fee of 1% payable to Sourcewell on all completed transactions to Participating Entities utilizing this Agreement. The fee will be calculated as 1% of the total value of all completed transactions within the preceding Reporting Period, as defined in the agreement.	*

Table 7: Pricing Offered

Line Item	The Pricing Offered in this Proposal is: *	Comments
72	The pricing offered is as good as or better than pricing typically offered through existing cooperative contracts, state contracts, or agencies.	NA

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

Line Item	Question	Response *
73	Provide a detailed description of all the Solutions offered, including used, offered in the proposal.	<p>vCloud Tech offers a comprehensive suite of solutions within the category of Copiers, Printers, and Multi-Function Devices (MFDs), as well as related supplies, accessories, and services. These solutions cater to diverse public sector needs, providing Sourcewell participating entities with advanced document handling, imaging, and printing technologies. Below is a detailed description of the primary solution offerings included in this agreement:</p> <p>Copiers, Printers, and Multi-Function Devices (MFDs) vCloud Tech's product line includes a wide array of copiers, printers, scanners, and multi-function devices that support high-quality document output across various formats and sizes. These devices cater to a broad range of environments, from desktop units suitable for individual users to large production units designed for high-volume printing needs. Offered in both color and black-and-white options, our devices provide flexibility to meet specific operational requirements.</p> <ul style="list-style-type: none"> • Copiers are equipped with advanced copying functions, allowing for duplication of documents with speed and clarity. The devices can handle a wide range of paper sizes and are optimized for efficient operation in high-demand settings. • Printers include both desktop and networked models, capable of handling regular print needs as well as more complex specialty print tasks. Available in color and monochrome, these printers support high-quality output suitable for presentations, reports, and administrative documentation. • Multi-Function Devices (MFDs) combine copying, printing, scanning, and sometimes faxing functionalities into one unit, streamlining office workflows and reducing the need for multiple devices. These all-in-one devices are particularly beneficial for government and educational environments where space and resource efficiency are essential. <p>Related Supplies and Accessories To support the optimal performance of our devices, vCloud Tech offers a full range of related supplies and accessories. These include toner cartridges, paper trays, specialty media, and replacement parts necessary for routine maintenance and operation. These supplies are specifically designed to enhance device functionality, extend equipment life, and ensure consistent print quality.</p> <ul style="list-style-type: none"> • Toner and Ink Cartridges tailored to specific device models, ensuring efficient ink distribution and high print quality. • Paper Trays and Feeders that increase the paper handling capacity of devices, allowing for uninterrupted operation in high-volume settings. • Replacement Parts such as drums and fusers, which are essential for maintaining optimal device performance and extending the lifecycle of the equipment. <p>Software and Security Solutions To enhance the functionality of the devices, vCloud Tech provides a suite of software</p>

solutions that include network integration, print management, and security controls. These software offerings are compatible with the devices in our catalog and support seamless integration with existing IT infrastructures.

- Print Management Software: These applications allow organizations to monitor and control printing activity across devices, optimizing resource usage and reducing unnecessary print volumes.
- Access and Security Controls: Security solutions help protect sensitive information by regulating access to printing and copying functions. Authentication features and secure print release options provide an added layer of data protection, which is especially critical in government and public sector environments.
- Networking Software: These tools facilitate seamless integration of devices into the organization's network, enabling centralized control and access to printing services for multiple users.

Managed Print Services (MPS) and Device Management

vCloud Tech's Managed Print Services (MPS) offer end-to-end support for device management, ensuring that Sourcewell entities can optimize the performance, security, and efficiency of their print environments. MPS covers installation, monitoring, maintenance, and supply management, reducing the administrative burden on internal teams and ensuring that devices are always ready to meet operational demands.

- Installation and Setup: Our MPS includes professional installation services to ensure devices are set up according to specific operational needs and configured for maximum performance.
- Maintenance and Repair: Regular maintenance and on-call repair services help prevent downtime and ensure device longevity.
- Supply Management: Automatic monitoring of toner levels and consumable supplies ensures that replacements are provided as needed, minimizing disruption to workflows.

Warranty and Support Services

vCloud Tech provides robust warranty and support services to ensure the ongoing reliability of our devices and software. Participating entities have access to warranties covering parts and labor, as well as extended support options for long-term assistance.

