

**MASTER AGREEMENT # 020625****CATEGORY: Public Safety Communications Technology and Hardware Solutions****SUPPLIER: Incident Communications Solutions LLC, dba PEAKE**

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 Incident Communications Solutions LLC, dba PEAKE, 8684 Veterans Hwy., Suite 301, Millersville, MD 21108-1687 (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 July 24, 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.
 1. **Scope.** Supplier is awarded a Master Agreement to provide the solutions identified in RFP #020625 to Participating Entities. In Scope solutions include:

Sourcewell is seeking proposals for Public Safety Communications Technology and Hardware Solutions, including communications technology and hardware designed or primarily intended for use by Public Safety agencies, such as:

 - a. In-station Public Safety alerting or paging systems;
 - b. Dispatch/control room consoles and associated integrated communications equipment;
 - c. Wearable or portable communication devices, including biomonitors wearables, alerting or paging systems;
 - d. Connectivity and interoperability devices, hardware, and equipment for the connection of communication systems and endpoints, including:
 - i. Satellite communications equipment;
 - ii. Portable and deployable wireless hubs, routers, and networks;
 - iii. Mesh networks and mesh radios;
 - iv. Land mobile/broadband radios;
 - v. Push to talk over Cellular (PoC) handsets; and,
 - vi. High Power User Equipment (HPUE) for LTE; and,
 - e. Airborne, marine, and underwater communication systems.
 2. Complimentary equipment, accessories, and services directly related to the offering of systems or solutions described in subsections 1. a. – e. above.
- 7) **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.
- 8) **Indefinite Quantity.** This Master Agreement defines an indefinite quantity of sales to eligible Participating Entities.

- 9) **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.
- 10) **Not to Exceed Pricing.** Suppliers may not exceed the prices listed in the current Pricing List on file with Sourcwell 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.
- 11) **Open Market.** Supplier's open market pricing process is included within its Proposal.

12) 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.
- 13) **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 Sourcwell if it enters a bankruptcy proceeding at any time during the term of this Agreement.
- 14) **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 Sourcwell if this certification changes at any time during the term of this Agreement.
- 15) **Provisions for non-United States federal entity procurements under United States federal awards or other awards (Appendix II to 2 C.F.R. § 200).** Participating Entities that use United States federal grant or other federal funding to purchase solutions from this Agreement may be subject to additional requirements including the procurement standards of the Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards, 2 C.F.R. § 200. Participating Entities may have additional requirements based on specific funding source terms or conditions. Within this Section, all references to "federal" should be interpreted to mean the United States federal government. The following list applies when a Participating Entity accesses Supplier's Included Solutions with United States federal funds.

i) **EQUAL EMPLOYMENT OPPORTUNITY.** Except as otherwise provided under 41 C.F.R. § 60, all agreements that meet the definition of “federally assisted construction contract” in 41 C.F.R. § 60-1.3 must include the equal opportunity clause provided under 41 C.F.R. § 60-1.4(b), in accordance with Executive Order 11246, “Equal Employment Opportunity” (30 FR 12319, 12935, 3 C.F.R. §, 1964-1965 Comp., p. 339), as amended by Executive Order 11375, “Amending Executive Order 11246 Relating to Equal Employment Opportunity,” and implementing regulations at 41 C.F.R. § 60, “Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor.” The equal opportunity clause is incorporated herein by reference.

ii) **DAVIS-BACON ACT, AS AMENDED (40 U.S.C. § 3141-3148).** When required by federal program legislation, all prime construction contracts in excess of \$2,000 awarded by non-federal entities must include a provision for compliance with the Davis-Bacon Act (40 U.S.C. § 3141-3144, and 3146-3148) as supplemented by Department of Labor regulations (29 C.F.R. § 5, “Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction”). In accordance with the statute, contractors must be required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor. In addition, contractors must be required to pay wages not less than once a week. The non-federal entity must place a copy of the current prevailing wage determination issued by the Department of Labor in each solicitation. The decision to award a contract or subcontract must be conditioned upon the acceptance of the wage determination. The non-federal entity must report all suspected or reported violations to the federal awarding agency. The contracts must also include a provision for compliance with the Copeland “Anti-Kickback” Act (40 U.S.C. § 3145), as supplemented by Department of Labor regulations (29 C.F.R. § 3, “Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States”). The Act provides that each contractor or subrecipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled. The non-federal entity must report all suspected or reported violations to the federal awarding agency. Supplier must comply with all applicable Davis-Bacon Act provisions.

iii) **CONTRACT WORK HOURS AND SAFETY STANDARDS ACT (40 U.S.C. § 3701-3708).** Where applicable, all contracts awarded by the non-federal entity in excess of \$100,000 that involve the employment of mechanics or laborers must include a provision for compliance with 40 U.S.C. §§ 3702 and 3704, as supplemented by Department of Labor regulations (29 C.F.R. § 5). Under 40 U.S.C. § 3702 of the Act, each contractor must be required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. The requirements of 40 U.S.C. § 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies, materials, or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence. This provision is hereby incorporated by reference into this Agreement. Supplier certifies that during the term of an award for all

Agreements by Sourcwell resulting from this procurement process, Supplier must comply with applicable requirements as referenced above.

iv) **RIGHTS TO INVENTIONS MADE UNDER A CONTRACT OR AGREEMENT.** If the federal award meets the definition of “funding agreement” under 37 C.F.R. § 401.2(a) and the recipient or subrecipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that “funding agreement,” the recipient or subrecipient must comply with the requirements of 37 C.F.R. § 401, “Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements,” and any implementing regulations issued by the awarding agency. Supplier certifies that during the term of an award for all Agreements by Sourcwell 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.

020625-PEAK

Sourcewell

Incident Communications Solutions LLC
dba PEAKE

Signed by:

C0FD2A139D06489...
By: _____
Jeremy Schwartz
Title: Chief Procurement Officer
Date: 7/18/2025 | 12:59 PM CDT _____

DocuSigned by:

47F219E959454EB...
By: _____
Stephen Morgan
Title: President
Date: 7/18/2025 | 10:30 AM PDT _____

RFP 020625 - Public Safety Communications Technology and Hardware Solutions

Vendor Details

Company Name:	Incident Communication Solutions
Does your company conduct business under any other name? If yes, please state:	PEAKE
Address:	8684 Veterans Highway Suite 301 Millersville, Maryland 21108
Contact:	Steve Morgan
Email:	smorgan@peake.com
Phone:	443-336-6527
HST#:	20-4960613

Submission Details

Created On:	Tuesday January 07, 2025 14:27:24
Submitted On:	Wednesday February 05, 2025 14:40:05
Submitted By:	Eric Grumbles
Email:	egrumbles@peake.com
Transaction #:	cd1f594d-191f-4ff5-888c-76e80ec71a66
Submitter's IP Address:	147.243.188.239

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.	Stephen Morgan, Incident Communications Solutions LLC; DBA PEAKE	*
2	In the event of award, is this entity the Responsible Supplier that will execute the master agreement with Sourcewell? Y or N.	Yes	*
3	Identify all subsidiaries, D.B.A., authorized affiliates, and any other entity that will be responsible for offering and performing delivery of Solutions within this Proposal (i.e. Responsible Supplier(s) that will execute a master agreement with Sourcewell).	Incident Communications Solutions LLC; DBA PEAKE will offer and perform delivery of all solutions in this proposal.	*
4	Provide your CAGE code or Unique Entity Identifier (SAM):	UEI: LYMECGAJAMQ4 CAGE Code: 4MW13	*
5	Provide your NAICS code applicable to Solutions proposed.	33420	
6	Proposer Physical Address:	8684 VETERANS HWY STE 301 MILLERSVILLE, MD 21108 1687 UNITED STATES	*
7	Proposer website address (or addresses):	https://www.peake.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):	Stephen Morgan, President 8684 VETERANS HWY STE 301 MILLERSVILLE, MD 21108 1687 UNITED STATES smorgan@peake.com 443-336-6527	*
9	Proposer's primary contact for this proposal (name, title, address, email address & phone):	Stephen Morgan, President 8684 VETERANS HWY STE 301 MILLERSVILLE, MD 21108 1687 UNITED STATES smorgan@peake.com 443-336-6527	*
10	Proposer's other contacts for this proposal, if any (name, title, address, email address & phone):	Jeff Lawn, Vice President 8684 VETERANS HWY STE 301 MILLERSVILLE, MD 21108 1687 UNITED STATES jlawn@peake.com 443-618-1696	*

Table 2A: Financial Viability and Marketplace Success (50 Points, applies to Table 2A and 2B)

Line Item	Question	Response *
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11	Provide a brief history of your company, including your company's core values, business philosophy, and industry longevity related to the requested Solutions.	<p>Incident Communication Solutions, LLC d/b/a PEAKE (PEAKE) is a Small Business Administration (SBA) certified Small Business with the relevant Program Management, Systems Engineering, and Risk Management expertise required to provide enhanced Public Safety Communications Services to the entire Sourcewell register of participating agencies. Since 2006, we have successfully delivered, operated, maintained and serviced thousands of complex Connectivity Communications Solutions by using our ISO 9001:2015 certified Quality Management System (QMS), the Subject Matter Expert (SME) knowledge of our Solution Engineers, and our Management Process to engineer, deploy, operate, and meet our customer communications requirements. In addition to our SME's and management processes and procedures, we have surge capabilities in Satellite, Cellular, Video, Voice and Land-Mobile-Radio (LMR) engineering, Internet Protocol (IP) networking, Fabrication, and Power systems.</p> <p>Our core values focus on customer satisfaction, integrity, and transparent communications. At PEAKE, we pride ourselves on the quality of our work and we stand by everything we offer to ensure 100% customer satisfaction. We understand the role that we play in enhancing the effectiveness of public safety operations and supporting the people who put themselves at risk for others. We are proud of what we do and who we serve and our business philosophy and corporate culture have grown from that sense of commitment to making our world safer and better connected. PEAKE has spent the last 20 years distinguishing ourselves in the public safety communications industry. Our next generation, emerging technology solutions have been keeping our public safety customers a step ahead of emergencies and disasters since 2006. Our Master Agreement with Sourcewell will provide enhanced support for our existing customer base as well as an expedited pathway for our continued growth.</p> <p>Please see Section 1.1 of our attached Public Safety RFP Proposal for more details.</p>
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12	What are your company's expectations in the event of an award?	<p>In the event of an award, PEAKE will utilize the Sourcewell master agreement as the primary contracting vehicle for all new and existing state and local public safety business whenever it is possible and feasible to do so. This will allow us to streamline procurement for Participating Entities, providing them with enhanced access to our comprehensive portfolio of public safety communication technologies and services. Transitioning our current portfolio of business to Sourcewell also means that PEAKE can begin using Sourcewell to fill orders for over 400 PEAKE customers almost immediately upon a successful award of a Sourcewell Master Agreement to PEAKE.</p> <p>PEAKE's expectations are as follows:</p> <ol style="list-style-type: none"> 1. Enhanced Outreach and Collaboration: <ul style="list-style-type: none"> o We will work closely with Sourcewell to ensure all current and prospective customers are aware of the contract and how to leverage it to meet their needs effectively. o PEAKE will integrate the Sourcewell contract into our marketing and sales strategy, as detailed in our Marketing Plan, to promote its use across various channels and events. 2. Streamlined Procurement: <ul style="list-style-type: none"> o The Sourcewell agreement will serve as a simplified, efficient pathway for public safety entities to procure our solutions, saving time and reducing administrative overhead for all stakeholders. 3. Continued Support and Expansion: <ul style="list-style-type: none"> o PEAKE will continue to provide industry-leading support, including ProSupport and 24/7/365 customer service, ensuring Participating Entities receive the highest quality of service. o The agreement will enable us to expand our footprint, increasing access to advanced communication solutions for public safety and K-12 agencies across the United States and Canada. 4. Commitment to Excellence: <ul style="list-style-type: none"> o We are committed to ensuring that all Participating Entities receive unmatched value through competitive pricing, reliable delivery, and exceptional customer service. o PEAKE will also actively solicit feedback to continually improve the solutions and services offered under the Sourcewell agreement. 5. Alignment with Sourcewell Objectives: <ul style="list-style-type: none"> o PEAKE will maintain transparency, compliance, and active communication with Sourcewell to ensure the success of this partnership, meeting or exceeding all expectations outlined in the master agreement. <p>In addition to our robust outreach and collaboration efforts, PEAKE currently serves over 400 customers across the public safety sector. The vast majority of these customers are already Sourcewell Participating Entities. For those who are not currently enrolled, PEAKE will actively assist them in becoming Sourcewell Participating Entities, ensuring they can take full advantage of the streamlined procurement process and cost savings offered by the Sourcewell contract. If awarded the Sourcewell contract, we will ensure that all existing customers are informed about the availability of our Sourcewell Master Agreement and educated on its use. We will provide them with a streamlined and cost-effective option for transitioning the renewal of their annual services and procuring additional solutions, further enhancing the value and accessibility of our offerings.</p> <p>Please see Section 1.2 of our attached Public Safety RFP Proposal for more details.</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>PEAKE's financial strength and stability are foundational to our long-standing success in providing mission-critical communication solutions for public safety agencies. Since our inception in 2006, PEAKE has consistently maintained a strong financial position, enabling us to scale operations and meet the evolving needs of our customers.</p> <p>Key Indicators of Financial Stability:</p> <ol style="list-style-type: none"> 1. Positive Cash Flow and Profitability: <ul style="list-style-type: none"> o PEAKE has demonstrated consistent positive cash flow over the past five fiscal years, allowing us to reinvest in operations, innovation, and customer support services. 2. Access to Credit and Financing: <ul style="list-style-type: none"> o PEAKE has an established credit line with Pinnacle Bank, which supports ongoing operational needs and provides scalability for large-scale projects. A letter of credit from Pinnacle Bank can be provided upon request to validate our financial capacity. 3. Debt-Free Operations: <ul style="list-style-type: none"> o PEAKE operates with minimal debt, ensuring financial flexibility and stability to respond to customer requirements effectively. 4. Established Revenue Streams: <ul style="list-style-type: none"> o 100% of PEAKE's revenue is derived from governmental and public safety entities, providing a reliable and stable customer base. 5. Strategic Growth: <ul style="list-style-type: none"> o Over the last three years, PEAKE has experienced a compound annual growth rate (CAGR) of 15%, reflecting our continued success in serving public safety markets across the U.S. and Canada. 6. ISO 9001:2015 Certification: <ul style="list-style-type: none"> o Our ISO-certified QMS ensures that all financial and operational processes align with the highest industry standards, contributing to our strong financial foundation. 7. Successful General Services Administration (GSA) Audits: <ul style="list-style-type: none"> o PEAKE successfully passed a GSA financial competence audit for the award of the GSA CS3 (Custom SATCOM Solutions) contract. o We also passed a GSA audit for the recent OASIS+ contract award, further validating our financial stability and operational competence. <p>Supporting Documents:</p> <ul style="list-style-type: none"> • Financial performance summaries for the past three years (Uploaded as Appendix 1). • A letter of credit from Pinnacle Bank confirming available financing and scalability for future projects (Uploaded as Appendix 2). <p>PEAKE's robust financial position, coupled with our history of successful delivery on high-value contracts, underscores our capability to meet the demands of Sourcewell Participating Entities while maintaining the highest standards of fiscal responsibility.</p> <p>Please see Section 1.3 of our attached Public Safety RFP Proposal, and Appendices 1-3 for more details.</p>
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14	What is your US market share for the Solutions that you are proposing?	<p>PEAKE specializes in delivering advanced communication solutions to the public safety sector across the United States. While precise market share data may not be publicly available, PEAKE's influence in the market is reflected in the following metrics:</p> <ol style="list-style-type: none"> 1. Strong Public Safety Presence: <ul style="list-style-type: none"> o PEAKE's solutions are currently deployed with over 300 public safety, DoD, DHS, and first responder agencies nationwide. o Key deployments include federal, state, and local entities, encompassing law enforcement, fire departments, emergency management agencies, and critical infrastructure operators. 2. Long-Term Customer Relationships: <ul style="list-style-type: none"> o Since our inception in 2006, PEAKE has built enduring relationships with many of our customers, some of whom have partnered with us for over 15 years. o This long-standing trust is further validated by a service renewal retention rate exceeding 98%, underscoring our commitment to customer satisfaction and operational excellence. 3. Specialized Focus: <ul style="list-style-type: none"> o 100% of our business is concentrated on providing communication solutions to governmental and public safety entities, positioning us as a trusted partner within this sector. 4. Partnerships and Certifications: <ul style="list-style-type: none"> o PEAKE's role as an authorized reseller for leading technologies, including Starlink, Cisco, AWS, and Dell, further highlights our commitment to delivering cutting-edge solutions. o Our partnerships enable us to integrate best-in-class products into customized solutions, expanding our reach across the U.S. market. 5. Track Record of Success: <ul style="list-style-type: none"> o PEAKE has supported major national events and operations since 2006, including the Super Bowl, Presidential Inaugurations, FEMA exercises, and National Guard hurricane responses, underscoring our ability to meet the demands of large-scale and high-profile operations. 6. Growth and Market Expansion: <ul style="list-style-type: none"> o Over the past five years, PEAKE has seen steady growth in its public safety customer base, reflecting increased adoption of our solutions in the market. o Our product lines and service offerings are continuously updated as new technology emerges, examples include our partnerships with Starlink, OneWeb, and Amazon's emerging Kuiper product and service lines. <p>While PEAKE does not have precise market share figures, our extensive portfolio of contracts, customers, and successful deployments indicates a significant and growing presence in the public safety communication sector in the U.S.</p> <p>Please see Section 1.4 of our attached Public Safety RFP Proposal for more details.</p>
15	What is your Canadian market share for the Solutions that you are proposing?	<p>PEAKE has a growing footprint in the Canadian public safety communications market. While we are in the early stages of expanding our presence in Canada, the following highlights demonstrate our increasing impact and alignment with the needs of Canadian public safety agencies:</p> <ol style="list-style-type: none"> 1. Strategic Partnerships: <ul style="list-style-type: none"> o PEAKE collaborates with a strategic partner based in Toronto, Canada, to support our growth in the region. This partnership enables us to provide tailored solutions that align with the unique requirements of Canadian public safety agencies and adhere to local regulations. 2. Strategic Growth Initiatives: <ul style="list-style-type: none"> o PEAKE has begun establishing relationships with Canadian governmental and public safety entities, with a focus on aligning our solutions with the unique requirements of Canadian agencies, including compliance with Canadian Free Trade Agreement (CFTA) standards. 3. Support for Participating Entities: <ul style="list-style-type: none"> o PEAKE's solutions are designed to meet the operational needs of Canadian public safety agencies across provinces and territories, including First Nations communities, municipal governments, and emergency management organizations. 4. Partnerships and Certifications: <ul style="list-style-type: none"> o PEAKE collaborates with leading technology providers, including Starlink, Cisco, and AWS, whose solutions are fully operational and supported in Canada, ensuring seamless deployment and support. 5. Tailored Solutions for Canadian Markets: <ul style="list-style-type: none"> o PEAKE's expertise in satellite connectivity, deployable communications, and interoperability solutions aligns with the needs of Canadian agencies operating in vast, remote, or infrastructure-limited areas. 6. Commitment to Market Expansion: <ul style="list-style-type: none"> o Our participation in the Sourcewell cooperative contract positions PEAKE to accelerate our growth in Canada, providing access to a proven procurement pathway for Canadian public safety agencies. <p>Although precise market share metrics in Canada are not currently available, PEAKE is committed to expanding its presence and delivering tailored communication solutions to Canadian Participating Entities under the Sourcewell agreement.</p> <p>Please see Section 1.5 of our attached Public Safety RFP Proposal for more details.</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>PEAKE affirms that it has no history of bankruptcy proceedings, either current or completed, since its inception in 2006. Our strong financial position is further validated by our successful completion of multiple audits conducted by the Department of Defense and the General Services Administration (GSA):</p> <ul style="list-style-type: none"> • Defense Contract Audit Agency Independent Audit: Audited for sustainability and transparent accounting practices in line with Federal and DoD acquisition standards and Federal Accounting Standards. • GSA Financial Competence Audit for the CS3 (Custom SATCOM Solutions) Contract: Demonstrating our financial capability to manage large-scale contracts. • GSA Audit for the OASIS+ Contract Award: Highlighting our fiscal responsibility and compliance with federal financial standards. <p>These audit results underscore PEAKE's ongoing financial stability and operational reliability, reflecting our ability to support Sourcewell Participating Entities with mission-critical communication solutions.</p> <p>Should any circumstances arise that affect our financial status during the evaluation period of this Request for Proposal (RFP), PEAKE will promptly notify Sourcewell in writing as required.</p> <p>Please see Section 1.6 of our attached Public Safety RFP Proposal and Appendices 1-3 for more details.</p>
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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>PEAKE is best described as an integration company, uniquely positioned to fulfill the roles of a service provider, distributor/dealer/reseller, and solutions integrator. Our ability to deliver comprehensive, end-to-end communication solutions makes us a trusted partner for public safety agencies. Below is an overview of our offerings in each role:</p> <p>Service Provider PEAKE provides a full spectrum of services designed to support the deployment, maintenance, and enhancement of mission-critical communication systems:</p> <ul style="list-style-type: none"> • Engineering Services: <ul style="list-style-type: none"> o Systems design, installation, and optimization for public safety applications. o Example: deploying ESInet solutions for next-generation 911 (NG911) systems and satellite-enabled command center connectivity. • Support and Maintenance: <ul style="list-style-type: none"> o 24/7/365 support through our ProSupport program, including field service representatives (FSRs), preventative maintenance, and real-time troubleshooting. o Example: Supporting a state emergency management agency with routine satellite system health checks and upgrades. • Training Programs: <ul style="list-style-type: none"> o Customized training for agency personnel to maximize the use of deployed technologies, ensuring operational readiness. o Example: Conducting training sessions for first responders on mobile command vehicle systems equipped with blended connectivity solutions. <p>Distributor/Dealer/Reseller PEAKE is an authorized distributor and reseller for industry-leading technology manufacturers, providing cutting-edge hardware and software for public safety operations:</p> <ul style="list-style-type: none"> • Authorized Partners Include: <ul style="list-style-type: none"> o Starlink: Portable, high-speed LEO satellite terminals for field operations. o Cisco and Meraki: Enterprise-grade routers, switches, and wireless systems for command and control centers. o AWS and Microsoft Azure: Government cloud solutions for secure data storage and analytics. • Value-Added Reselling: <ul style="list-style-type: none"> o PEAKE integrates these technologies into turn-key solutions tailored to specific agency needs. o Example: Delivering Cisco SD-WAN routers pre-configured for seamless integration with agency networks and Starlink satellite terminals. <p>Solutions Integrator PEAKE specializes in combining proprietary and third-party technologies into cohesive solutions designed to address the unique challenges of public safety communications:</p> <ul style="list-style-type: none"> • Custom Solutions Offered: <ul style="list-style-type: none"> o Tactical IP BLEND Kits: Portable systems that combine satellite, cellular, and broadband connectivity into a single network for uninterrupted communication in the field. o Interoperability Solutions: JPS gateways integrated with Silvus MANET radios to connect disparate radio systems and enable multi-agency coordination. • Integrated Use Cases: <ul style="list-style-type: none"> o Mobile Command Centers: Equipped with Tactical IP BLEND, Cisco Meraki routers, and Silvus radios, ensuring secure, high-speed communication for disaster response. o Search and Rescue Missions: Deploying Starlink satellite terminals with Hypha broadband radios to provide coverage in remote areas while feeding live drone video to command centers. o Airborne and Marine Operations: Combining PEAKE's satellite solutions with Peplink SD-WAN for uninterrupted connectivity on aircraft and vessels. <p>Why Our Multi-Faceted Role Matters: By combining the expertise of a service provider, the reach of a distributor, and the innovation of an integrator, PEAKE delivers scalable, interoperable, and mission-ready solutions for public safety agencies. Our approach ensures that all aspects of communication—from hardware to software, training, and support—are seamlessly aligned with the needs of first responders and emergency managers.</p> <p>Please see Section 1.7 of our attached Public Safety RFP Proposal for more details.</p>
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18	<p>If applicable, provide a detailed explanation outlining the licenses and certifications that are both required to be held, and actually held, by your organization (including third parties and subcontractors that you use) in pursuit of the business contemplated by this RFP.</p>	<p>PEAKE holds a comprehensive set of certifications and partnerships to ensure the highest standards of quality, compliance, and expertise in delivering public safety communication solutions. While no specific licenses are required for the general scope of this RFP, the following certifications and partnerships validate PEAKE's capabilities and commitment to excellence:</p> <p>Key Certifications and Partnerships:</p> <ol style="list-style-type: none"> 1. Technology and Solution Providers: <ul style="list-style-type: none"> o Cisco Certified Partner: Demonstrates expertise in designing and deploying secure, scalable networks for public safety applications. o AWS Certified Partner: Validates our proficiency in deploying cloud-based solutions for data storage, analytics, and secure communication. o Dell Certified Partner: Highlights our capability to integrate enterprise-grade computing hardware into mission-critical systems. 2. Specialized Satellite Communications Partners: <ul style="list-style-type: none"> o Starlink Certified Partner: Authorized reseller of Starlink's LEO satellite solutions, ensuring reliable, high-speed connectivity for remote and field operations. o Amazon Kuiper Partner: (Pending confirmation) Expanding capabilities in LEO satellite solutions for enhanced connectivity. 3. Quality and Management Standards: <ul style="list-style-type: none"> o ISO 9001:2015 Certified QMS: Ensures that all processes, from solution design to deployment and support, adhere to internationally recognized quality standards. 4. Security and Government Clearances: <ul style="list-style-type: none"> o Top Secret Facility Clearance (TS FCL): Enables PEAKE to deliver secure solutions for high-profile government agencies, including DoD and DHS. 5. Industry Certifications: <ul style="list-style-type: none"> o FirstNet Ready™: PEAKE integrates FirstNet-certified devices and systems into its offerings, ensuring priority access to communication networks for public safety agencies. <p>Commitment to Compliance:</p> <p>PEAKE also ensures that any subcontractors or third-party providers meet the necessary certifications and licensing requirements applicable to their roles. This ensures all solutions meet the regulatory, technical, and operational needs of Sourcewell Participating Entities.</p> <p>By maintaining a robust portfolio of certifications and partnerships, PEAKE ensures that its solutions are reliable, secure, and fully aligned with the needs of public safety agencies.</p> <p>Please see Section 1.8 of our attached Public Safety RFP Proposal for more details.</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>PEAKE affirms that it has no history of debarments or suspensions, either current or past, since its inception in 2006. Our strong track record of compliance with all applicable federal, state, and local laws, as well as our commitment to ethical business practices, has ensured that PEAKE remains in good standing with all regulatory bodies and procurement entities.</p> <p>Should any circumstances arise that affect our status during the evaluation period of this RFP, PEAKE will promptly notify Sourcewell in writing as required.</p>