- Warranty Programs: All hardware solutions include standard warranty options, with coverage extending to parts and labor to address any manufacturing issues or defects.
- Extended Support Options: For additional peace of mind, extended support packages are available, offering continued maintenance and priority service for high-usage devices.

vCloud Tech's offerings under this Sourcewell agreement include a comprehensive range of copiers, printers, multi-function devices, related supplies, and managed services. Our solutions are designed to meet the needs of public sector entities with scalable, secure, and cost-effective document management and printing solutions.

74 Within this RFP category there may be subcategories of solutions. List subcategory titles that best describe your products and services.

Under this RFP category of Copiers, Printers, and Multi-Function Devices (MFDs), vCloud Tech's offerings can be organized into the following subcategories to accurately represent the range of products and services available:

3. Office Printers and Desktop Printers: Compact printers designed for individual or small team use, offering high-quality print output with a focus on space efficiency and ease of use.
4. Production Printers and High-Volume Printers: Printers designed for environments with significant print demands, such as print shops or administrative centers, providing high-speed output and large capacity for continuous operation.
5. Multi-Function Devices (MFDs): All-in-one devices that combine printing, copying, scanning, and sometimes faxing capabilities, offering comprehensive functionality in a single machine.
6. Managed Print Services (MPS): Services that include installation, monitoring, supply management, and maintenance to optimize printing environments and reduce operational costs.
7. Print Management and Security Software: Software solutions designed to monitor, control, and secure print activities, including authentication, print release, and network integration.
8. Printing Supplies and Consumables: Toner, ink cartridges, paper, and replacement parts tailored to specific printer models to support ongoing device functionality and print quality.
9. Device Accessories and Add-Ons: Additional components such as extra paper trays, high-capacity feeders, and finishing units that enhance the capabilities and productivity of devices.
10. Warranty and Extended Support Services: Service packages that cover maintenance, repairs, and priority support options to extend the lifespan and reliability of devices.

These subcategories provide Sourcewell participating entities with a clear framework to identify and select the products and services best suited to their document management and printing needs.

11. Describe how your copiers, printers, and multi-function devices integrate with popular cloud storage services.

vCloud Tech's copiers, printers, and multi-function devices (MFDs) integrate seamlessly with popular cloud storage services, enhanced by our partnerships with leading cloud technology providers, including Adobe, VMware, Cisco, and other key partners. These integrations enable Sourcewell participating entities to achieve efficient, secure, and scalable document workflows. Our cloud-enabled solutions allow users to directly scan, store, retrieve, and print documents from secure cloud platforms managed by trusted partners, supporting both on-premise and hybrid cloud environments while ensuring data security and compliance.

Key Partner Cloud Storage Integrations

1. **Adobe Document Cloud Integration:** Through our partnership with Adobe, users gain direct access to Adobe Document Cloud for secure storage, retrieval, and manipulation of documents. With Adobe's tools, scanned documents can be saved as PDFs, easily annotated, signed, or converted into searchable and editable formats. Integration with Adobe's cloud solutions ensures that government and educational entities can collaborate on documents in real-time and securely manage digital signatures, simplifying approval processes and ensuring compliance with document handling standards.
2. **VMware Cloud Infrastructure and Workspace ONE:** For Sourcewell members requiring robust hybrid cloud setups, VMware provides a flexible foundation. By leveraging VMware's cloud infrastructure and Workspace ONE platform, our MFDs integrate with on-premise and cloud environments to support secure document management workflows. With VMware's identity and access management capabilities, users can securely authenticate on MFDs to access their cloud-stored documents. This solution supports flexible workflows that allow users to retrieve, print, or scan documents directly to secure VMware-managed storage environments, ensuring seamless access while maintaining strict security controls.
3. **Cisco Secure Cloud and Webex Teams:** Cisco's secure cloud services and Webex Teams enhance the collaborative capabilities of our MFDs, allowing users to securely print from and scan to Cisco-powered cloud platforms. Cisco's security protocols ensure encrypted data transmission, protecting sensitive documents from unauthorized access. Through integration with Webex Teams, users can share scanned documents directly with team members, collaborate in real-time, and maintain a secure digital archive. Cisco's network optimization and cloud security features provide seamless access across devices and locations, making it an ideal solution for hybrid work environments.
4. **Microsoft OneDrive and SharePoint via Azure Integration:** With Azure-based solutions from Microsoft, our devices can securely connect to OneDrive and SharePoint, offering seamless document storage and retrieval options. Users can scan documents directly to designated folders in SharePoint, organize records, and enable team access for collaborative editing. Microsoft's secure cloud infrastructure ensures that documents remain protected and easily accessible, supporting compliance with data privacy standards like HIPAA and FERPA. OneDrive integration also provides flexibility for mobile and remote access, allowing users to manage documents from any location.
5. **Box and Dropbox for Enterprise Document Management:** Box and Dropbox integrations further enhance document accessibility and organization for Sourcewell participants. Our MFDs allow users to scan, store, and print directly from Box or Dropbox, making it easy to centralize digital records and share them with teams. These platforms also offer automated document workflows, which enable users to create rule-based scanning tasks—such as automatically routing documents to specific cloud folders. Box's advanced security features, including detailed access controls and activity logs, help meet compliance requirements, while Dropbox's user-friendly interface supports simple document management for day-to-day operations.

Key Features of Cloud Integration

1. **Secure Scan-to-Cloud and Print-from-Cloud:** Through direct integration with Adobe Document Cloud, OneDrive, SharePoint, and other partner platforms, our devices allow users to scan documents directly to cloud storage or print documents stored in the cloud, all from the device interface. This feature reduces reliance on intermediary software, streamlining access to stored documents.
2. **Automated Document Workflows with Adobe and Box:** Automated workflows integrated through Adobe Document Cloud and Box allow users to create efficient, rule-based tasks for handling documents. For example, invoices can be scanned directly to a specific Box folder and tagged for review, while contracts scanned through Adobe Document Cloud can be routed automatically for electronic signature. These automation capabilities simplify document management and reduce manual processing time.
3. **Enhanced Security with Cisco Secure Cloud and VMware Workspace ONE:** Security is paramount in cloud-based document management. Cisco Secure Cloud provides end-to-end encryption for documents in transit and at rest, ensuring data privacy. VMware's Workspace ONE adds an extra layer of identity management,

		<p>enabling secure user authentication on devices before accessing cloud-stored documents. These integrations ensure that only authorized personnel can access sensitive data, supporting Sourcewell entities in maintaining compliance with security protocols.</p> <p>4. Remote Access and Mobile Integration: With mobile app compatibility from partners like Microsoft, Cisco, and Dropbox, users have the flexibility to access cloud-stored documents and send files to print from mobile devices or remote locations. This capability is essential for hybrid work environments, allowing remote staff to stay connected to document workflows without physical proximity to the device.</p> <p>5. Optical Character Recognition (OCR) with Adobe: Adobe Document Cloud's OCR technology allows scanned documents to be converted into searchable and editable formats. This feature is ideal for departments that need to digitize paper records and retrieve information quickly. By integrating OCR capabilities, Sourcewell members can improve data accessibility and reduce the time needed to locate specific documents.</p> <p>Benefits of Cloud Integration with Partner Solutions</p> <p>By integrating with industry-leading cloud platforms from Adobe, VMware, Cisco, Microsoft, Box, and Dropbox, vCloud Tech's copiers, printers, and MFDs provide Sourcewell members with:</p> <ul style="list-style-type: none"> • Centralized Document Access and Collaboration: With direct access to multiple cloud storage options, teams can store, share, and retrieve documents efficiently. Collaborative tools from Adobe and Cisco enable team members to work on documents in real time, supporting improved project workflows. • Enhanced Security and Compliance: Cisco's secure cloud protocols, VMware's identity management, and Microsoft's compliance-focused infrastructure protect sensitive documents and maintain regulatory standards. This makes our solutions ideal for government, healthcare, and education sectors, where data protection is a priority. • Improved Workflow Efficiency: Automated workflows from Adobe and Box reduce manual intervention, enabling Sourcewell members to set up rule-based document processes. These workflows save time on repetitive tasks and allow for seamless handling of large volumes of documents. • Accessibility for Mobile and Hybrid Work: Remote access features from Microsoft OneDrive, Cisco, and Dropbox provide flexibility for hybrid work environments. Users can print, retrieve, and share documents from anywhere, enhancing accessibility for mobile workforces. <p>vCloud Tech's copiers, printers, and MFDs are fully optimized for seamless integration with popular cloud storage services, supported by our partnerships with Adobe, VMware, Cisco, Microsoft, Box, and Dropbox. These integrations provide Sourcewell participating entities with secure, efficient, and flexible document management solutions, allowing them to leverage the latest in cloud technology for improved collaboration, security, and operational efficiency.</p>