20	Describe any relevant industry awards or recognition that your company has received in the past five years.	<p>PEAKE has been recognized for its contributions to the public safety and communications industry, underscoring our commitment to excellence and innovation. Notable accolades and achievements over the past five years include:</p> <p>Industry Awards:</p> <ol style="list-style-type: none"> 1. Federal Agency Commendations: <ul style="list-style-type: none"> o PEAKE received recognition from agencies such as FEMA and DHS for our rapid deployment of communication solutions during natural disasters and high-profile events, including hurricanes and national security operations. 2. Customer Performance Assessment Reports (CPARs): <ul style="list-style-type: none"> o Consistently high ratings in CPARs for projects involving the Department of Defense (DoD), Department of Homeland Security (DHS), and other federal agencies, reflecting our exceptional performance and reliability. o GSA CS3 GWAC CPARs uploaded as Appendix as an example 3. Recognition for Event Support: <ul style="list-style-type: none"> o PEAKE's work at major national events, including Presidential Inaugurations, the Super Bowl, and National Guard hurricane responses, has been acknowledged by various governmental and public safety organizations. 4. Innovation Partner Awards: <ul style="list-style-type: none"> o Recognized by key partners like Cisco, Dejero, and AWS for outstanding collaboration and integration of cutting-edge technologies into public safety solutions. <p>Commitment to Excellence:</p> <p>Our commitment to quality is further reinforced by our ISO 9001:2015 certification, highlighting our adherence to internationally recognized standards for quality management systems. This certification ensures that PEAKE consistently delivers reliable and high-quality solutions to our customers.</p> <p>PEAKE values the trust and recognition of our customers and industry partners and continues to strive for excellence in providing mission-critical communication solutions to public safety agencies.</p>	*
21	What percentage of your sales are to the governmental sector in the past three years?	<p>Over the past three year almost 100% of PEAKE's sales have been to governmental entities, with a primary focus on public safety, law enforcement, and defense agencies at the federal, state, and local levels.</p> <p>Key Highlights:</p> <ul style="list-style-type: none"> • Federal Agencies: <ul style="list-style-type: none"> o PEAKE supports critical operations for DHS, DoD, and other federal agencies through advanced communication solutions. • State and Local Governments: <ul style="list-style-type: none"> o Our solutions are widely deployed in state and local emergency management agencies, law enforcement departments, and fire rescue services across the United States. • Public Safety Sector: <ul style="list-style-type: none"> o PEAKE's focus on delivering reliable, scalable, and secure communications aligns with the mission-critical needs of governmental public safety agencies. <p>PEAKE's dedication to the governmental sector reflects our commitment to supporting agencies responsible for protecting communities and responding to emergencies.</p>	*

22	What percentage of your sales are to the education sector in the past three years?	<p>In the past three years, a moderate, but measurable percentage of PEAKE's sales have been to the K-12 education sector. These sales primarily involved communication solutions for campus safety and emergency preparedness in collaboration with higher education institutions and school districts.</p> <p>Key Contributions to the Education Sector:</p> <ul style="list-style-type: none"> • Emergency Communication Systems: <ul style="list-style-type: none"> o PEAKE has provided tailored solutions for school districts to enhance connectivity and communication during emergency drills and actual incidents. • Campus Safety: <ul style="list-style-type: none"> o Our deployable wireless networks and satellite communication solutions have been implemented to support campus security operations and large-scale events. • Training Programs: <ul style="list-style-type: none"> o PEAKE has worked with educational institutions to deliver training programs for effective utilization of communication technologies during emergencies. <p>One of the primary barriers to increasing our presence in the education sector has been the lack of a dedicated contract vehicle that simplifies procurement for educational institutions. The Sourcewell contract presents a significant opportunity to overcome this challenge by providing a streamlined and trusted pathway for schools and universities to access PEAKE's solutions. Our Sourcewell Marketing Plan includes a significant focus on enhancing our K-12 engagement by using Sourcewell as a discussion accelerator.</p> <p>Future Expansion Through Sourcewell Contract:</p> <p>PEAKE anticipates that the Sourcewell contract will serve as a pivotal tool in expanding our reach within the education sector by:</p> <ol style="list-style-type: none"> 1. Streamlining Procurement: <ul style="list-style-type: none"> o The Sourcewell contract simplifies the purchasing process, making it easier for educational institutions to access PEAKE's solutions without navigating lengthy procurement cycles. 2. Promoting Safety and Connectivity: <ul style="list-style-type: none"> o Through this contract, PEAKE can promote scalable, cost-effective communication solutions to support schools and universities in achieving their safety and connectivity goals. 3. Targeted Marketing: <ul style="list-style-type: none"> o Our marketing plan includes initiatives to raise awareness among educational institutions about how PEAKE's technologies—such as deployable wireless hubs and satellite connectivity—can enhance campus safety and emergency preparedness. <p>PEAKE is committed to leveraging the Sourcewell partnership to address the unique needs of the education sector, ensuring that institutions have access to robust communication solutions for improved safety and operational readiness.</p> <p>Please see Section 1.12 of our attached Public Safety RFP Proposal for more details.</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>PEAKE holds several state and cooperative purchasing agreements that allow us to efficiently deliver mission-critical communication solutions to public safety agencies.</p> <p>Key Highlights:</p> <ol style="list-style-type: none"> 1. GSA MAS (Multiple Award Schedule): <ul style="list-style-type: none"> o PEAKE's primary federal contract vehicle, enabling us to serve public safety agencies across federal, state, and local levels. o Includes a broad range of solutions such as satellite communications, deployable wireless networks, and interoperability devices. 2. PA COSTARS: <ul style="list-style-type: none"> o This Pennsylvania-based cooperative purchasing program allows us to support local government agencies and public safety organizations in the region. o Focus areas include deployable communications for emergency management and interoperability systems for law enforcement. 3. HGACBuy (Houston-Galveston Area Council): <ul style="list-style-type: none"> o Recently awarded, this cooperative purchasing agreement is expected to significantly enhance PEAKE's ability to deliver solutions to agencies in Texas and neighboring regions. <p>Sales Growth Through Sourcewell:</p> <p>PEAKE anticipates that the Sourcewell contract will become a key driver of sales growth by:</p> <ul style="list-style-type: none"> • Expanding our access to public safety entities nationwide. • Streamlining the procurement process for state and local agencies, ensuring faster delivery of solutions. • Complementing our existing agreements to offer broader reach and impact. <p>PEAKE is committed to leveraging these agreements, alongside the Sourcewell contract, to deliver scalable and reliable communication solutions that meet the needs of public safety agencies.</p> <p>Please see Section 1.13 of our attached Public Safety RFP Proposal for more details.</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>PEAKE holds several Prime GWAC Federal contract vehicles.</p> <p>Key Highlights:</p> <ul style="list-style-type: none">1. GSA MAS (Multiple Award Schedule):<ul style="list-style-type: none">o A critical contract vehicle that provides federal, state, and local agencies with streamlined access to PEAKE's communication solutions.o Includes offerings such as deployable wireless networks, satellite communication systems, and interoperable communication devices.2. GSA OASIS+ (One Acquisition Solution for Integrated Services):<ul style="list-style-type: none">o Positioned to support complex, multidisciplinary services, including emergency communication solutions for public safety and defense agencies. <p>Future Growth Through Sourcewell:</p> <p>PEAKE anticipates that the Sourcewell contract will complement these agreements by:</p> <ul style="list-style-type: none">• Providing an additional procurement pathway for public safety agencies.• Expanding our reach to Sourcewell Participating Entities at the state and local levels.• Driving incremental growth through streamlined purchasing options and increased visibility. <p>PEAKE's robust portfolio of GSA contracts demonstrates our commitment to delivering scalable, secure, and innovative communication solutions to government agencies across the United States.</p> <p>Please see Section 1.14 of our attached Public Safety RFP Proposal for more details.</p>
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Table 2B: References/Testimonials

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

Entity Name *	Contact Name *	Phone Number *	
Pennsylvania State Police	Bruce Low	717-346-5353	*
Anne Arundel County Police Department	Emily Meadows	301-848-5533	*
Tennessee Department of Health	Barry Weber	931-528-7531	*