75	Describe how your copiers, printers, and multi-function devices integrate with popular cloud storage services.	<p>vCloud Tech's copiers, printers, and multi-function devices (MFDs) integrate seamlessly with popular cloud storage services, enhanced by our partnerships with leading cloud technology providers, including Adobe, VMware, Cisco, and other key partners. These integrations enable Sourcewell participating entities to achieve efficient, secure, and scalable document workflows. Our cloud-enabled solutions allow users to directly scan, store, retrieve, and print documents from secure cloud platforms managed by trusted partners, supporting both on-premise and hybrid cloud environments while ensuring data security and compliance.</p> <p>Key Partner Cloud Storage Integrations</p> <ol style="list-style-type: none"> 1. Adobe Document Cloud Integration: Through our partnership with Adobe, users gain direct access to Adobe Document Cloud for secure storage, retrieval, and manipulation of documents. With Adobe's tools, scanned documents can be saved as PDFs, easily annotated, signed, or converted into searchable and editable formats. Integration with Adobe's cloud solutions ensures that government and educational entities can collaborate on documents in real-time and securely manage digital signatures, simplifying approval processes and ensuring compliance with document handling standards. 2. VMware Cloud Infrastructure and Workspace ONE: For Sourcewell members requiring robust hybrid cloud setups, VMware provides a flexible foundation. By leveraging VMware's cloud infrastructure and Workspace ONE platform, our MFDs integrate with on-premise and cloud environments to support secure document management workflows. With VMware's identity and access management capabilities, users can securely authenticate on MFDs to access their cloud-stored documents. This solution supports flexible workflows that allow users to retrieve, print, or scan documents directly to secure VMware-managed storage environments, ensuring seamless access while maintaining strict security controls. 3. Cisco Secure Cloud and Webex Teams: Cisco's secure cloud services and Webex Teams enhance the collaborative capabilities of our MFDs, allowing users to securely print from and scan to Cisco-powered cloud platforms. Cisco's security protocols ensure encrypted data transmission, protecting sensitive documents from

unauthorized access. Through integration with Webex Teams, users can share scanned documents directly with team members, collaborate in real-time, and maintain a secure digital archive. Cisco's network optimization and cloud security features provide seamless access across devices and locations, making it an ideal solution for hybrid work environments.

4. Microsoft OneDrive and SharePoint via Azure Integration: With Azure-based solutions from Microsoft, our devices can securely connect to OneDrive and SharePoint, offering seamless document storage and retrieval options. Users can scan documents directly to designated folders in SharePoint, organize records, and enable team access for collaborative editing. Microsoft's secure cloud infrastructure ensures that documents remain protected and easily accessible, supporting compliance with data privacy standards like HIPAA and FERPA. OneDrive integration also provides flexibility for mobile and remote access, allowing users to manage documents from any location.

5. Box and Dropbox for Enterprise Document Management: Box and Dropbox integrations further enhance document accessibility and organization for Sourcewell participants. Our MFDs allow users to scan, store, and print directly from Box or Dropbox, making it easy to centralize digital records and share them with teams. These platforms also offer automated document workflows, which enable users to create rule-based scanning tasks—such as automatically routing documents to specific cloud folders. Box's advanced security features, including detailed access controls and activity logs, help meet compliance requirements, while Dropbox's user-friendly interface supports simple document management for day-to-day operations.

Key Features of Cloud Integration

1. Secure Scan-to-Cloud and Print-from-Cloud: Through direct integration with Adobe Document Cloud, OneDrive, SharePoint, and other partner platforms, our devices allow users to scan documents directly to cloud storage or print documents stored in the cloud, all from the device interface. This feature reduces reliance on intermediary software, streamlining access to stored documents.