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

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

Line Item	Question	Response *
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26	Sales force.	<p>PEAKE leverages a multifaceted approach to deliver its public safety solutions through a combination of direct and channel partners, which includes direct sales, internal service force and newly formed but quickly evolving dealers, distributors, and resellers. All activity, leads, deal registration and proposal activity are entered into and tracked via the PEAKE Management Hub (PMH) which includes access to the Monday.com Customer Relationship Management (CRM) tool.</p> <p>By employing this cross functional, diversified sales and service network, PEAKE can ensure comprehensive coverage, from sales to after-sales support, tailored to the complex and varied needs of public safety sectors. This strategy not only broadens the market penetration but also allows for adaptability and responsiveness to specific client requirements, ensuring that solutions are both effective and delivered efficiently.</p> <p>PEAKE's strategy for marketing and selling public safety communication solutions through its direct sales team involves a structured approach leveraging the capabilities of National Account Managers (NAMs), Regional Account Managers (RAMs), and Inside Sales. All three components work in concert for an integrated approach. For instance, a lead might start with the inside sales team, progress to a regional account manager for a local touch and then escalate to a national account manager for broader implementation. They are supported by marketing campaigns that include targeted content, case studies of successful deployments, whitepapers, and participation in or sponsorship of industry events to generate leads and build brand authority. Sales teams provide feedback to product development and marketing, ensuring that products and marketing strategies evolve in response to customer needs and feedback from the field.</p> <p>By leveraging this team structure, PEAKE can effectively market and sell its solutions with a focus on customer-centric approaches, ensuring that each client, regardless of size or location, receives the attention and solutions tailored to their public safety communication needs.</p> <p>Please see Section 2.1 of our attached Public Safety RFP Proposal for more details.</p>	*
27	Describe the network of Authorized Sellers who will deliver Solutions, including dealers, distributors, resellers, and other distribution methods.	<p>PEAKE partners with distributors to expand market reach and ensure product availability. Distributors like those listed in Peplink's certified distributor list (e.g., PEAKE itself as a distributor for Peplink) help in managing inventory, logistics, and sales to a broader network of resellers and end-users. This method not only increases the geographical coverage but also helps in maintaining a steady supply chain for PEAKE's products. The distribution model allows PEAKE to tap into markets where direct presence might not be feasible.</p> <p>Resellers:</p> <p>PEAKE's selective but very capable resellers extend PEAKE's market penetration by adding another layer of sales through local or specialized companies that understand regional needs better. These resellers can offer PEAKE's solutions as part of their broader portfolio, providing an integrated approach to public safety where PEAKE's products fit into larger system implementations. This strategy also allows for customization and bundling of services according to local demands and regulations, enhancing solution relevance.</p> <p>Please see Section 2.2 of our attached Public Safety RFP Proposal for more details.</p>	*
28	Service force.	<p>PEAKE maintains an internal service force to oversee quality control, installation, maintenance, and support for their solutions. This team also supports PEAKE's ProSupport 24x7x365 support outlined in more detail in Section 2.5. This ensures that all deployments, especially those critical for public safety like emergency operations centers or mobile command units, are executed with precision. They also provide annual reports that highlight: system status, EOL, EOS, budget considerations for upgrades, ongoing support, and training. This is vital for systems that need to always be operational. This feedback and reporting loop is crucial in maintaining the high standards of service, reliability and refresh cycle that PEAKE promises to its client's mission focused public safety partners.</p> <p>Please see Appendix 5 for samples of our training materials.</p>	*
29	Describe the ordering process. If orders will be handled by distributors, dealers or others, explain the respective roles of the Proposer and others.	<p>At PEAKE, the customer ordering process follows a structured and efficient approach to ensure accuracy, transparency, and timely delivery. Whether a PEAKE salesperson, distributor, or dealer is involved, the process remains consistent and focuses on proactive planning, real-time tracking, and risk mitigation to ensure a seamless experience for the customer. PEAKE employs a structured, ISO 9001:2015-controlled ordering process, leveraging our Project Management Office (PMO) and proprietary PEAKE Management Hub (PMH) to ensure transparency, efficiency, and compliance at every stage. This approach streamlines all phases of the ordering lifecycle, from pre-award to project closeout.</p> <p>Key Features of the Ordering Process:</p> <ol style="list-style-type: none"> Structured Project Management Approach: <ul style="list-style-type: none"> PEAKE follows PMBOK best practices and a tailored Project Management Methodology (PMM) to ensure efficient task order execution. The process includes identifying the most qualified personnel, managing resources, and proactively mitigating risks. Use of the PEAKE Management Hub (PMH) as detailed in Exhibit 1.0-3: <ul style="list-style-type: none"> The PMH, built on the Monday.com framework, serves as a centralized, secure 	

		<p>cloud-based platform for:</p> <p>Real-time tracking of inputs, workflows, and outputs.</p> <p>Managing documents, designs, plans, and engineering changes.</p> <p>Providing Sourcewell Participating Entities and end customers with secure access to task order data and reports.</p> <p>o Open standards tools within PMH allow for rapid customization to meet Sourcewell requirements.</p> <p>3. Roles and Responsibilities:</p> <p>o Executive Management: Provides direction, oversight, and resources for successful task order execution.</p> <p>o Project Managers and Account Managers: Oversee strategic planning, ensuring resource alignment and compliance with requirements.</p> <p>o Distributors and Channel Partners: Manage inventory, logistics, and local support, extending PEAKE's market reach and ensuring timely delivery.</p> <p>o Property Management Team: Uses the Unanet Property Management model to handle procurement, inventory control, and regulatory compliance for GFE and CFE.</p> <p>4. Risk Mitigation:</p> <p>o Early identification of potential risks through PMH tools ensures operational impacts are minimized.</p> <p>o Best practices from previous projects are integrated into current workflows to enhance scalability and flexibility.</p> <p>5. Customizable Workflow Tools:</p> <p>o Project Management Plan (PMP) and Task Order Management Plan (TOMP): Tailored for each task order to manage resources, track performance, and ensure clear communication.</p> <p>o These tools provide a roadmap for meeting time, budget, and quality metrics.</p> <p>How Orders Are Processed:</p> <table><thead><tr><th>Stage</th><th>Description</th></tr></thead><tbody><tr><td>Order Submission</td><td>Participating Entities submit orders directly to PEAKE or via authorized distributors.</td></tr><tr><td>Requirement Review</td><td>PMO and Account Managers assess task order requirements, aligning resources and expertise.</td></tr><tr><td>Procurement Management</td><td>The Property Management Team handles purchasing, inventory control, and delivery coordination.</td></tr><tr><td>Real-Time Updates</td><td>The PMH ensures all stakeholders have secure, real-time access to project status and task order data.</td></tr><tr><td>Delivery and Support</td><td>Distributors manage logistics while PEAKE ensures compliance and provides 24/7 customer support.</td></tr></tbody></table> <p>Benefits to Sourcewell Participating Entities:</p> <ul style="list-style-type: none">• Transparency: The PMH provides real-time visibility into order status, performance metrics, and deliverables.• Efficiency: PEAKE's structured approach minimizes delays and ensures timely fulfillment of task orders.• Flexibility: Open standards tools enable rapid customization to address unique customer requirements.• Reliability: With over a decade of experience supporting 400+ public safety customers, PEAKE's ordering process is proven and scalable. <p>PEAKE's integrated ordering process, supported by our PMO, PMH, and distributor network, ensures that Sourcewell Participating Entities can procure solutions efficiently, reliably, and with full confidence in compliance.</p> <p>PEAKE will use our PMH a secure cloud-based portal platform that uses the Monday.com framework, to provide access to all PMO and ordering process related data and reports. The system serves as a workflow and data repository for the master contract and associated task orders, pre-award phase till close out, as shown in Exhibit 1.0-3. We have used PMH for more than 10 years. It currently supports our 400+ Public Safety customers with thousands of ordering actions. We use open standards tools approach rather than a proprietary Enterprise Resource Planning (ERP) system to maintain flexibility to address Sourcewell requirements and maintain compliance. Due to the open standards nature, software development tool kit, and large 3rd party development community of Monday.com, PEAKE can quickly add ordering functionality when needed. The PMH is completely integrated and accessible via a secure web portal log in to include Sourcewell and end customer access.</p> <p>Please see Section 2.4 of our attached Public Safety RFP Proposal for more details.</p>	Stage	Description	Order Submission	Participating Entities submit orders directly to PEAKE or via authorized distributors.	Requirement Review	PMO and Account Managers assess task order requirements, aligning resources and expertise.	Procurement Management	The Property Management Team handles purchasing, inventory control, and delivery coordination.	Real-Time Updates	The PMH ensures all stakeholders have secure, real-time access to project status and task order data.	Delivery and Support	Distributors manage logistics while PEAKE ensures compliance and provides 24/7 customer support.
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30	Describe in detail the process and procedure of your customer service program, if applicable. Include your response-time capabilities and commitments, as well as any incentives that help your providers meet your stated service goals or promises.	<p>PEAKE is committed to providing comprehensive customer support to ensure the reliability and performance of Public Safety communications systems. Our support framework is designed to meet various customer needs, from basic troubleshooting to advanced engineering support.</p> <p>Tiered Support Structure</p> <ul style="list-style-type: none">• Tier 1 ProSupport: Included in every offering, this level provides essential customer support, initial troubleshooting, and issue resolution for Public Safety customers.• Optional Upgrades to Tier 2 & Tier 3 Support: Customers can purchase higher-tier support for more in-depth technical assistance, advanced troubleshooting, and specialized engineering support.												

Expert Engineering Support

- PEAKE engineers specialize in supporting complex Everything over Internet Protocol (EoIP) systems, ensuring seamless operation and troubleshooting.
- Our team includes Communications Engineers, Radio Frequency (RF) Engineers, and Communications Architects who provide on-going maintenance and technical guidance.

Configuration Management & Documentation

- All relevant Configuration Management (CM), Task Orders, End of Support (EOS), End of Life (EOL), OEM documentation, and warranty information are recorded in the PEAKE System Engineering Plan (SEP).

- This information is stored in the Project Management Hub (PMH), making it easily accessible to stakeholders for reference and decision-making.

Network Operations Center (NOC) Support

- Ongoing maintenance and customer service are provided via the PEAKE Network Operations Centers (NOCs) located in Millersville, MD (Primary) and Tampa, FL (COOP). The lines of communications and relationship point are detailed below in Exhibit 1.3.8-1: PEAKE NOC CONOPS

- The NOCs handle:

- o Incident Management – Rapid response to network issues and service disruptions.
- o Dashboards & Automated Reporting – Providing real-time visibility into system performance and support metrics.

Through this structured customer service approach, PEAKE ensures reliable, high-quality support for Public Safety communications systems, minimizing downtime and maximizing operational efficiency.

PEAKE is committed to delivering exceptional customer service to Sourcewell Participating Entities. Our comprehensive ProSupport program is designed to provide responsive, reliable, and transparent support, ensuring the success of mission-critical operations. This program integrates 24/7/365 availability, advanced tools, and measurable performance metrics to meet or exceed customer expectations.

ProSupport Program Overview:

1. 24/7/365 Support Services:

- o PEAKE operates a dedicated service desk available 24/7/365 to address customer needs promptly. Public Safety customers will always get a human on first ring.

- o Customers can reach the service desk via multiple channels:

Phone: Direct line to technical support specialists.

Email: Support requests are logged and tracked for resolution.

Online Portal (PEAKE Management Hub): Secure access for submitting tickets, tracking progress, and reviewing service history.

2. Response Time Commitments:

- o Initial Response:

Critical issues: Response within 15 minutes.

High-priority issues: Response within 1 hour.

Standard inquiries: Response within 1 business day.

- o Resolution Times:

Resolution timelines are defined by the severity and complexity of the issue, with service level agreements (SLAs) ensuring rapid escalation when needed.

3. Proactive Monitoring and Maintenance:

- o PEAKE employs proactive monitoring tools to identify and resolve potential issues before they impact operations.

- o Regular system health checks and preventive maintenance services are provided to minimize downtime.

4. Incentives for Meeting Service Goals:

- o PEAKE has implemented internal performance metrics and incentives to ensure adherence to service commitments:

Performance Metrics: Key Performance Indicators (KPIs) include first-call resolution rate, response time adherence, and customer satisfaction scores.

Incentives: Bonuses and recognition programs reward support teams for exceeding performance standards, ensuring a high level of accountability.

Escalation Process:

PEAKE's escalation process ensures that customer issues are resolved efficiently:

1. Tier 1 Support: Initial troubleshooting and resolution by service desk representatives.

2. Tier 2 Support: Escalation to specialized technical teams for complex issues.

3. Tier 3 Support: Direct involvement of subject matter experts (SMEs) and engineering teams for critical or unresolved issues.

Commitments to Sourcewell Participating Entities:

- Transparency: Customers receive regular updates throughout the resolution process, ensuring clear communication.

- Reliability: 24/7/365 availability guarantees that support is accessible whenever needed.

- Accountability: Performance metrics and incentives ensure our team consistently meets service commitments.

- Customer Satisfaction: Surveys and feedback loops drive continuous improvement of our services.

		<p>PEAKE's comprehensive ProSupport program ensures that Sourcewell Participating Entities can rely on responsive, effective, and customer-focused support to maintain operational readiness and success.</p> <p>Please see Section 2.5 of our attached Public Safety RFP Proposal for more details.</p>
31	Describe your ability and willingness to provide your products and services to Sourcewell participating entities.	<p>PEAKE is willing and able to provide all products and services to all Sourcewell participating entities. The CONUS and OCONUS Public Safety market and mission is core to PEAKE's culture and has been since inception 19 years ago. Our internal tools, process, systems and solutions are all focused on supporting the Sourcewell participating entities. This focus and willingness to support the market is growing annually and will not deviate.</p> <p>PEAKE's growth in Public Safety is based on our ability to deliver turn key solutions at scale. This is largely enabled by the utilization of our Systems Engineering approach that follows the V-model, shown in Figure 11, and which aligns with Interoperability standards, Public Safety Architecture Framework (PSAF), IEEE Public Safety Technology Initiatives, NIST and when required DoD guidelines. We have successfully leveraged this model across our enterprise customer base to deliver predictability to the engineering process.</p> <p>PEAKE is fully committed to providing its comprehensive portfolio of products and services to Sourcewell Participating Entities. With a proven track record of serving over 400 public safety agencies across federal, state, and local levels, we are uniquely positioned to deliver scalable, reliable, and mission-critical communication solutions.</p> <p>1. Ability to Serve Sourcewell Participating Entities:</p> <ul style="list-style-type: none"> • Extensive Infrastructure: <ul style="list-style-type: none"> o PEAKE leverages its robust Program Management Office (PMO) and PEAKE Management Hub (PMH) to manage the delivery of products and services efficiently. These tools ensure seamless order tracking, reporting, and fulfillment. o With over 18 years of experience, PEAKE has supported complex communication deployments, handling 200–220 projects annually and managing 20–30 concurrent task orders. • Comprehensive Offerings: <ul style="list-style-type: none"> o PEAKE provides a wide range of solutions, including satellite communications, interoperability devices, portable communication kits, and professional services like ProSupport for maintenance and 24/7/365 customer support. • Nationwide Reach: <ul style="list-style-type: none"> o Through our partnerships with distributors and local dealers, PEAKE ensures product availability and localized support for Participating Entities across the United States and Canada. • Scalability: <ul style="list-style-type: none"> o PEAKE's solutions are designed to accommodate agencies of all sizes, from small municipalities to large federal operations. Our scalable approach ensures that we can adapt to diverse customer needs. <p>2. Willingness to Serve Sourcewell Participating Entities:</p> <ul style="list-style-type: none"> • Commitment to Sourcewell: <ul style="list-style-type: none"> o PEAKE views the Sourcewell contract as a strategic partnership and an opportunity to extend our mission of enhancing public safety communications. We are dedicated to ensuring that Participating Entities can access our solutions through a streamlined and efficient procurement process. • Tailored Solutions: <ul style="list-style-type: none"> o PEAKE takes a customer-centric approach, working closely with Participating Entities to understand their unique needs and develop solutions that meet their operational goals. • Proactive Customer Support: <ul style="list-style-type: none"> o Our commitment to 24/7/365 support ensures that Sourcewell customers receive responsive assistance and rapid issue resolution, minimizing downtime and ensuring operational continuity. <p>3. Supporting Sourcewell's Mission:</p> <ul style="list-style-type: none"> • Simplified Procurement: <ul style="list-style-type: none"> o PEAKE's participation in Sourcewell enables Participating Entities to access cutting-edge communication technologies without navigating complex procurement processes. • Transparency and Accountability: <ul style="list-style-type: none"> o PEAKE maintains full transparency in pricing, order fulfillment, and reporting, ensuring compliance with Sourcewell's requirements. <p>PEAKE's robust capabilities, customer-centric approach, and unwavering commitment to service make us an ideal partner for Sourcewell Participating Entities. We are dedicated to providing the tools and support necessary to enhance mission-critical communication and public safety operations.</p> <p>Please see Section 2.6 of our attached Public Safety RFP Proposal for more details.</p>

32	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in Canada.	<p>PEAKE has ability and willingness to provide products and services to Sourcewell participating Entities in Canada. PEAKE holds no restriction on providing support to OCONUS participating entities. PEAKE delivers personnel, equipment and/or logistics support for global complex communications solutions to eight countries. As a team, we provide Program Management, network infrastructure, Voice over IP (VoIP), Video Teleconferencing (VTC), power, inside plant/outside plant to data center virtualization help desk, network engineering, satellite teleport and antenna support, Satellite services and O&M in over 30 countries to include Canada, as shown in Figure 12.</p> <p>Please see Section 2.7 and Figure 12 of our attached Public Safety RFP Proposal for more details.</p>	*
33	Identify any geographic areas of the United States or Canada that you will NOT be fully serving through the proposed agreement.	<p>PEAKE has the ability and proven past performance to provide services to all geographic areas of the United States and Canada. PEAKE's bandwidth provider (Starlink, Amazon, Verizon, AT&T and T-Mobile) collectively allows PEAKE to provide connectivity services anywhere in the geographic area. PEAKE can provide most customer service ProSupport actions remotely from our NOC location. When required to deploy FSRs, PEAKE has done so from such diverse regions as the Aleutian Islands of AK, the US Virgin Islands, South Korea, and Bahrain. PEAKE can fully meet this requirement.</p> <p>Please see Section 2.8 and Figure 12 of our attached Public Safety RFP Proposal for more details.</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.	PEAKE has reviewed the Sourcewell Participating Entity list for any potential concerns. There are NO entities that would trigger any regulatory, legislative, or other concerns that would inhibit PEAKE from doing business with them in any way.	*
35	Define any specific requirements or restrictions that would apply to our participating entities in Hawaii and Alaska and in US Territories.	<p>PEAKE has no restriction on providing support to OCONUS participating entities to include Hawaii, Alaska and US Territories. PEAKE has delivered personnel, equipment, turnkey solutions and/or logistics support for global complex communications solutions. We provide Program Management, network infrastructure, Voice over IP (VoIP), Video Teleconferencing (VTC), power, inside plant/outside plant to help desk, network engineering, satellite services and tactical communications, and ProSupport Globally, as shown in Figure 12. These regions include all participating entities. PEAKE developed procedures and partner relationships which increase safety and responsive, cost-efficient deployment, including:</p> <ul style="list-style-type: none"> Materiel and Logistical Support – Local and international distribution and warehousing, Customs and shipping support Facilities Support – Procuring and maintaining appropriate workspace Human Resources Support – Passport, Benefit, Visa, and clearance processing assistance Technical Support – 24x7x365 Help Desk from our CONUS based Network Operations Center (NOC) <p>We identify personnel OCONUS and war zone travel preferences in the BAMBOO PAYROLL module of the PMH to facilitate quick identification of personnel with the right skill, resource, and geographic proximity to fill the requirement. PEAKE will use our bench of SMEs and engineers to support surge and unique requirements. PEAKE has relationships with two medical firms that specialize in OCONUS deployments. The service includes provision of shots, health related equipment, preventative care, remote medical support, and thorough health examinations on return to CONUS. PEAKE also has a readiness pre-deployment check list under ISO control that addresses medical, life insurance, security briefing, logistics, points of contact, tools and risk.</p> <p>We have partnered with pre-vetted third-party logistic companies, personnel security companies and freight companies, to facilitate the efficient, responsive and successful deployment of people and resources worldwide.</p> <p>PEAKE has also assessed and validated methods to ensure that ITAR is not an issue. We will provide training to employees on U.S. export controls and develop procedures to create the required export licenses and services to ensure that the elements required by the U.S. Department of State (DoS) are followed. To meet DoD standards for Commercial-off-the-Shelf (COTS) equipment, OEMs must encode or enable certain encryption or security software prior to shipment. With authorization to act on behalf of the Government under Sourcewell, PEAKE will ensure that no security software or enablement is passed through foreign companies ordering equipment. All security overlays, key codes, and software/firmware will be shipped to the PEAKE team directly.</p> <p>Please see Section 2.10 and Figure 12 of our attached Public Safety RFP Proposal for more details.</p>	*
36	Will Proposer extend terms of any awarded master agreement to nonprofit entities?	PEAKE will extend discounted pricing to non-profit entities based on the size and product mix on the award.	*

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>PEAKE is committed to implementing a comprehensive, collaborative marketing strategy to promote the Sourcewell Cooperative Contract upon award. Our approach begins with leveraging our established presence in the public safety marketplace to enhance visibility, credibility and the prudent opportunity to simplify agency contracting of mission critical connectivity solutions through Sourcewell. Our customers often rely upon us to ensure that they are well prepared for potential or eminent emergencies. Time is of the essence when a hurricane, significant fire, tornado, flood or other severe weather event is looming. Streamlining the legal pathway, procurement process and product delivery to get first responders the tools that they need is paramount.</p> <p>Key initiatives for collaborative promotion include participating in dozens of key industry-leading events geared toward supporting mission critical connectivity for public safety agencies spanning cities, counties, states, and federal entities.</p> <p>We prioritize face-to-face interactions with our valued customers by sponsoring and participating in events with the target audience of Sourcewell public sector buyers. Below is a snapshot of key conferences that we are slated to participate in this year. Upon award, we would welcome the consultation of our assigned Sourcewell Supplier Development Executive to gauge other events and conferences that would align well with Sourcewell's calendar of events for 2025 and beyond.</p> <p>Our complete calendar of events for 2025 and examples of how we would co-brand our booth are included as attachments titled "Example Tradeshow list" and "Sourcewell-PEAKE Hosted Event."</p> <p>Additionally, we will create a robust digital engagement plan featuring regular updates on our website and co-branded Sourcewell content, including blogs, news updates, and case studies geared toward public safety innovation and streamlined procurement processes. A dedicated landing page will be developed on our website prominently displaying the Sourcewell-awarded vendor logo and contract information. This page will serve as a guide for prospective customers to learn about the benefits of the Sourcewell Cooperative Contract. We have provided numerous examples as PDF attachments in the appendix of this Marketing Plan Section. Examples include:</p> <ul style="list-style-type: none"> • Joint Promotion One Pager • Calendar of Events and Tradeshows • PEAKE Hosted Event • Sourcewell Landing Page on PEAKE Website • LinkedIn Page • Blog • Product Data Sheet • Analytics • Lead Contact Form <p>Our marketing initiatives will include a press release to announce the PEAKE-Sourcewell partnership, email campaigns targeting key public safety stakeholders, and paid digital advertising through platforms such as Google and Bing to maximize reach. Social media advertising and retargeting campaigns on LinkedIn, Instagram and Facebook will further amplify awareness of the Sourcewell contract opportunity. These social platforms have a significant following of target public sector professionals and will allow us to showcase transformative solutions like Low Earth Orbit (LEO) satellite connectivity and blended network connectivity tailored to public safety needs.</p> <p>Additionally, we will leverage speaking engagements and strategic alliances at core industry sponsored opportunities, such as our partnership with AWS and Project Kuiper, an initiative backed by significant launch resources and an integrated sales force between PEAKE and Amazon, to scale our public safety portfolio and highlight our innovative, mission critical solutions. Our top priority will be to bring awareness to the value of simplifying and expediting critical purchases through the Sourcewell Contract opportunity.</p> <p>Further, to engage directly with customers, we plan to host webinars and Industry Days, providing an interactive platform for customers to network and learn about cutting edge connectivity solutions. Our marketing collateral will feature influential public safety agency case studies showcasing successful implementations of our products through the Sourcewell cooperative contract effectively showing the value and reliability of our offerings. We will ensure all materials are optimized with keywords associated with Sourcewell to improve visibility and searchability across all targeted platforms.</p> <p>Please see Appendix 6 for examples of PEAKE's Marketing Materials and also see Section 3.1 and Figure 13 of our attached Public Safety RFP Proposal for more details.</p>

38	Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance marketing effectiveness.	<p>PEAKE will employ advanced technology and digital tools to enhance the effectiveness of our joint marketing efforts. Our strategy includes optimizing our website content with Sourcewell-specific keywords to improve search engine rankings and increase visibility among potential customers. Search ads targeting keywords related to cooperative purchasing, Sourcewell, and relevant product categories will be deployed to capture the interest of federal, state and local government organizations seeking procurement solutions. We maintain an active presence on social media platforms like LinkedIn, so that we can stay in front of our competitors and customers at all levels. We have a strong social media following and will leverage that platform to promote awareness and drive leads through co-branded Sourcewell content, including blogs, updates, and case studies. Samples of our blogs can be explored here: https://www.peake.com/resources, and several blogs are also available as resources in our appendix. This effort will position PEAKE and Sourcewell as industry leaders and innovators in public safety technology solutions. Social media advertising will be coupled with retargeting campaigns to keep potential customers engaged and informed about our offerings. Our official partnership with Amazon Web Services (AWS) and AWS's Justice & Public Safety (JPS) program will also provide an incredible opportunity to catapult our public sector outreach capabilities. As an exclusive provider of Amazon services to public safety organizations, PEAKE is uniquely positioned to leverage the vast resources, reach, and expertise of AWS to enhance the visibility and adoption of the Sourcewell contract. AWS provides a robust platform and account management support that aligns perfectly with the needs of public safety agencies. AWS technology platforms will be tapped for targeted PEAKE-Sourcewell campaigns that are aligned and amplified with scheduled co-branded public safety conferences, tradeshow and speaking opportunities.</p> <p>By partnering with AWS and leveraging their JPS program, PEAKE can dramatically expand the reach and visibility of the Sourcewell contract, ensuring that public safety agencies across the United States and Canada are aware of the benefits and value of PEAKE's mission-critical solutions. This collaboration reinforces PEAKE's commitment to providing innovative, scalable, and cost-effective communication technologies to support the vital work of first responders. These efforts will create a consistent and impactful digital presence with continuity and co-branded familiarity when we are present with stakeholders, ensuring that our co-branded Sourcewell- PEAKE marketing activities reach the intended public safety audience effectively.</p> <p>Please see Section 3.2 and Figure 14 of our attached Public Safety RFP Proposal for more details.</p>
39	In your view, what is Sourcewell's role in promoting agreements arising out of this RFP? How will you integrate a Sourcewell-awarded agreement into your sales process?	<p>Sourcewell's role in promoting agreements arising out of this RFP is critical to the success of this partnership. As a national cooperative government partner, we believe that Sourcewell simplifies the procurement process by managing the competitive bid requirements, allowing government, education, and nonprofit organizations to access pre-vetted vendors efficiently.</p> <p>We will work closely with our Sourcewell Development Executive to establish to leverage all the resources that Sourcewell offers. We want to synergistically maximize how we promote and scale market penetration. Our understanding of a successful partnership in promotion is that Sourcewell will guide us through the onboarding and launch of becoming a new supplier, assist us in developing a joint and effective marketing plan, help us to gain vital customer feedback and keep us abreast of public sector trends.</p> <p>This highly collaborative approach will no doubt enable PEAKE to optimize outreach to a broader customer base and dramatically expand both our direct procurement engagement and Sourcewell's value is streamlining purchasing within the public safety market. PEAKE will integrate the Sourcewell-awarded agreement into our sales process by prominently featuring it in our outreach and marketing materials. We will also lean on Sourcewell supplier development resources to suggest attendance at specific public sector events that are not already scheduled, as well as design appropriate marketing channels and other activities aimed at achieving maximum and measurable results.</p> <p>We are well-versed with successful outcomes at events such as Tech Days, Command Rallies, and industry showcases and will consult with Sourcewell to co-brand our presence, visuals, and marketing collateral to emphasize the partnership and ultimately the impact of each event. Additionally, Sourcewell's extensive member network will surely play a pivotal role in creating awareness and driving adoption of PEAKE solutions.</p> <p>Our proactive approach to customer engagement will also include gathering PEAKE references and feedback from stakeholders to continually refine our offerings and provide best-in-class solutions to our customers. By aligning our sales and marketing efforts with Sourcewell's resources and network, we aim to establish a mutually beneficial collaboration that delivers value to our customers and an opportunity to strengthen and scale our presence in within state and local government agencies.</p>

40	Are your Solutions available through an e-procurement ordering process? If so, describe your e-procurement system and how governmental and educational customers have used it.	<p>PEAKE's innovative approach is focused on simplifying procurement for public safety, and government organizations. PEAKE's existing customer base and target accounts represent a vast array of public sector agency sizes and needs. As part of our sales process and the buyer journey, we appropriately balance our approach between both consultative and transactional sales.</p> <p>As such, e-procurement availability is quickly becoming an important part of our transactional business, especially relating to both existing and new customers needing to quickly purchase products during emergencies or for simple routine purchases. An example may be a customer with a fleet of 100 Starlink Terminals, who then needs to quickly and securely purchase five more a few months later.</p> <p>As part of our commitment to Sourcwell contracting agencies, we are creating an intuitive online store that will provide convenient access to our products and services that is especially useful for agencies that are already overtaxed and need to save time on smaller or frequent initiatives. Upon award, our e-Procurement platform will ensure a seamless experience, allowing Sourcwell members to browse, select, procure and renew PEAKE solutions with ease.</p> <p>Our online store will feature:</p> <ul style="list-style-type: none">• A dedicated landing page to guide users through PEAKE's offerings, tailored to the unique needs of Sourcwell members.• Streamlined e-procurement capabilities for a frictionless purchasing process, fully aligned with the Sourcwell Cooperative Contract.• Self-service functionality, enabling Sourcwell members to access technology product information and complete transactions independently or with minimal support.• Personalized assistance, backed by our dedicated team to ensure government agencies have access to responsive support for more complex needs. <p>By combining cutting-edge e-commerce capabilities with PEAKE's expertise in public safety technology, we aim to simplify procurement and make our solutions through the Sourcwell Cooperative contract more accessible than ever. Our commitment to simplifying procurement extends to ensuring seamless integration of our solutions into customer operations, supported by a dedicated team for responsive and personalized assistance and available in a self-service format leveraging e-Procurement.</p>	*
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Table 5A: Value-Added Attributes (100 Points, applies to Table 5A and 5B)

Line Item	Question	Response *
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41	<p>Describe any product, equipment, maintenance, or operator training programs that you offer to Sourcewell participating entities. Include details, such as whether training is standard or optional, who provides training, and any costs that apply.</p>	<p>PEAKE offers comprehensive training programs to ensure Sourcewell Participating Entities can effectively operate, maintain, and maximize the value of their communication systems. Our training is designed to address the unique needs of public safety agencies, focusing on operational readiness, system reliability, and user proficiency.</p> <p>Types of Training Programs Offered:</p> <ol style="list-style-type: none"> 1. Operator Training (Standard and Optional): <ul style="list-style-type: none"> o Standard Training: <p>Included with the purchase of most systems, covering basic operation, troubleshooting, and configuration.</p> <p>Delivered onsite or remotely by PEAKE's certified trainers.</p> o Optional Advanced Training: <p>Available for more complex systems or for agencies seeking enhanced operator capabilities.</p> <p>Focus areas include advanced system configuration, multi-network management, and interoperability best practices.</p> 2. Maintenance Training (Optional): <ul style="list-style-type: none"> o Designed for technical staff responsible for ongoing system upkeep. o Covers preventative maintenance, diagnostics, and repair procedures to ensure systems remain operational during critical events. 3. Equipment-Specific Training (Standard and Optional): <ul style="list-style-type: none"> o Examples: <p>Deployable satellite communication systems (e.g., Starlink and OneWeb terminals).</p> <p>Interoperability solutions (e.g., JPS ACU gateways).</p> <p>Portable wireless hubs and broadband radios.</p> o Delivered via hands-on workshops, remote sessions, or comprehensive user manuals. <p>Delivery Methods:</p> <ul style="list-style-type: none"> • Onsite Training: <ul style="list-style-type: none"> o PEAKE deploys certified trainers to customer locations for personalized, hands-on instruction. • Remote Training: <ul style="list-style-type: none"> o Web-based sessions and virtual workshops to accommodate geographically dispersed teams. • Customizable Programs: <ul style="list-style-type: none"> o Tailored training modules to address specific agency requirements, operational scenarios, or technology stacks. <p>Training Costs:</p> <ul style="list-style-type: none"> • Standard Training: <ul style="list-style-type: none"> o Included at no additional cost with most systems purchased under the Sourcewell agreement. • Optional Training: <ul style="list-style-type: none"> o Costs vary based on complexity, duration, and number of participants. Detailed pricing is provided upon request. <p>Value to Sourcewell Participating Entities:</p> <ul style="list-style-type: none"> • Improved Operational Readiness: <ul style="list-style-type: none"> o Ensures teams can deploy and manage systems effectively during emergencies. • Enhanced System Reliability: <ul style="list-style-type: none"> o Reduces downtime by equipping staff with the knowledge to perform routine maintenance and troubleshooting. • Scalability: <ul style="list-style-type: none"> o Supports training for small teams or large-scale operations, accommodating diverse agency needs. <p>PEAKE is committed to empowering Sourcewell Participating Entities with the knowledge and tools necessary to optimize the performance and reliability of their communication systems.</p> <p>Please see Appendix 5 for samples of PEAKE's Training Materials and Section 4.1 of our attached Public Safety RFP Proposal for more details.</p>
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42	Describe your proposed solutions integration and interoperability capabilities with other communication and technology components.	<p>PEAKE's solutions are designed with seamless integration and interoperability in mind, ensuring that public safety agencies can connect disparate systems and technologies into unified communication networks. Our approach prioritizes flexibility, scalability, and reliability to meet the unique needs of multi-agency and mission-critical operations.</p> <p>Integration Capabilities:</p> <ol style="list-style-type: none"> 1. Multi-Network Integration: <ul style="list-style-type: none"> o PEAKE's solutions, such as Tactical IP BLEND, integrate LEO and GEO satellite systems, cellular networks, and broadband/Wi-Fi to create robust, hybrid communication networks. o Example: Combining Starlink satellite terminals with Cisco SD-WAN routers for resilient, high-bandwidth connectivity. 2. Interoperability Across Devices: <ul style="list-style-type: none"> o PEAKE leverages solutions like JPS Interoperability Gateways to bridge communication gaps between land mobile radios (LMR), push-to-talk (PTT) devices, VoIP systems, and dispatch consoles. o Example: Facilitating communication between law enforcement radios, fire department dispatch, and emergency management command centers. 3. Cloud and On-Premises Systems: <ul style="list-style-type: none"> o Our solutions support cloud-based systems (e.g., AWS, Microsoft Azure) and on-premises deployments to meet diverse operational and security requirements. o Example: Deploying Microsoft Azure Government Cloud to securely host emergency response data and enable real-time analytics. <p>Interoperability Features:</p> <ol style="list-style-type: none"> 1. Standards-Based Design: <ul style="list-style-type: none"> o PEAKE ensures that solutions adhere to P25, FirstNet, and other industry standards, enabling interoperability with a wide range of public safety technologies. 2. Dynamic Network Management: <ul style="list-style-type: none"> o Tools like SD-WAN and MANET (Mobile Ad Hoc Networking) allow for real-time adjustments to network configurations, ensuring consistent communication in dynamic scenarios. 3. Modular Architecture: <ul style="list-style-type: none"> o Solutions are designed with modular components, allowing for seamless upgrades and integration with new technologies as they emerge. 4. Interoperability with Other Sourcewell Customers: <ul style="list-style-type: none"> o PEAKE's technology solutions are inherently designed to work alongside systems already deployed by other Sourcewell customers. This ensures that agencies can build on existing infrastructure without requiring costly upgrades or replacements. <p>Use Cases for Interoperability:</p> <ol style="list-style-type: none"> 1. Emergency Operations Centers (EOCs): <ul style="list-style-type: none"> o Integrating JPS gateways with Silvus MANET radios to enable multi-agency collaboration during disaster responses. 2. Mobile Command Centers: <ul style="list-style-type: none"> o Deploying Tactical IP BLEND to provide interoperable communication for field units and headquarters across cellular, satellite, and radio networks. 3. Public Events and Incident Response: <ul style="list-style-type: none"> o Using Peplink routers and interoperability solutions to connect disparate communication systems during large-scale public events or emergencies. <p>Benefits to Sourcewell Participating Entities:</p> <ul style="list-style-type: none"> • Enhanced Coordination: <ul style="list-style-type: none"> o Enables seamless communication between agencies using different P25 compliant systems, improving situational awareness and decision-making. • Scalability: <ul style="list-style-type: none"> o Modular and standards-based design ensures solutions can grow alongside agency needs. • Future-Proofing: <ul style="list-style-type: none"> o PEAKE's interoperable solutions are designed to integrate with emerging technologies, ensuring long-term value and relevance. <p>PEAKE's deep expertise in integration and interoperability ensures that Sourcewell Participating Entities receive tailored solutions that unify their communication systems, enabling efficient and effective responses to critical incidents.</p>
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43	Describe any “green” initiatives that relate to your company or to your Solutions, and include a list of the certifying agency for each.	<p>At PEAKE, we are committed to sustainability and environmental responsibility in all aspects of our operations. Our green initiative integrates eco-friendly practices into our turnkey solutions, ensuring that our technology and infrastructure solutions minimize environmental impact while maintaining the highest levels of efficiency and performance.</p> <p>Sustainability in Turnkey Solutions</p> <p>PEAKE incorporates green practices into the design, deployment, and operation of Public Safety and communications systems by:</p> <ul style="list-style-type: none"> • Energy-Efficient Infrastructure – Utilizing low-power consumption hardware and optimizing network designs to reduce overall energy usage. • Sustainable Materials & Recycling – Sourcing eco-friendly materials for equipment and packaging, and implementing responsible e-waste recycling programs. • Renewable Energy Integration – Supporting solar, wind, and alternative energy solutions to power network operations where applicable. • Remote Monitoring & Management – Reducing the need for on-site maintenance visits, lowering carbon footprints through advanced remote diagnostics and automated system health monitoring. • Compliance with Green Standards – Ensuring that all PEAKE solutions adhere to the latest environmental regulations and industry best practices. <p>Certifying Agencies & Compliance Standards</p> <p>PEAKE ensures compliance with leading environmental and sustainability standards, including:</p> <ul style="list-style-type: none"> • LEED (Leadership in Energy and Environmental Design) – Certification for energy-efficient and environmentally friendly buildings. • EPA (Environmental Protection Agency) ENERGY STAR® Program – Ensuring energy-efficient equipment and technology. • ISO 14001 (Environmental Management Systems) – International standards for sustainable business operations. • EPEAT (Electronic Product Environmental Assessment Tool) – Certification for environmentally friendly electronic products. • RoHS (Restriction of Hazardous Substances Directive) – Compliance with regulations that limit harmful materials in electronic equipment. • WEEE (Waste Electrical and Electronic Equipment Directive) – Responsible recycling and disposal of electronic components. <p>By integrating these sustainability initiatives, PEAKE delivers eco-conscious turnkey solutions that support both operational excellence and environmental responsibility. Our commitment to green technology ensures that our customers receive high-performance, sustainable solutions that align with industry best practices and global environmental standards.</p>
44	Identify any third-party issued eco-labels, ratings or certifications that your company has received for the Solutions included in your Proposal related to energy efficiency or conservation, life-cycle design (cradle-to-cradle), or other green/sustainability factors.	<p>PEAKE follows LEED, ENERGY STAR, ISO 14001, EPEAT, RoHS, and WEEE compliance guidelines when benchmarking our proprietary products. To date however, we have not yet undergone any third-party rating or certification audit for environmental compliance. Our long-term strategic plans include phased audits for environmental compliance once our internal production volume of proprietary components reaches an established threshold that we have not yet reached.</p>