2. Automated Document Workflows with Adobe and Box: Automated workflows integrated through Adobe Document Cloud and Box allow users to create efficient, rule-based tasks for handling documents. For example, invoices can be scanned directly to a specific Box folder and tagged for review, while contracts scanned through Adobe Document Cloud can be routed automatically for electronic signature. These automation capabilities simplify document management and reduce manual processing time.

3. Enhanced Security with Cisco Secure Cloud and VMware Workspace ONE: Security is paramount in cloud-based document management. Cisco Secure Cloud provides end-to-end encryption for documents in transit and at rest, ensuring data privacy. VMware's Workspace ONE adds an extra layer of identity management, enabling secure user authentication on devices before accessing cloud-stored documents. These integrations ensure that only authorized personnel can access sensitive data, supporting Sourcewell entities in maintaining compliance with security protocols.

4. Remote Access and Mobile Integration: With mobile app compatibility from partners like Microsoft, Cisco, and Dropbox, users have the flexibility to access cloud-stored documents and send files to print from mobile devices or remote locations. This capability is essential for hybrid work environments, allowing remote staff to stay connected to document workflows without physical proximity to the device.

5. Optical Character Recognition (OCR) with Adobe: Adobe Document Cloud's OCR technology allows scanned documents to be converted into searchable and editable formats. This feature is ideal for departments that need to digitize paper records and retrieve information quickly. By integrating OCR capabilities, Sourcewell members can improve data accessibility and reduce the time needed to locate specific documents.

Benefits of Cloud Integration with Partner Solutions

By integrating with industry-leading cloud platforms from Adobe, VMware, Cisco, Microsoft, Box, and Dropbox, vCloud Tech's copiers, printers, and MFDs provide Sourcewell members with:

- Centralized Document Access and Collaboration: With direct access to multiple cloud storage options, teams can store, share, and retrieve documents efficiently. Collaborative tools from Adobe and Cisco enable team members to work on documents in real time, supporting improved project workflows.
- Enhanced Security and Compliance: Cisco's secure cloud protocols, VMware's identity management, and Microsoft's compliance-focused infrastructure protect sensitive documents and maintain regulatory standards. This makes our solutions ideal for government, healthcare, and education sectors, where data protection is a priority.
- Improved Workflow Efficiency: Automated workflows from Adobe and Box reduce manual intervention, enabling Sourcewell members to set up rule-based document processes. These workflows save time on repetitive tasks and allow for seamless handling of large volumes of documents.
- Accessibility for Mobile and Hybrid Work: Remote access features from Microsoft OneDrive, Cisco, and Dropbox provide flexibility for hybrid work