45	<p>What unique attributes does your company, your products, or your services offer to Sourcewell participating entities? What makes your proposed solutions unique in your industry as it applies to Sourcewell participating entities?</p>	<p>PEAKE's mission is deeply aligned with the needs of Sourcewell Participating Entities, particularly public safety agencies tasked with protecting communities and managing critical incidents. Our unique attributes reflect our commitment to understanding and addressing the operational challenges faced by these agencies, enabling them to respond effectively to day-to-day and crisis-level events.</p> <p>Understanding the Customer's Mission:</p> <ul style="list-style-type: none"> • Mission-Critical Focus: <ul style="list-style-type: none"> o PEAKE recognizes that public safety agencies require solutions that are not only reliable but also flexible enough to adapt to evolving scenarios. Our technologies are designed to enhance real-time situational awareness, multi-agency collaboration, and decision-making capabilities. • Customer-Centric Approach: <ul style="list-style-type: none"> o PEAKE engages closely with each Participating Entity to understand their unique challenges, operational workflows, and long-term goals, ensuring that every solution we deliver aligns with their mission to protect lives and infrastructure. <p>Unique Attributes of PEAKE:</p> <ul style="list-style-type: none"> • Comprehensive Solutions Portfolio: <ul style="list-style-type: none"> o PEAKE offers an integrated suite of products and services, including Tactical IP BLEND, deployable wireless hubs, satellite connectivity (LEO/GEO), interoperability gateways, and ProSupport services. o This end-to-end capability ensures that customers can procure all necessary components and services through a single trusted partner. • Focus on Interoperability: <ul style="list-style-type: none"> o Our solutions are designed to unify disparate communication systems, enabling seamless collaboration across agencies. o Example: JPS gateways integrated with Silvus MANET radios ensure interoperability between land mobile radios, PTT devices, and broadband networks. • Customizable, Mission-Critical Solutions: <ul style="list-style-type: none"> o PEAKE excels in tailoring solutions to meet the specific requirements of first responders, whether for disaster response, mobile command centers, or long-term infrastructure. o Example: Tactical IP BLEND kits combine cellular, satellite, and Wi-Fi networks for reliable connectivity in the field. • Technology Transfer from DoD to Local Responders: <ul style="list-style-type: none"> o As a trusted provider for DoD, PEAKE leverages cutting-edge technologies and practices developed for high-stakes military environments and adapts them for use by local emergency responders. o Examples include advanced satellite connectivity, interoperability gateways, and MANET systems that enhance communication and coordination during crisis-level events. • Building Modern Operational Habits: <ul style="list-style-type: none"> o PEAKE provides tools and training that enable public safety agencies to incorporate modern, proven methodologies into their daily operations. This approach ensures that responders are better prepared for critical incidents by practicing interoperability and situational awareness in routine scenarios. • Cutting-Edge Partnerships: <ul style="list-style-type: none"> o As an authorized partner of industry leaders such as Starlink, Amazon Kuiper, Cisco, AWS, and Microsoft Azure, PEAKE integrates cutting-edge technologies into our solutions, ensuring performance, reliability, and future-proofing. • ProSupport Services: <ul style="list-style-type: none"> o Our 24/7/365 support ensures that all systems remain operational during critical incidents. o Services include field service representatives, preventative maintenance, and real-time troubleshooting, minimizing downtime and maximizing system reliability. o PEAKE provides proactive planning support during the planning phases of large events and even during the months leading up to inclement weather seasons. • Proven Track Record: <ul style="list-style-type: none"> o PEAKE has supported high-profile operations, including FEMA disaster responses, National Guard hurricane deployments, and major national events such as the Presidential Inauguration and Super Bowl. o This experience ensures that our solutions are tested and proven in real-world scenarios. <p>Unique Advantages for Sourcewell Participating Entities:</p> <ul style="list-style-type: none"> • Simplified Procurement: <ul style="list-style-type: none"> o The Sourcewell contract allows Participating Entities to access PEAKE's solutions through a streamlined, efficient purchasing process. • Scalability and Flexibility: <ul style="list-style-type: none"> o Solutions are designed to adapt to the evolving needs of public safety agencies, ensuring long-term value and operational relevance. • Innovative Solutions for Remote Areas: <ul style="list-style-type: none"> o Our expertise in satellite and mesh networking technologies ensures reliable connectivity in the most remote or infrastructure-limited locations. • Proven, Mature PMO and Supporting Systems <ul style="list-style-type: none"> o Ensures continuously improved quality for all processes including turnkey solutions. <p>PEAKE's unique combination of innovative technologies, tailored solutions, and unwavering support ensures that Sourcewell Participating Entities receive unparalleled value and reliability, empowering them to achieve their mission-critical objectives with confidence.</p>
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Table 5B: Value-Added Attributes

Line Item	Question	Certification	Offered	Comment	
46	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	PEAKE is an SBA certified Small Business. Our authorized reseller, Strategic Communications, is a Minority Owned, Woman Owned Small Business currently in the SBA 8(a) program.	*
47		Minority Business Enterprise (MBE)	<input checked="" type="radio"/> Yes <input type="radio"/> No	Strategic Communications is a PEAKE authorized reseller: https://www.yourstrategic.com/	*
48		Women Business Enterprise (WBE)	<input checked="" type="radio"/> Yes <input type="radio"/> No	Strategic Communications is a PEAKE authorized reseller: https://www.yourstrategic.com/	*
49		Disabled-Owned Business Enterprise (DOBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	PEAKE is not a DOBE and as of now does not have a DOBE in its reseller network.	*
50		Veteran-Owned Business Enterprise (VBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	PEAKE is not a VBE and as of now does not have a VBE in its reseller network.	*
51		Service-Disabled Veteran-Owned Business (SDVOB)	<input type="radio"/> Yes <input checked="" type="radio"/> No	PEAKE is not a SDVOSB and as of now does not have a SDVOSB in its reseller network.	*
52		Small Business Enterprise (SBE)	<input checked="" type="radio"/> Yes <input type="radio"/> No	PEAKE is an SBA certified Small Business.	*
53		Small Disadvantaged Business (SDB)	<input type="radio"/> Yes <input checked="" type="radio"/> No	PEAKE is not a SDB. Our authorized reseller, Strategic Communications, is a SDB currently in the SBA 8(a) program. https://www.yourstrategic.com/	*
54		Women-Owned Small Business (WOSB)	<input checked="" type="radio"/> Yes <input type="radio"/> No	Strategic Communications is a PEAKE authorized reseller: https://www.yourstrategic.com/	*

Table 6A: Pricing (400 Points, applies to Table 6A and 6B)

Provide detailed pricing information in the questions that follow below.

Line Item	Question	Response *
55	Describe your payment terms and accepted payment methods.	<p>PEAKE offers flexible and transparent payment terms designed to meet the procurement needs of Sourcewell Participating Entities. Our payment options are structured to streamline transactions while ensuring compliance with public safety budgets and timelines.</p> <p>Value to Participating Entities:</p> <ul style="list-style-type: none"> Ease of Use: Multiple payment methods ensure convenience and compatibility with various financial systems. Flexibility: Tailored payment terms support diverse budgeting cycles and fiscal constraints. Account Transparency: Detailed invoices and tracking systems provide clear visibility into all transactions. <p>PEAKE's flexible payment terms and multiple payment options ensure a streamlined and efficient procurement process, enabling Sourcewell Participating Entities to access critical communication solutions without unnecessary administrative hurdles.</p> <p>See Figure 15 and Section 5.1 of our uploaded Public Safety RFP Proposal for more details.</p>

56	Describe any leasing or financing options available for use by educational or governmental entities.	<p>PEAKE offers flexible leasing and financing options to help Sourcewell Participating Entities manage their budgets effectively while acquiring mission-critical communication solutions. These options are designed to reduce upfront capital expenditures and provide financial flexibility for public safety agencies with varying fiscal constraints.</p> <p>Leasing Options:</p> <ol style="list-style-type: none"> Operating Leases: <ul style="list-style-type: none"> Allow agencies to use the equipment for a specified period with lower monthly payments, without ownership transfer at the end of the term. Ideal for temporary deployments or situations requiring the latest technology without long-term commitments. Capital Leases: <ul style="list-style-type: none"> Structured for agencies that intend to own the equipment at the end of the lease term. Payments contribute toward ownership, offering a cost-effective pathway to acquiring high-value assets. Short-Term Rentals: <ul style="list-style-type: none"> Flexible rental agreements for temporary projects, special events, or disaster response scenarios. <p>Proven Success in High-Profile Deployments:</p> <ul style="list-style-type: none"> During the 2024 hurricane responses, PEAKE's leasing options enabled public safety agencies to quickly deploy critical communication systems to affected regions. This approach ensured agencies had immediate access to reliable technology without the need for significant upfront investment. For the 2024 Presidential Election, PEAKE provided short-term leases for deployable communication solutions, allowing multiple agencies to maintain seamless coordination during high-security events. <p>Financing Options:</p> <ol style="list-style-type: none"> Installment Payment Plans: <ul style="list-style-type: none"> Agencies can spread payments over a defined period, reducing the immediate budget impact. Structured to align with fiscal year cycles or grant funding timelines. Third-Party Financing: <ul style="list-style-type: none"> PEAKE works with trusted financial institutions to offer competitive interest rates and customized repayment terms for larger projects. <p>Benefits to Sourcewell Participating Entities:</p> <ul style="list-style-type: none"> Reduced Upfront Costs: <ul style="list-style-type: none"> Leasing and financing reduce the initial financial burden, enabling agencies to access advanced solutions without requiring full payment upfront. Budget Flexibility: <ul style="list-style-type: none"> Tailored options accommodate diverse budgeting cycles and funding sources, such as grants or emergency response allocations. Access to the Latest Technology: <ul style="list-style-type: none"> Leasing options ensure agencies always have access to cutting-edge technology, with opportunities for upgrades at the end of the lease term. Scalability: <ul style="list-style-type: none"> Financing terms can be customized for small projects or large-scale deployments, ensuring solutions meet agency-specific needs. <p>PEAKE's leasing and financing options empower Sourcewell Participating Entities to implement essential communication solutions immediately while maintaining fiscal responsibility and flexibility.</p>
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57	<p>Describe any standard transaction documents that you propose to use in connection with an awarded agreement (order forms, terms and conditions, service level agreements, etc.). Upload all template agreements or transaction documents which may be proposed to Participating Entities.</p>	<p>PEAKE utilizes a streamlined set of ISO 9001 audited and revision controlled transaction documents housed in our PMH to ensure transparency and efficiency throughout the procurement and project lifecycle for Sourcewell Participating Entities. These documents are tailored to meet the needs of public safety agencies, providing clear and concise terms for all interactions.</p> <p>Standard Transaction Documents:</p> <ol style="list-style-type: none"> 1. Quotes: <ul style="list-style-type: none"> o Initial document outlining the scope of products and services, including detailed pricing, quantities, and estimated delivery timelines. o Includes itemized costs for hardware, software, support services, and any applicable taxes or fees. 2. Invoices: <ul style="list-style-type: none"> o Issued upon approval of the quote and confirmation of order placement. o Includes payment instructions, due dates, and a breakdown of purchased items. 3. Project Acceptance Documents: <ul style="list-style-type: none"> o Final documentation used to confirm the successful delivery and installation of solutions. o Includes a sign-off section for Participating Entities to acknowledge that the project has met the agreed specifications and requirements. 4. Training Documents: <ul style="list-style-type: none"> o Comprehensive materials provided as part of PEAKE's operator and maintenance training programs. o Include user manuals, quick-start guides, and step-by-step instructions tailored to the specific solutions deployed. 5. Terms of Service Document: <ul style="list-style-type: none"> o A detailed agreement outlining the terms and conditions governing the use of PEAKE's products and services. o Covers areas such as: <ul style="list-style-type: none"> Payment terms (e.g., Net 30 days). Warranty and support provisions. Service level agreements (SLAs) for maintenance and troubleshooting. Data confidentiality and security commitments. <p>Key Terms and Conditions Included:</p> <ul style="list-style-type: none"> • Payment Terms: <ul style="list-style-type: none"> o Standard terms are Net 30 days from the invoice date, with options for alternative terms based on agency needs. • Delivery and Acceptance: <ul style="list-style-type: none"> o Delivery timelines, FOB (Free On Board) terms, and acceptance criteria are clearly defined to ensure smooth handover of solutions. • Warranty Coverage: <ul style="list-style-type: none"> o Standard warranty periods for hardware and software, with options for extended coverage based on project requirements. • Service Commitments: <ul style="list-style-type: none"> o SLAs specify response times, availability, and escalation processes to ensure reliable system performance. • Confidentiality: <ul style="list-style-type: none"> o PEAKE ensures the protection of sensitive agency and operational information through robust confidentiality clauses. <p>Value to Sourcewell Participating Entities:</p> <ol style="list-style-type: none"> 1. Clarity and Transparency: <ul style="list-style-type: none"> o These documents provide clear terms and expectations, reducing ambiguity and fostering trust. 2. Flexibility: <ul style="list-style-type: none"> o Tailored documents accommodate specific project needs, agency requirements, and procurement processes. 3. Operational Readiness: <ul style="list-style-type: none"> o Training and project acceptance documents ensure that end users are fully prepared to utilize and maintain deployed systems. <p>PEAKE's standardized transaction documents simplify the procurement and deployment process, ensuring a seamless experience for Sourcewell Participating Entities while prioritizing reliability, efficiency, and accountability.</p>
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58	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>PEAKE supports the use of purchase cards as a convenient and efficient method of payment for Sourcwell Participating Entities. We are committed to ensuring a seamless and secure transaction process for all purchases made using purchase cards.</p> <p>Policy Overview:</p> <ol style="list-style-type: none"> 1. Accepted Purchase Cards: <ul style="list-style-type: none"> o PEAKE accepts all major credit cards, including government-issued purchase cards such as GSA SmartPay cards. 2. Transaction Limits: <ul style="list-style-type: none"> o There are no minimum transaction limits. o Maximum transaction limits may be subject to the purchasing agency's internal policies or the card issuer's pre-defined limits. 3. Secure Processing: <ul style="list-style-type: none"> o All purchase card transactions are processed through PCI DSS-compliant systems to ensure the highest level of security and data protection. 4. Fees: <ul style="list-style-type: none"> o PEAKE does not impose additional fees for transactions made via purchase cards. <p>Limitations or Restrictions:</p> <ul style="list-style-type: none"> • Pre-Authorization: <ul style="list-style-type: none"> o For high-value purchases exceeding \$50,000, pre-authorization by the card issuer or approval from the purchasing agency may be required. • Custom Solutions: <ul style="list-style-type: none"> o Complex projects involving custom solutions may require additional documentation, such as purchase orders or quotes, prior to processing a purchase card transaction. <p>Benefits to Participating Entities:</p> <ul style="list-style-type: none"> • Simplified Payment Process: <ul style="list-style-type: none"> o Purchase cards streamline transactions, reducing administrative overhead and ensuring faster processing. • Flexibility: <ul style="list-style-type: none"> o Purchase cards provide an efficient payment method for both small, routine purchases and larger, project-based expenditures. • Transparency: <ul style="list-style-type: none"> o Detailed transaction records ensure clear tracking and auditing of all purchases. <p>PEAKE's purchase card policy is designed to offer flexibility and convenience while ensuring security and compliance with Sourcwell Participating Entities' financial protocols.</p>	*
59	Describe your pricing model (e.g., line-item discounts or product-category discounts). Provide detailed pricing data (including standard or list pricing and the Sourcwell discounted price) on all of the items that you want Sourcwell to consider as part of your RFP response. If applicable, provide a SKU for each item in your proposal. Upload your pricing materials (if applicable) in the document upload section of your response.	<p>PEAKE's pricing model is designed to provide Sourcwell Participating Entities with exceptional value and transparency through a catalog-wide discount structure. This approach ensures competitive pricing across our entire portfolio, encompassing products, integrated solutions, and associated services. PEAKE's pricing model underscores our commitment to delivering cost-effective, high-quality solutions tailored to the unique needs of public safety agencies.</p> <p>See the tables in Section 5.5 of our uploaded Public Safety RFP Proposal for more details.</p>	*

60	<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>PEAKE is committed to providing Sourcewell Participating Entities with a transparent and competitive discount structure to maximize value and simplify procurement. Our pricing discounts apply across all catalog offerings, integrated solutions, and associated services.</p> <p>Discount Structure Overview</p> <p>Discount Type Details</p> <p>Standard Discount - 15% Off Catalog Pricing: Participating Entities receive a flat 15% discount on all items in PEAKE's catalog.</p> <p>- Applies to proprietary products, integrated solutions, and offerings from partners such as Starlink, Cisco, and JPS Interoperability Solutions.</p> <p>Volume Discounts - Tiered Discounts for Large Orders: Additional discounts may be applied to high-volume purchases, enabling cost savings for bulk orders or large-scale deployments.</p> <p>- Example: Agencies procuring equipment for multi-agency interoperability setups may qualify for a higher discount tier based on total order value.</p> <p>Bundled Solution Discounts - Integrated Packages: Discounts are extended to bundled solutions that combine hardware, software, and services into a single, cohesive package.</p> <p>- Example: A Tactical IP BLEND kit, including satellite terminals, routers, and wireless hubs, is priced with a combined discount applied to all components.</p> <p>Long-Term Service Agreements - Discounted ProSupport Plans: Discounts are offered on multi-year maintenance and support agreements, reducing lifecycle costs for communication solutions.</p> <p>Unique Features of PEAKE's Discount Structure</p> <p>Feature Details</p> <p>Comprehensive Application - Discounts cover all aspects of a purchase, including hardware, software, training, and ongoing support services.</p> <p>Scalability - The structure accommodates agencies of all sizes, ensuring that even small entities benefit from consistent savings.</p> <p>Flexibility - Customized pricing options are available for complex projects or multi-agency deployments.</p> <p>Benefits to Sourcewell Participating Entities:</p> <ul style="list-style-type: none">• Cost Savings:<ul style="list-style-type: none">o The 15% catalog-wide discount ensures immediate savings on all purchases, with additional opportunities for savings through volume and bundling.• Predictable Budgeting:<ul style="list-style-type: none">o Transparent pricing and discounts simplify financial planning for public safety agencies.• Optimized Value:<ul style="list-style-type: none">o Participating Entities receive industry-leading solutions at a reduced cost, enabling better resource allocation for mission-critical operations. <p>PEAKE's discount structure reflects our commitment to delivering value, transparency, and flexibility, ensuring that Sourcewell Participating Entities can access the communication solutions they need at competitive prices.</p> <p>See the tables in Section 5.6 of our uploaded Public Safety RFP Proposal for more details.</p>
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61	Describe any quantity or volume discounts or rebate programs that you offer.	<p>PEAKE provides volume discounts to Sourcewell Participating Entities to deliver additional value for bulk purchases and large-scale deployments. These discounts ensure cost-effective access to mission-critical communication solutions while supporting diverse operational requirements.</p> <p>Volume Discount Structure</p> <p>Discount Type Details</p> <p>Tiered Discounts - Volume discounts are applied based on the total order value or quantity of items purchased.</p> <p>- Example tiers include:</p> <p>Orders exceeding \$1,000,000: 2% discount</p> <p>Orders exceeding \$2,500,000: 3% discount</p> <p>Orders exceeding \$5,000,000: 5% discount.</p> <p>Project-Based Discounts - For large-scale projects, PEAKE collaborates with Participating Entities to provide tailored pricing based on the scope and complexity of the deployment.</p> <p>- Example: Multi-agency interoperability solutions with significant hardware and service components may qualify for customized discounts beyond standard tiers.</p> <p>Bundled Volume Discounts - Discounts are extended when multiple products or services are procured together as part of an integrated solution.</p> <p>- Example: Tactical IP BLEND kits purchased alongside satellite terminals and training programs may qualify for higher cumulative discounts.</p> <p>Additional Savings Opportunities</p> <p>Opportunity Details</p> <p>Repeat Purchase Incentives - Participating Entities that place follow-up orders within 12 months may receive an additional discount to reward ongoing partnerships.</p> <p>Regional Collaborations - Agencies within the same region can combine their orders to achieve higher volume discounts, promoting inter-agency collaboration.</p> <p>Benefits to Sourcewell Participating Entities:</p> <ul style="list-style-type: none"> • Maximized Savings: <ul style="list-style-type: none"> o Larger orders yield greater cost efficiencies, allowing agencies to allocate resources to other critical needs. • Scalable Pricing: <ul style="list-style-type: none"> o Discounts scale with the size and scope of procurement, ensuring flexibility for small and large agencies alike. • Predictable Budgeting: <ul style="list-style-type: none"> o Transparent tiered discounts simplify financial planning for bulk orders and complex projects. <p>PEAKE's volume discount terms are designed to provide cost-effective solutions that meet the diverse needs of Sourcewell Participating Entities, ensuring that public safety agencies can access the tools they need at competitive prices.</p> <p>See the tables in Section 5.7 of our uploaded Public Safety RFP Proposal for more details.</p>
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62	<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>PEAKE maintains a rigorous sourced products and services policy to ensure that all components of our solutions meet the highest standards of quality, reliability, and compatibility. Our policy reflects our commitment to delivering mission-critical communication systems that support the needs of Sourcewell Participating Entities.</p> <p>Key Elements of PEAKE’s Sourced Products and Services Policy:</p> <ol style="list-style-type: none"> 1. Approved Vendor List (AVL): <ul style="list-style-type: none"> o PEAKE sources products and services exclusively from an Approved Vendor List comprising trusted manufacturers and service providers, including Starlink, OneWeb, Cisco, Silvus, and AWS among others. o Vendors are selected based on their proven track record of delivering high-quality, reliable, and scalable solutions. 2. Compliance and Certification Standards: <ul style="list-style-type: none"> o All sourced products and services must adhere to industry standards such as ISO 9001:2015, FirstNet Ready™, and FCC regulatory compliance. o This ensures seamless interoperability, secure communications, and compliance with public safety requirements. 3. Quality Assurance: <ul style="list-style-type: none"> o Each sourced product undergoes rigorous testing and inspection before being integrated into PEAKE’s solutions. o Services provided by third-party partners are evaluated to ensure they align with PEAKE’s operational standards and the needs of Participating Entities. 4. Sustainability Considerations: <ul style="list-style-type: none"> o Where feasible, PEAKE prioritizes vendors and products that demonstrate environmentally sustainable practices, such as energy-efficient designs and reduced carbon footprints. 5. Continuous Vendor Evaluation: <ul style="list-style-type: none"> o PEAKE conducts ongoing evaluations of all vendors and service providers to ensure consistent performance, quality, and value. o Underperforming vendors are removed from the AVL to maintain the integrity of PEAKE’s offerings. <p>Application of the Policy:</p> <ol style="list-style-type: none"> 1. Hardware Solutions: <ul style="list-style-type: none"> o Products such as routers, satellite terminals, and broadband radios are sourced from leading manufacturers and integrated into deployable communication systems. 2. Software and Cloud Services: <ul style="list-style-type: none"> o Cloud platforms like AWS and Microsoft Azure are leveraged for secure data storage, analytics, and scalability. 3. Interoperability and Mesh Networking: <ul style="list-style-type: none"> o Silvus MANET radios and JPS gateways are sourced and pre-configured to ensure seamless integration across agency systems. <p>Benefits to Sourcewell Participating Entities:</p> <ul style="list-style-type: none"> • Reliability: <ul style="list-style-type: none"> o By sourcing only from vetted, industry-leading vendors, PEAKE ensures that all products and services meet the mission-critical demands of public safety agencies. • Transparency: <ul style="list-style-type: none"> o Clear sourcing policies provide Participating Entities with confidence in the quality and origin of the solutions provided. • Alignment with Public Safety Goals: <ul style="list-style-type: none"> o Every product and service is selected with the unique requirements of public safety operations in mind, ensuring operational readiness and scalability. <p>PEAKE’s sourced products and services policy underscores our dedication to delivering high-quality, integrated solutions that empower Sourcewell Participating Entities to achieve their mission-critical objectives.</p>
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63	<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>PEAKE provides a transparent pricing model, but there are certain cost elements that may not be included in the submitted pricing. These costs are dependent on specific project requirements, unique customer needs, or operational factors that arise during implementation. All such costs are disclosed to Sourcewell Participating Entities prior to order placement.</p> <p>Cost Elements Not Included in Submitted Pricing:</p> <ol style="list-style-type: none"> 1. Freight, Shipping, and Delivery Costs: <ul style="list-style-type: none"> o While standard freight costs may be included for routine orders, expedited shipping, special handling, or delivery to remote/OCONUS locations may incur additional charges. o Example: Expedited delivery of deployable communication systems to a disaster response zone. 2. Custom Integration or Configuration Fees: <ul style="list-style-type: none"> o Costs associated with tailoring solutions to meet unique customer specifications, such as custom software configurations or specialized hardware setups. o Example: Configuring a Tactical IP BLEND kit with agency-specific protocols and interoperability requirements. 3. Taxes and Duties: <ul style="list-style-type: none"> o Applicable sales taxes, import duties, or VAT (Value-Added Tax) are not included in base pricing and are calculated based on the Participating Entity's location. 4. Extended Warranties and Maintenance Plans: <ul style="list-style-type: none"> o Standard warranties are included in base pricing, but extended warranties or multi-year maintenance plans are billed separately upon customer request. 5. Optional Training Services: <ul style="list-style-type: none"> o Basic operator training is included, but advanced training programs or additional sessions for large teams may involve separate fees. 6. Installation and Onsite Support: <ul style="list-style-type: none"> o For complex projects, onsite installation, setup, or support services may incur additional costs, depending on the scope and location. o Example: Installing an integrated dispatch system across multiple facilities. 7. Third-Party Software Licenses: <ul style="list-style-type: none"> o Software licenses not included in PEAKE's bundled solutions (e.g., specialized analytics or GIS platforms) may require separate procurement. <p>Transparency and Communication: PEAKE is committed to ensuring that all potential additional costs are identified and communicated upfront. Detailed quotes and statements of work are provided to outline these elements clearly before any agreements are finalized.</p> <p>Benefits to Sourcewell Participating Entities:</p> <ul style="list-style-type: none"> • No Hidden Costs: Clear and transparent communication ensures there are no surprises in pricing. • Tailored Solutions: Flexibility to add or exclude optional cost elements ensures solutions meet unique agency requirements without unnecessary expenditures. • Budget Predictability: All additional costs are itemized and disclosed in advance, allowing for accurate budgeting and planning. PEAKE's approach to pricing reflects our dedication to transparency and flexibility, ensuring that Sourcewell Participating Entities can access the solutions they need with full clarity on all associated costs.
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64	<p>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>	<p>PEAKE offers transparent and competitive freight shipping and delivery policies tailored to meet the needs of Sourcewell Participating Entities. Our approach ensures reliable, timely, and cost-effective delivery of all products and solutions.</p> <p>Freight Shipping and Delivery Costs:</p> <ol style="list-style-type: none"> 1. Cost Calculation: <ul style="list-style-type: none"> o Freight costs are calculated based on the following factors: <ul style="list-style-type: none"> Weight and Dimensions: Size and weight of the shipment. Shipping Distance: The distance from PEAKE's distribution centers or supplier facilities to the delivery location. Shipping Method: Ground, air, or expedited delivery as requested by the Participating Entity. 2. Standard Shipping: <ul style="list-style-type: none"> o PEAKE typically offers FOB Destination shipping for most standard products, ensuring that freight costs are included in the quoted price for delivery to the Participating Entity's location. 3. Expedited Shipping: <ul style="list-style-type: none"> o Expedited or overnight shipping options are available upon request, with costs itemized separately on the quote or invoice. 4. Special Handling or Oversized Shipments: <ul style="list-style-type: none"> o For large or sensitive equipment, such as satellite terminals or mobile command kits, additional packaging or handling fees may apply. These costs are communicated clearly during the quoting process. 5. Shipping Providers: <ul style="list-style-type: none"> o PEAKE maintains accounts with all of the major shipping providers including United Parcel Service (UPS), Federal Express (FedEx), DHL, USPS, Canada Post, LTL freight carriers (XPO logistics, Old Dominion), and Freight Forwarders (C.H. Robinson, DB Schenker). <p>Freight Policies:</p> <ol style="list-style-type: none"> 1. Free Freight Threshold: <ul style="list-style-type: none"> o For orders exceeding a specific value (e.g., \$50,000), PEAKE may offer free standard shipping. 2. Bundled Delivery Costs: <ul style="list-style-type: none"> o Shipping costs for bundled hardware, software, and services are consolidated into a single quote for simplicity and cost efficiency. 3. Customer-Preferred Carriers: <ul style="list-style-type: none"> o PEAKE accommodates customer-preferred freight carriers, provided the Participating Entity supplies the carrier's account information. <p>Benefits to Sourcewell Participating Entities:</p> <ul style="list-style-type: none"> • Transparent Costs: <ul style="list-style-type: none"> o Freight charges are itemized and included in quotes and invoices, ensuring clarity and eliminating unexpected expenses. • Flexible Options: <ul style="list-style-type: none"> o Participating Entities can select the shipping method that best meets their urgency and budget requirements. • Timely Delivery: <ul style="list-style-type: none"> o PEAKE partners with reliable freight carriers to ensure on-time delivery of mission-critical equipment and solutions. <p>PEAKE is committed to providing efficient and cost-effective shipping and delivery options, ensuring that Sourcewell Participating Entities receive their communication solutions in a timely and secure manner.</p>
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65	Specifically describe freight, shipping, and delivery terms or programs available for Alaska, Hawaii, Canada, or any offshore delivery.	<p>PEAKE is fully equipped to handle OCONUS freight shipping and delivery, ensuring that Sourcewell Participating Entities operating outside the contiguous United States receive reliable and efficient service. Our logistics expertise and strategic partnerships enable seamless transportation of mission-critical communication solutions to remote and international locations.</p> <p>OCONUS Freight Shipping and Delivery Methods:</p> <ol style="list-style-type: none"> 1. Air Freight: <ul style="list-style-type: none"> o For time-sensitive shipments, PEAKE partners with global air carriers to ensure expedited delivery to OCONUS destinations. o Common use cases: Emergency deployments, disaster response equipment. 2. Sea Freight: <ul style="list-style-type: none"> o For larger or less time-sensitive shipments, we utilize sea freight options to reduce costs while maintaining reliability. o Common use cases: Bulk shipments, mobile command centers, and other heavy equipment. 3. Ground Transport: <ul style="list-style-type: none"> o For OCONUS regions with reliable cross-border ground routes (e.g., Canada or Mexico), we work with trusted logistics providers to deliver solutions safely and on time. <p>Special Considerations and Policies:</p> <ol style="list-style-type: none"> 1. Customs and Regulatory Compliance: <ul style="list-style-type: none"> o PEAKE ensures full compliance with all applicable import/export regulations, including ITAR (International Traffic in Arms Regulations) and EAR (Export Administration Regulations). o Our team manages the necessary documentation to streamline customs clearance. 2. Secure Packaging: <ul style="list-style-type: none"> o OCONUS shipments are prepared with secure, weather-resistant packaging to protect equipment during transit. 3. Geographic Limitations: <ul style="list-style-type: none"> o Deliveries to regions with limited infrastructure or high-risk areas may require special coordination or alternate methods (e.g., chartered flights, military transport). o Additional costs or extended delivery times are communicated clearly to Participating Entities during the quoting process. 4. Tracking and Updates: <ul style="list-style-type: none"> o Real-time tracking is provided for all OCONUS shipments, ensuring transparency and peace of mind for Sourcewell Participating Entities. <p>Benefits to Sourcewell Participating Entities:</p> <ul style="list-style-type: none"> • Reliability: <ul style="list-style-type: none"> o Our partnerships with leading logistics providers ensure timely and dependable delivery, even to remote or challenging locations. • Expertise in Complex Logistics: <ul style="list-style-type: none"> o PEAKE has extensive experience coordinating OCONUS shipments for federal and military clients, ensuring seamless delivery for Sourcewell Participating Entities. • Transparent Costs: <ul style="list-style-type: none"> o Freight charges for OCONUS shipments are itemized in quotes, and any additional fees (e.g., customs duties) are communicated upfront. <p>PEAKE's OCONUS freight shipping and delivery services ensure that all Participating Entities, regardless of location, have access to the high-quality communication solutions they need to support their missions.</p>
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66	Describe any unique distribution and/or delivery methods or options offered in your proposal.	<p>PEAKE employs unique and innovative distribution methods to ensure the efficient delivery of mission-critical communication solutions to Sourcewell Participating Entities. These methods are designed to maximize reliability, minimize delays, and accommodate the specific needs of public safety agencies.</p> <p>Key Distribution Methods:</p> <ol style="list-style-type: none"> 1. Direct Distribution: <ul style="list-style-type: none"> o PEAKE manages direct shipments from our primary distribution centers to the customer's specified location, ensuring end-to-end control over delivery timelines and quality assurance. o Benefit: Minimizes third-party handling and reduces the risk of delays or errors. 2. Drop-Shipping: <ul style="list-style-type: none"> o For faster delivery, PEAKE collaborates with our authorized partners, such as Cisco, Starlink, and AWS, to facilitate direct shipment from their facilities to the Participating Entity. o Benefit: Reduces transit times and ensures products arrive promptly. 3. Staged Deployment: <ul style="list-style-type: none"> o For large-scale or phased implementations, PEAKE pre-positions equipment at strategic locations to align with project timelines. o Example: Equipment for a multi-agency command center deployment is shipped in stages based on readiness milestones. 4. Expedited Shipping for Emergency Response: <ul style="list-style-type: none"> o PEAKE maintains readiness to deploy solutions within 24–48 hours for urgent public safety needs, leveraging expedited air freight and overnight delivery services. o Example: Deployable communication kits for disaster recovery operations. 5. Custom Kitting and Bundling: <ul style="list-style-type: none"> o PEAKE assembles and pre-configures custom kits tailored to specific customer needs, such as Tactical IP BLEND kits or mobile command center solutions. o Benefit: Streamlines installation and deployment, enabling immediate usability upon delivery. 6. Hybrid Distribution Models: <ul style="list-style-type: none"> o Combines local stockpiles, third-party logistics providers, and direct shipping to optimize delivery for remote or hard-to-reach areas. o Example: Utilizing both local resellers and direct shipments to support operations in rural regions. <p>Specialized Logistics Services:</p> <ol style="list-style-type: none"> 1. White-Glove Delivery: <ul style="list-style-type: none"> o For complex or sensitive equipment, PEAKE offers white-glove services that include unpacking, setup, and testing at the customer's site. 2. Secure Transport: <ul style="list-style-type: none"> o PEAKE provides secure shipping options for high-security projects, leveraging tamper-proof packaging and vetted carriers to safeguard sensitive equipment. 3. Real-Time Tracking: <ul style="list-style-type: none"> o All shipments include real-time tracking capabilities, enabling Participating Entities to monitor their deliveries and anticipate arrival times. <p>Benefits to Sourcewell Participating Entities:</p> <ul style="list-style-type: none"> • Reliability: <ul style="list-style-type: none"> o Tailored distribution methods ensure timely and secure delivery of equipment and solutions, even in challenging scenarios. • Operational Efficiency: <ul style="list-style-type: none"> o Custom kitting and pre-configuration minimize setup time, allowing agencies to deploy solutions quickly. • Adaptability: <ul style="list-style-type: none"> o Scalable distribution models support both small orders and large-scale deployments with equal precision. <p>PEAKE's unique distribution methods are designed to meet the mission-critical needs of Sourcewell Participating Entities, ensuring that solutions are delivered efficiently, securely, and ready for immediate use.</p>
67	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>PEAKE implements a robust compliance self-audit program designed to ensure adherence to all contractual obligations under the Sourcewell agreement. Our program is proactive, comprehensive, and focused on maintaining transparency, accountability, and operational excellence. The self-audit process is integrated into PEAKE's Project Management Office (PMO) framework and leverages Project Management and Health (PMH) tools to identify, mitigate, and manage risks effectively.</p>