		<p>environments. Users can print, retrieve, and share documents from anywhere, enhancing accessibility for mobile workforces.</p> <p>vCloud Tech's copiers, printers, and MFDs are fully optimized for seamless integration with popular cloud storage services, supported by our partnerships with Adobe, VMware, Cisco, Microsoft, Box, and Dropbox. These integrations provide Sourcewell participating entities with secure, efficient, and flexible document management solutions, allowing them to leverage the latest in cloud technology for improved collaboration, security, and operational efficiency.</p>
76	<p>Describe what security features are integrated into your copiers, printers, and multi-function devices.</p>	<p>vCloud Tech's copiers, printers, and multi-function devices (MFDs) are equipped with advanced security features that ensure the protection of sensitive data and guard against unauthorized access. Recognizing the unique security needs of government, education, and public sector organizations, we provide a multi-layered security approach that addresses data protection at every stage of document handling. These security measures encompass user authentication, data encryption, access control, and network protection to maintain compliance with industry standards and regulations.</p> <p>1. User Authentication and Access Control One of the fundamental security features in our devices is user authentication, which ensures that only authorized personnel can access specific device functions. This feature requires users to verify their identity using PIN codes, access cards, or single sign-on (SSO) integration with federated identity providers like Microsoft Active Directory. Some devices also support biometric authentication for high-security environments, adding another layer of verification before allowing access to sensitive functions like scanning to email or network drives. With access control, administrators can restrict specific functions (such as printing, copying, or scanning) to certain users or departments, ensuring that sensitive information is only accessible to those with appropriate clearance. Access logs track user activity on the device, providing a full audit trail for accountability and regulatory compliance.</p> <p>2. Data Encryption Our devices utilize encryption protocols to protect data both in transit and at rest, a critical feature for securing documents within public sector environments. When documents are scanned, printed, or stored on the device's hard drive, they are encrypted using advanced encryption standards (AES), such as AES-256, which meets government and industry security guidelines. This encryption ensures that even if data is intercepted or accessed without authorization, it remains unreadable and protected. For documents sent to and from cloud storage services, data encryption is maintained throughout the entire transfer process. End-to-end encryption protocols protect data exchanged between the device and cloud platforms (such as Adobe Document Cloud, OneDrive, or Cisco Secure Cloud), ensuring privacy and security from the point of transmission to storage.</p> <p>3. Secure Print Release The secure print release feature is designed to protect sensitive documents from being left unattended at the device, reducing the risk of unauthorized viewing. With secure print release, documents are only printed when the user is physically present at the device and verifies their identity. Users can authenticate at the device using methods such as a PIN code, access card, or mobile app before their document is released for printing. This prevents sensitive documents from being printed and left exposed, ensuring that only the intended recipient retrieves the document.</p> <p>4. Hard Drive Security and Data Erasure To protect data stored on the device, our copiers, printers, and MFDs come with hard drive security features that protect internal storage. Data encryption on the hard drive prevents unauthorized access to stored information, while features like disk overwrite and secure data erasure ensure that all residual data is thoroughly deleted. With automatic data erasure, any temporary files stored on the device are overwritten multiple times, effectively removing any trace of the original data. This is especially important when devices are being serviced, decommissioned, or repurposed, as it prevents sensitive information from being recovered by unauthorized users.</p> <p>5. Network Security and Firewall Protection Our devices incorporate robust network security protocols to prevent unauthorized access and defend against network-based threats. Built-in firewalls protect the device from external attacks by monitoring incoming and outgoing traffic and filtering potentially malicious data. Additionally, these devices support secure communication protocols, such as IPsec, SSL/TLS, and SNMPv3, to safeguard data transmitted over networks. To further enhance security, the devices can be configured to work within a network segmentation setup, which isolates them from other parts of the organization's IT environment. This isolation reduces the risk of lateral movement for any potential cyber threats, ensuring that if one part of the network is compromised, the MFDs and their data remain protected.</p>

		<p>6. Intrusion Detection and Firmware Integrity To guard against unauthorized firmware or software tampering, our devices feature intrusion detection systems and firmware verification protocols. These systems continuously monitor the device for unusual activity and trigger alerts if unauthorized access or tampering attempts are detected. Firmware integrity checks verify that only authenticated firmware can run on the device, preventing unauthorized modifications that could compromise device functionality and security. Automatic firmware updates can also be configured to keep security protections up-to-date, safeguarding the device against the latest threats and vulnerabilities. With secure boot and trusted platform module (TPM) capabilities, our devices ensure that only trusted software and firmware are loaded, protecting against malware and ensuring device integrity.</p> <p>7. Secure Scanning and Email Encryption For scanning operations, our MFDs offer secure scanning options that allow users to encrypt scanned documents before sending them via email or storing them on the network. Encrypted email ensures that sensitive information remains protected during transmission. For added security, administrators can enforce password protection for scanned documents, requiring recipients to authenticate before accessing files. Secure scan-to-email and scan-to-cloud functions are also configured to follow data compliance standards, providing an encrypted pathway for document transfers. With audit trails for document scanning, administrators can track the complete lifecycle of scanned documents, ensuring that they meet regulatory and organizational standards.</p> <p>8. Compliance and Audit Features vCloud Tech's devices are designed to support compliance with data protection regulations, such as HIPAA, FERPA, GDPR, and CJIS, which are critical for public sector organizations. The audit trail capabilities allow administrators to monitor and log all user interactions with the device, including access attempts, print jobs, scans, and other actions taken. These logs can be reviewed regularly to ensure adherence to compliance standards and provide a record of document handling activities. Comprehensive reporting and analytics tools enable organizations to gain visibility into device usage patterns and security incidents, allowing them to identify potential risks and strengthen their security posture proactively.</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	Subcategory (e.g., laser, inkjet, high speed, low volume) *	Offered *	Number of Models Proposed *	Device Capabilities (e.g., mobile, desktop, production) *	Comments
77	Copiers	Multiple Subcategories	<input checked="" type="radio"/> Yes <input type="radio"/> No	More than 5,000	Varies according to the product	NA
78	Printers	Multiple Subcategories	<input checked="" type="radio"/> Yes <input type="radio"/> No	More than 5,000	Varies according to the product	NA
79	Scanners	Multiple Subcategories	<input checked="" type="radio"/> Yes <input type="radio"/> No	More than 5,000	Varies according to the product	NA
80	Multi-Function Devices	Multiple Subcategories	<input checked="" type="radio"/> Yes <input type="radio"/> No	More than 5,000	Varies according to the product	NA