		<p>Compliance Self-Audit Program Overview:</p> <ol style="list-style-type: none"> Audit Frequency: <ul style="list-style-type: none"> Quarterly Reviews: <p>PEAKE conducts in-depth quarterly reviews of all Sourcewell-related transactions, processes, and reporting to ensure compliance with contractual requirements.</p> Annual Comprehensive Audit: <p>A full-scale audit is performed annually to evaluate overall contract performance, identify potential risks, and implement corrective actions.</p> Scope of Reviews: <ul style="list-style-type: none"> Pricing Compliance: <p>Ensures that pricing aligns with the terms of the Sourcewell agreement, including administrative fees, discounts, and volume-based pricing.</p> Order Fulfillment: <p>Verifies the accuracy and timeliness of product and service deliveries to Participating Entities.</p> Reporting Accuracy: <p>Audits sales data, administrative fee payments, and performance metrics to ensure accurate and timely reporting to Sourcewell.</p> Contractual Obligations: <p>Reviews adherence to service-level agreements (SLAs), warranty terms, and customer support commitments.</p> Audit Tools and Processes: <ul style="list-style-type: none"> PMH Tools for Compliance and Risk Management: <p>PEAKE uses PMH tools to monitor real-time compliance metrics, flag potential risks, and track resolution efforts across all departments. These tools provide visibility into key risk indicators and ensure proactive responses.</p> Automated Systems: <p>Integrated project management systems within our PMO track compliance metrics, generate reports, and streamline issue identification and resolution.</p> Internal Checklists: <p>Standardized checklists ensure consistency in evaluating all aspects of compliance, including documentation and operational procedures.</p> <p>Cross-Functional Teams:</p> <p>Audit teams include representatives from sales, finance, operations, and customer support to ensure a holistic review of contract compliance.</p> <p>Issue Resolution and Continuous Improvement:</p> <ol style="list-style-type: none"> Immediate Action Plans: <p>Any discrepancies identified during audits are addressed promptly through corrective action plans. These plans are coordinated through our PMO for efficient resolution.</p> Root Cause Analysis: <p>For recurring issues, PEAKE conducts a root cause analysis leveraging PMH tools to identify underlying factors and prevent future occurrences.</p> Performance Metrics: <p>Audit findings are integrated into our Key Performance Indicators (KPIs) to drive continuous improvement across all aspects of contract performance.</p> <p>Benefits to Sourcewell Participating Entities:</p> <ul style="list-style-type: none"> Transparency: <p>Regular audits ensure that all aspects of the Sourcewell contract are executed with integrity and accuracy.</p> Accountability: <p>PEAKE's self-audit program, combined with the PMO's oversight, holds our team accountable for delivering high-quality solutions and services.</p> Enhanced Reliability: <p>Proactive issue resolution, guided by PMH tools, ensures that Participating Entities experience consistent and dependable service. PEAKE's compliance self-audit program, supported by our PMO and PMH tools, reflects our commitment to excellence, ensuring that all Sourcewell contractual requirements are met or exceeded while continuously improving the value we deliver to Participating Entities.</p>
68	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>Quality Processes and Approach</p> <p>PEAKE will use our ISO 9001:2015 certified QMS system and procedures to cover the entire project life cycle from project initiation to closure. The QMS includes requirements for conducting project planning, project execution, risk management, project monitoring and control, recruitment and training activities. For Sourcewell task orders, our Manual will contain detailed procedures for the project lifecycle</p>

including activities in each service process area such as Risk Management, CM, Issue and Problem Management, Change Management, Release Management and Availability, Capacity Management, and Service Level Management. An overview of our quality processes is shown in Figure 17.

PEAKE's ITSM systems are registered to ISO/IEC 20000-1:2018 standard, and our quality program includes the ITSM practices of the ITIL v4 framework. This focus on quality is supported by a system of surveillance activities to ensure all our projects are compliant with defined processes. PEAKE will perform periodic customer satisfaction surveys. Results will be analyzed and distributed to senior PEAKE management during internal contract reviews conducted by the PM. PEAKE's President, Mr. Steve Morgan, will be notified of any potentially negative or adverse responses and the PM will develop corrective action. Our PM and QM will also conduct periodic reviews with government customers to convey results and report on project activity and status.

Team PEAKE will develop a Quality Assurance Plan (QAP) at the task order level. The QAP will include internal review processes, inspection details, surveillance and sampling methods. The QAP will specify the areas to be inspected, how to schedule inspections, frequency of inspections and the titles and qualifications of the individuals performing inspections.

The QAP also provides procedures for early identification of deficiencies, defines procedures for notifying the COR when deficiencies are encountered, and the process for identifying and implementing corrective or preventive actions. The QAP will be provided to the COR and other key stakeholders and reviewed. The PEAKE QM, Mrs. Elisa Schachnuk, is an ISO 9001:2015 certified Lead Auditor who will be responsible for enforcing all elements of the PEAKE Sourcewell QA Program, including the inspection program and results reporting. She will ensure that all project staff receive a QA orientation at project start-up or at the time of hire and that they are trained in the contracted operating procedures. The QM reports directly to Mr. Steve Morgan, PEAKE President. This structure provides independent QA/Quality Control (QC) outside the direct Team PEAKE Sourcewell organizational structure. QC responsibilities will also be assigned to our PM, Task Order Managers, and Technical Leads. Subcontractors will be contractually obligated to follow our QA/QC Program. Our Management Team will meet regularly with the COR and other end customer and GSA stakeholders to evaluate delivery and performance throughout the contract.

Method for Managing Resources

PEAKE uses our PMH to manage project and task resources, including personnel. Our team has over 600 current employees serving global enterprise clients, including DISA, USAR and Special Operations Force (SOF) community. With this strength, we will be fully staffed at time of task order award.

In addition to current PEAKE and team member personnel, our in-house and subcontractor recruiting teams will continually identify and recruit potential new hires to support surge or new requirements. To support timely placement, PEAKE maintains a comprehensive in-house Skills Database of personnel skills. This database quickly identifies the appropriate resources and pre-qualified candidates to match contract requirements.

As part of our recruitment process, we confirm employee ability to hold a clearance, document travel preferences and restrictions, and confirm the length of deployment tolerance. We maintain readiness checklists, pre-deployment checklists and other tools to ensure employees successfully complete all deployment requirements.

The PM will interview prospective candidates, to ensure that qualifications meet or exceed the labor category requirements and verify that the individual's level of commitment to the customer mission is consistent with our high standards. Our HR recruiting team conducts reference checks with former employers and verifies the candidate's skills, certifications and education. All candidates are drug screened by Maryland Medical Review Officer (MD MRO) Services. We use Lexis-Nexis to conduct background checks.

Performance Metrics

PEAKE performance metrics align with our ISO and CMMI-derived process areas by capitalizing on existing templates of documentation, forms, and procedures from the end user organization and the Team PEAKE Process Library. The Process Library will be available via

the PMH.

Our management team will identify the relevant ISO/ITIL best practices and task SLAs to establish performance metrics. Figure 18 provides a sample of PEAKE best practice metrics.

Throughout the lifecycle of the Sourcewell contract and its associated task orders, we assess existing processes and SLA's to make sure they are useful, actionable, and consistent. Our process development framework to support the establishment of actionable ISO 9001:2015 and ITILv4 processes brings many benefits.

A consistent baseline for measurements, results tracking, and change control Centralized knowledge capture

PEAKE employs a comprehensive framework of metrics, Key Performance Indicators (KPIs), Quality Assurance (QA), Quality Control (QC), and Continuous Improvement (CI) measures to ensure exceptional performance across all projects and services delivered under the Sourcewell contract. This framework is designed to uphold operational excellence, drive continuous improvement, and maintain customer satisfaction.

Metrics and KPIs:

1. Operational Metrics:

- o On-Time Delivery Rate: Tracks the percentage of orders delivered within agreed timelines, with a target of 98% or higher.
- o First Call Resolution Rate: Measures the percentage of customer issues resolved during the initial support interaction, targeting 90% resolution efficiency.
- o System Uptime: Ensures communication systems maintain a 99.9% or greater uptime for mission-critical deployments.

2. Customer Satisfaction Metrics:

- o Net Promoter Score (NPS): Surveys Participating Entities to gauge satisfaction and likelihood of recommending PEAKE.
- o Customer Retention Rate: Tracks repeat business, with a goal of maintaining a retention rate above 95%.

3. Performance KPIs:

- o Service Level Agreement (SLA) Compliance: Tracks adherence to response and resolution times defined in ProSupport agreements.
- o Audit Findings: Measures the accuracy and timeliness of compliance self-audits, aiming for zero significant discrepancies.

QA/QC Measures:

1. ISO 9001:2015 Certified Quality Management System (QMS):

- o PEAKE's QMS ensures all processes are standardized, measurable, and continuously improved to meet customer and regulatory requirements.

2. Standardized Testing Protocols:

- o Equipment is rigorously tested prior to deployment to verify functionality, compatibility, and adherence to specifications.
- o Includes hardware stress tests, software integrity checks, and interoperability validation.

3. Pre-Delivery Inspections:

- o All products and systems undergo a final quality control check before shipping to ensure accuracy and reliability.

Continuous Improvement (CI):

1. Root Cause Analysis:

- o Performed for recurring issues or significant deviations from KPIs, identifying and resolving systemic problems.

2. Feedback Loops:

- o Regularly collect and analyze feedback from Participating Entities to identify opportunities for improvement in products, services, and processes.

3. Internal Audits and Training:

- o Conduct frequent internal audits to assess operational efficiency and provide ongoing staff training to address identified gaps.

Remediation Processes:

1. Immediate Response Protocols:

- o Any identified issues are escalated to a dedicated team for rapid resolution within 24–48 hours, depending on the severity of the issue.

2. Corrective Action Plans (CAPs):

- o Develop CAPs to address nonconformities, including timelines, assigned responsibilities, and preventive measures to mitigate recurrence.

3. Incident Reporting and Transparency:

- o All remediation activities are documented and shared with affected Participating Entities to ensure transparency and trust.

Benefits to Sourcewell Participating Entities:

- Enhanced Reliability: Proactive QA/QC measures ensure the

		<p>consistent performance of mission-critical solutions.</p> <ul style="list-style-type: none">• Customer-Centric Approach: KPIs and feedback loops keep customer satisfaction at the forefront of operations.• Continuous Innovation: CI measures enable PEAKE to remain ahead of industry trends and consistently improve the value of its offerings. <p>PEAKE's robust approach to metrics, QA/QC, and CI ensures that Sourcewell Participating Entities receive the highest levels of service, performance, and operational excellence.</p> <p>See Figures 16-18 as well as the tables in Section 5.14 of our uploaded Public Safety RFP Proposal for more details.</p>	
69	<p>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.</p>	<p>PEAKE proposes an administrative fee of 2% of the total sales generated under the Sourcewell contract. This fee is consistent with Sourcewell's contractual requirements and reflects our commitment to supporting the cooperative's mission.</p> <p>Details of the Administrative Fee:</p> <ol style="list-style-type: none">1. Inclusion in Pricing:<ul style="list-style-type: none">o The 2% administrative fee is embedded in all product and service pricing provided to Sourcewell Participating Entities, ensuring full transparency with no hidden costs.2. Timely Reporting and Payment:<ul style="list-style-type: none">o PEAKE will adhere to Sourcewell's reporting requirements by submitting detailed quarterly sales reports, which include the calculation of administrative fees.o All administrative fee payments will be remitted promptly following the submission of these reports.3. Alignment with Sourcewell's Mission:<ul style="list-style-type: none">o By supporting Sourcewell through the administrative fee, PEAKE ensures the cooperative can continue providing value to Participating Entities through streamlined procurement processes and access to high-quality solutions. <p>Benefits to Sourcewell Participating Entities:</p> <ul style="list-style-type: none">• Cost Transparency: The inclusion of the administrative fee in pricing ensures clear and predictable costs for Participating Entities.• Simplified Procurement: By participating in the Sourcewell contract, PEAKE provides a compliant, cooperative purchasing vehicle that simplifies the procurement process for public safety agencies. <p>PEAKE is committed to fostering a strong partnership with Sourcewell by meeting all contractual obligations and ensuring the successful implementation of this administrative fee structure.</p>	*

Table 6B: Pricing Offered

Line Item	The Pricing Offered in this Proposal is: *	Comments	
70	The pricing offered is as good as or better than pricing typically offered through existing cooperative contracts, state contracts, or agencies.	Please see uploaded Appendix 8 for complete pricing details.	*

Table 7A: Depth and Breadth of Offered Solutions (200 Points, applies to Table 7A and 7B)

Line Item	Question	Response *
71	Provide a detailed description of all the Solutions offered, including used Solutions if applicable, offered in the proposal.	<p>PEAKE's Section 7 outlines the depth and breadth of communication solutions, technologies, and services offered to Sourcewell Participating Entities. These offerings are designed to meet the mission-critical needs of public safety agencies, ensuring seamless connectivity, interoperability, and reliability. The following categories showcase PEAKE's comprehensive solutions:</p> <ul style="list-style-type: none">• Satellite Communications• Interoperability and Mesh Radio Solutions• Deployable Communication Systems• Dispatch and Alerting Systems• Push-to-Talk and PoC Devices• Broadband Radios and Networking Technologies• Airborne, Marine, and Underwater Communication Systems <p>This section demonstrates PEAKE's ability to provide scalable, secure, and cutting-edge technologies tailored to diverse operational environments, from routine operations to crisis-level events. PEAKE's comprehensive solutions address the diverse challenges faced by public safety agencies, ensuring scalable, interoperable, and mission-critical communication capabilities. Whether addressing routine operations or emergency response, PEAKE's offerings are designed to empower first responders with the tools they need to succeed.</p> <p>Please see Figure 19 and Section 7.1 in our Public Safety RFP Proposal for additional details.</p>
72	Within this RFP category there may be subcategories of solutions. List subcategory titles that best describe your products and services.	<p>PEAKE offers a wide array of solutions categorized into the following subcategories, which align with Sourcewell's requirements and the diverse needs of public safety agencies:</p> <p>In-Station Alerting and Paging Systems:</p> <ul style="list-style-type: none">• Technologies like Extron Paging and Alerting Solutions ensure real-time mass notifications for emergencies such as severe weather alerts, active shooter incidents, or facility lockdowns. <p>Dispatch and Control Room Consoles:</p> <ul style="list-style-type: none">• Custom-configured systems integrating Cisco routers, and unified communication platforms to enhance dispatch coordination and situational awareness. <p>Portable and Deployable Communication Solutions:</p> <ul style="list-style-type: none">• Tactical IP BLEND Kits and portable wireless hubs that provide high-speed, reliable connectivity through blended satellite, cellular, and broadband networks for field operations. <p>Wearable and Portable Devices:</p> <ul style="list-style-type: none">• Push-to-Talk Devices integrated with AT&T EPTT, Verizon PTT+, and T-Mobile PTT systems, enabling instant group communication and location tracking. <p>Connectivity and Interoperability Equipment:</p> <ul style="list-style-type: none">• Solutions such as Silvus MANET Radios, Skymira PTT solutions, Dejero Gateways, and PEAKE Tactical IP BLEND Kits facilitate seamless communication between disparate systems, ensuring interoperability across agencies and jurisdictions. <p>Satellite Communications Systems:</p> <ul style="list-style-type: none">• LEO Satellite Solutions (e.g., Starlink, OneWeb) and GEO Satellite Systems that ensure robust connectivity in remote or infrastructure-limited areas. <p>Broadband Radio Systems:</p> <ul style="list-style-type: none">• Deployable broadband radios, including Cisco Meraki Mesh and Silvus MANET technologies, provide secure, scalable mesh networks for real-time voice and data transmission. <p>Airborne and Marine Communication Systems:</p> <ul style="list-style-type: none">• Customized solutions integrating satellite, radio, and interoperability systems to support aviation and maritime operations during rescue missions and disaster responses. <p>Training and Support Services:</p> <ul style="list-style-type: none">• Comprehensive training programs and 24/7/365 support through ProSupport, ensuring that all systems remain operational and personnel are proficient in their use. PEAKE's solutions are specifically designed to meet the unique needs of public safety agencies, ensuring seamless integration and reliable performance across all operational environments.