Table 8C: 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	Subcategory	Offered *	Comments
81	Hardware, software, and accessories, to the extent that they are complementary and directly related to the devices specified in 76 through 80.		<input checked="" type="radio"/> Yes <input type="radio"/> No	N/A
82	Services related to the solutions described in 76 through 81:		<input checked="" type="radio"/> Yes <input type="radio"/> No	N/A
83		Managed Print Services (MPS)	<input checked="" type="radio"/> Yes <input type="radio"/> No	N/A
84		Access and/or security controls	<input checked="" type="radio"/> Yes <input type="radio"/> No	N/A
85		Networking	<input checked="" type="radio"/> Yes <input type="radio"/> No	N/A
86		Installation	<input checked="" type="radio"/> Yes <input type="radio"/> No	N/A
87		Monitoring and/or testing	<input checked="" type="radio"/> Yes <input type="radio"/> No	N/A
88		Maintenance and/or repair	<input checked="" type="radio"/> Yes <input type="radio"/> No	N/A
89		Warranty program	<input checked="" type="radio"/> Yes <input type="radio"/> No	N/A

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

Line Item 90. NOTICE: To identify any exception, or to request any modification, to Sourcewell 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 Sourcewell and will not automatically be included in the Master Agreement.

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

Documents

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

1. Documents in PDF format are preferred. Documents in Word, Excel, or compatible formats may also be provided.
2. Documents should NOT have a security password, as 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](#) - vCloudTech_PriceCatalog_Sourcewell_RFP112124.xlsx - Wednesday November 20, 2024 13:04:43
- Financial Strength and Stability (optional)
- Marketing Plan/Samples (optional)
- [WMBE/MBE/SBE or Related Certificates](#) - vCloud ISO Cert. 24-A-3122 rev0_VCLOUD TECH INC..pdf - Wednesday November 20, 2024 15:00:55
- Standard Transaction Document Samples (optional)
- Requested Exceptions (optional)
- [Upload Additional Document](#) - vCloud Tech Inc. - Letters of Authorization - 2024.pdf - Wednesday November 20, 2024 15:01:19

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. - Muhammad Khan, CEO, vCloud Tech Inc.

The Proposer declares that there is an actual or potential Conflict of Interest relating to the preparation of its submission, and/or the Proposer foresees an actual or potential Conflict of Interest in performing the 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_7_Copiers_Printers_MFDs_RFP112124 Wed November 13 2024 04:31 PM	<input checked="" type="checkbox"/>	2
Addendum_6_Copiers_Printers_MFDs_RFP112124 Mon November 11 2024 04:01 PM	<input checked="" type="checkbox"/>	2
Addendum_5_Copiers_Printers_MFDs_RFP112124 Wed November 6 2024 02:34 PM	<input checked="" type="checkbox"/>	1
Addendum_4_Copiers_Printers_MFDs_RPF112124 Fri October 25 2024 07:52 AM	<input checked="" type="checkbox"/>	2
Addendum_3_Copiers_Printers_MFDs_RPF112124 Wed October 23 2024 02:19 PM	<input checked="" type="checkbox"/>	1
Addendum_2_Copiers_Printers_MFDs_RPF112124 Thu October 17 2024 12:47 PM	<input checked="" type="checkbox"/>	3
Addendum_1_Copiers_Printers_MFDs_RPF112124 Wed October 16 2024 08:33 AM	<input checked="" type="checkbox"/>	1