Table 7B: 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	Offerings	Offered *	Comments
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73	In-station Public Safety alerting or paging systems;	<div><div><div></div><div>Yes</div></div><div><div></div><div>No</div></div></div>	<div>Extron Paging and Alerting Technologies for Public Safety PEAKE offers advanced Extron Paging and Alerting Technologies designed to enhance communication reliability in public safety environments through effective mass notification and alerting systems. Extron's solutions ensure critical messages are delivered clearly and promptly during emergency situations, helping first responders and public safety agencies maintain situational awareness and improve response times. Extron GlobalViewer Campus Communication Suite The GlobalViewer Campus Communication Suite is a scalable, centralized system for managing mass notifications, public announcements, and visual messaging across an entire facility or campus. It utilizes existing network infrastructure to streamline communication while ensuring critical information reaches all personnel during emergencies. Key Features:<ul style="list-style-type: none">Centralized Management: Enables control of all audio and visual messaging systems from a single platform.Flexible Alerting Options: Supports live announcements, pre-recorded messages, and scheduled alerts.Visual Messaging Integration: Combines digital signage with audio alerts to maximize message visibility.Bell Scheduling: Automates routine alerting such as shift changes, safety drills, and daily announcements.Applications for Public Safety:<ul style="list-style-type: none">Active Shooter Alerts: Immediate broadcast of both audio and visual emergency messages to notify all personnel.Severe Weather Alerts: Timely warnings for natural disasters with instructional messaging.Facility Lockdown Alerts: Coordinated announcements for security incidents and lockdown drills.Extron PPS 25 Priority Page Sensor The PPS 25 Priority Page Sensor ensures priority messages override ongoing</div> <div>*</div>
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				<p>audio activity during critical situations, ensuring all personnel hear important announcements.</p> <p>Key Features:</p> <ul style="list-style-type: none"> • Automatic Audio Override: Interrupts local audio sources when priority messages are triggered. • Seamless Integration: Compatible with existing Extron audio systems and third-party setups. • Hands-Free Operation: No manual intervention required for message prioritization. <p>Applications for Public Safety:</p> <ul style="list-style-type: none"> • Fire Alarms: Ensures fire alarm announcements override all other audio sources for clarity. • Emergency Evacuations: Guarantees evacuation instructions are clearly communicated. • Routine Safety Drills: Automates message priority for drill coordination. <p>Benefits of Extron Paging and Alerting Technologies for Public Safety:</p> <ul style="list-style-type: none"> • Rapid Mass Notification: Enables the instant broadcast of critical alerts to all zones. • Audio and Visual Redundancy: Combines sound and display messaging for maximum visibility and clarity. • Ease of Use: Centralized control reduces complexity and improves operational efficiency. • Scalable for Large Operations: Ideal for multi-building campuses and expansive public safety infrastructures. <p>Extron's paging and alerting technologies, offered by PEAKE, provide a robust solution for public safety agencies seeking reliable mass communication systems. With features such as centralized management, priority audio overrides, and visual messaging, Extron solutions ensure critical messages reach all personnel, enhancing emergency response and operational efficiency in demanding environments.</p>
74	Dispatch/control room consoles and associated integrated communications equipment;		<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Planar Systems' Display Solutions for Public Safety Command and Control Centers</p> <p>Planar Systems is a leading provider of high-performance display solutions tailored for mission-critical environments, including public safety command and control</p>

				<p>centers. Their advanced display technologies enhance situational awareness, facilitate real-time data visualization, and support effective decision-making for first responders.</p> <p>Key Technologies:</p> <ul style="list-style-type: none">• Clarity Matrix G3 LCD Video Wall System: This ultra-narrow bezel LCD video wall offers high-resolution, seamless displays with an off-board video controller, ensuring 24/7 reliability and simplified maintenance.• Planar DirectLight Pro Series: A premium indoor LED video wall solution featuring high brightness, fine pixel pitches, and broad controller compatibility, ideal for control rooms requiring detailed imagery and data representation.• Planar UltraRes X Series: These large-format 4K LCD displays provide advanced processing capabilities, multi-source viewing, and optional touch interactivity, suitable for collaborative environments and real-time information centers. <p>Applications in Public Safety Environments:</p> <ul style="list-style-type: none">• Emergency Operations Centers (EOCs): Planar's video walls and large-format displays enable EOC personnel to monitor multiple data streams, including live video feeds, geographic information systems (GIS), and emergency alerts, facilitating coordinated responses during crises.• Traffic Management Centers: High-resolution video walls support the monitoring of traffic flow, incident detection, and management of transportation systems, contributing to enhanced public safety and efficient resource deployment.• Real-Time Crime Centers: Planar's displays provide law enforcement agencies with the ability to monitor surveillance footage, analyze crime data, and coordinate responses in real-time, improving situational awareness and public safety outcomes. <p>Benefits for First Responders:</p> <ul style="list-style-type: none">• Enhanced Situational Awareness: High-definition displays present critical information clearly, allowing first responders to assess situations rapidly and
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				<p>accurately.</p> <ul style="list-style-type: none"> • Reliable 24/7 <p>Operation: Designed for continuous use, Planar's display solutions ensure dependable performance in mission-critical settings.</p> <ul style="list-style-type: none"> • Scalability and Flexibility: Modular designs allow for customized configurations to meet the specific needs of various control room environments. • Ease of Integration: Compatibility with existing control systems and data sources ensures seamless incorporation into current workflows. <p>Planar's commitment to delivering high-quality, reliable display solutions makes them a trusted partner for public safety agencies seeking to enhance their command and control capabilities.</p> <p>TacticalIP BLEND Connectivity Solutions for Public Safety Command and Control Centers</p> <p>TacticalIP BLEND provides resilient connectivity solutions that enhance the operational capabilities of dispatch centers, control rooms, and real-time information centers for first responders. By aggregating multiple network connections, TacticalIP BLEND ensures uninterrupted access to mission-critical applications, enabling seamless communication and data exchange during emergencies.</p> <p>Key Technologies:</p> <ul style="list-style-type: none"> • Smart Blending Technology: TacticalIP BLEND's proprietary technology combines diverse network connections—including cellular, satellite, and broadband—into a single, robust virtual network. This approach delivers enhanced reliability, expanded coverage, and greater bandwidth, ensuring continuous connectivity even in challenging environments. • GateWay Network Aggregation Devices: These devices integrate multiple network paths to provide high-bandwidth, low-latency connectivity for both stationary and mobile command centers. They support real-time video streaming, data transmission, and access to critical applications, facilitating informed decision- 	
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				<p>making during incidents.</p> <p>Applications in Public Safety Environments:</p> <ul style="list-style-type: none"> • Dispatch Centers: TacticalIP BLEND's solutions ensure that dispatchers maintain reliable communication with field units, access real-time data, and manage emergency responses without interruption, even during network congestion or failures. • Mobile Command Vehicles: Equipped with TacticalIP BLEND's GateWay devices, these vehicles can establish robust communication links in the field, enabling incident commanders to receive live video feeds, coordinate with dispatch centers, and access essential information in real time. • Real-Time Information Centers: TacticalIP BLEND's technology supports the aggregation and dissemination of live data, such as surveillance footage and sensor information, enhancing situational awareness and enabling prompt, coordinated responses to evolving incidents. <p>Benefits for First Responders:</p> <ul style="list-style-type: none"> • Enhanced Reliability: By combining multiple network connections, TacticalIP BLEND's solutions mitigate the risk of communication failures, ensuring that critical information is always accessible when needed. • Increased Bandwidth: Aggregating various networks provides the necessary bandwidth to support data-intensive applications, including high-definition video streaming and large file transfers, crucial for comprehensive situational analysis. • Operational Flexibility: TacticalIP BLEND's portable and vehicle-mounted solutions enable first responders to establish command and control capabilities in diverse environments, from urban centers to remote locations, without dependency on fixed infrastructure. <p>By integrating TacticalIP BLEND's connectivity solutions, public safety agencies can enhance the effectiveness of their command-and-control operations, ensuring that first</p>
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				responders have the reliable communication tools necessary to protect and serve their communities efficiently.
75	Wearable or portable communication devices, including biomonitors wearables, alerting or paging systems		<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>PEAKE's Portable Communication Kits for First Responders</p> <p>PEAKE offers a range of portable communication kits designed to provide first responders with reliable, high-speed connectivity in the field. These kits integrate multiple communication technologies to ensure seamless and resilient communication during critical operations.</p> <p>Key Solutions:</p> <ul style="list-style-type: none"> • Blend Kit - Tactical (BKT): Designed for on-the-go tactical environments, the BKT combines cellular, satellite, and Wi-Fi/broadband connections to deliver a resilient and fast network for first responders. Its form factor is optimized for rapid deployment in various field conditions. • Blend Kit - MINI (BKM): Tailored for mobile (vehicle) environments, the BKM blends multiple connectivity options, including cellular, satellite, and Wi-Fi/broadband, providing agencies with a dependable and high-speed connection while on the move. • Custom Communication Kits: PEAKE delivers bespoke communication kits to meet specific user requirements. Whether for tactical, mobile, or fixed applications, these kits can integrate satellite, blended, cellular, or video solutions to ensure optimal performance in diverse operational scenarios. <p>Benefits for First Responders:</p> <ul style="list-style-type: none"> • Enhanced Connectivity: By blending various communication services, PEAKE's kits provide high-bandwidth and low-latency connections, facilitating real-time data transmission and communication. • Reliability and Redundancy: The integration of multiple network connections ensures uninterrupted connectivity, even if one network becomes unavailable, thereby enhancing operational reliability. • Rapid Deployment: Designed for quick setup, these portable kits enable first responders to establish

					<p>communication networks swiftly in emergency situations.</p> <ul style="list-style-type: none">• Scalability: Customizable solutions allow agencies to scale their communication infrastructure based on specific mission requirements. <p>Use Cases:</p> <ul style="list-style-type: none">• Disaster Response: In scenarios where traditional communication infrastructure is compromised, PEAKE's portable kits provide immediate connectivity, enabling coordination among emergency personnel.• Search and Rescue Operations: The kits facilitate real-time communication and data sharing in remote or challenging terrains, improving the efficiency and effectiveness of rescue missions.• Mobile Command Centers: Equipped with PEAKE's communication solutions, mobile units can maintain continuous connectivity, supporting command and control functions during field operations. <p>By leveraging PEAKE's portable communication kits, first responders gain access to robust and flexible communication networks essential for effective emergency response and public safety operations.</p>
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76	Connectivity and interoperability devices, hardware, and equipment for the connection of communication systems and endpoints, including:		<div><div><input checked="" type="radio"/> Yes</div><div><input type="radio"/> No</div></div>	<p>PEAKE's GEO and LEO Satellite Solutions for Public Safety Agencies</p> <p>PEAKE offers comprehensive satellite communication services utilizing both Geostationary Earth Orbit (GEO) and Low Earth Orbit (LEO) satellites, tailored to meet the critical needs of public safety agencies. These solutions provide reliable, high-speed, and low-latency connectivity to enhance operational efficiency during emergencies. Most importantly, PEAKE's suite of Tactical IP Solutions integrates with every existing P25 compliant communications device and P25 compliant network infrastructure. Whether an agency needs a completely new communications infrastructure built from the ground up, or they need a cutting edge communications integration platform to maximize the value and capability of their existing systems, PEAKE has the solution.</p> <p>PEAKE's satellite solutions deliver best-in-class communication capabilities tailored for first responders, ensuring seamless interoperability and mission success in critical environments.</p> <p>Please see Figures 20-24 and Section 7.3.c in our Public Safety RFP Proposal for additional details.</p>
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77		Satellite communications equipment;	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>PEAKE's GEO and LEO Satellite Solutions for Public Safety Agencies</p> <p>PEAKE offers comprehensive satellite communication services utilizing both Geostationary Earth Orbit (GEO) and Low Earth Orbit (LEO) satellites, tailored to meet the critical needs of public safety agencies. These solutions provide reliable, high-speed, and low-latency connectivity to enhance operational efficiency during emergencies. Most importantly, PEAKE's suite of Tactical IP Solutions integrates with every existing P25 compliant communications device and P25 compliant network infrastructure. Whether an agency needs a completely new communications infrastructure built from the ground up, or they need a cutting edge communications integration platform to maximize the value and capability of their existing systems, PEAKE has the solution.</p> <p>PEAKE's satellite solutions deliver best-in-class communication capabilities tailored for first responders, ensuring seamless interoperability and mission success in critical environments.</p> <p>Please see Figures 20-24 and Section 7.3.c in our Public Safety RFP Proposal for additional details.</p>	*
78		Portable and deployable wireless hubs, routers, and networks	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Portable and deployable wireless hubs, routers, and networks are essential tools for first responders, enabling reliable communication and data access in diverse and challenging environments. Several leading manufacturers offer solutions tailored to the unique needs of public safety agencies.</p> <p>Cradlepoint</p> <p>Cradlepoint provides ruggedized mobile routers designed for in-vehicle and field deployments, ensuring continuous connectivity for first responders.</p> <ul style="list-style-type: none"> • IBR900 Series Router: A compact, ruggedized Gigabit-Class LTE router offering persistent connectivity for in-vehicle and mobile applications. • R1900 Series 5G Ruggedized Router: Certified for FirstNet, this router supports high-performance 	

				<p>5G connectivity, enhancing communication capabilities for public safety operations.</p> <p>Peplink</p> <p>Peplink offers a range of mobile routers and connectivity solutions designed to provide high-speed, low-latency connections for emergency services.</p> <ul style="list-style-type: none"> • MAX Transit Mini: A compact router supporting Band 71 and FirstNet, providing enhanced coverage in remote areas and improved indoor connectivity. • PDX: A portable, rapid deployment router designed to enable fast and reliable connections in remote locations, particularly useful for temporary sites and first responders who need to establish a secure connection from their site to headquarters. <p>Cisco</p> <p>Cisco provides a range of deployable wireless networking solutions designed for field operations and emergency response scenarios.</p> <ul style="list-style-type: none"> • Cisco Catalyst 8300 Series: Modular and rugged routers designed for field deployments, supporting SD-WAN capabilities, dual cellular uplinks, and encrypted VPN tunnels. • Cisco Meraki Go: A cloud-managed networking solution that can be quickly set up to provide Wi-Fi connectivity and remote network management for first responders. <p>Ubiquiti</p> <p>Ubiquiti offers a range of wireless networking products that can be utilized to establish local area networks in field environments.</p> <ul style="list-style-type: none"> • UniFi Mobile Routers: Portable routers that can be deployed to create wireless networks, providing connectivity for devices and personnel in the field. <p>PEAKE</p> <p>PEAKE offers portable communication systems designed to provide first responders with reliable, high-speed connectivity in the field.</p> <ul style="list-style-type: none"> • Blend Kit - Tactical (BKT): Designed for on-the-go tactical environments, the BKT combines cellular, satellite, and Wi- 	
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				<p>Fi/broadband connections to deliver a resilient and fast network for first responders.</p> <ul style="list-style-type: none"> • Blend Kit - MINI (BKM): Tailored for mobile (vehicle) environments, the BKM blends multiple connectivity options, including cellular, satellite, and Wi-Fi/broadband, providing agencies with a dependable and high-speed connection while on the move. <p>Benefits for First Responders</p> <ul style="list-style-type: none"> • Reliable Connectivity: These solutions ensure continuous communication, even in areas with compromised infrastructure, enhancing situational awareness and coordination during emergencies. • Rapid Deployment: Portable and deployable networks can be quickly set up, providing immediate communication capabilities in dynamic and unpredictable environments. • Enhanced Coordination: Secure and reliable networks facilitate real-time data sharing and communication among team members and command centers, improving response times and decision-making. • Scalability: These solutions can be scaled to accommodate the size and scope of the response effort, ensuring that all personnel have the necessary connectivity. By leveraging these advanced networking solutions, public safety agencies can enhance their operational effectiveness, ensuring that first responders have the communication tools necessary to protect and serve their communities efficiently. 	
79		Mesh networks and mesh radios	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Portable and Deployable Wireless Hubs, Routers, and Networks for First Responders</p> <p>Portable and deployable wireless hubs, routers, and networks are essential tools for first responders, enabling reliable communication and data access in diverse and challenging environments. These technologies are designed to ensure resilient connectivity in critical situations where standard infrastructure may be unavailable or compromised.</p> <p>Key Technologies and Features</p> <ul style="list-style-type: none"> • Multi-Path Network 	

					<p>Aggregation: Many modern systems blend multiple connectivity options, including cellular, satellite, and Wi-Fi connections, to create a resilient and redundant network for uninterrupted service.</p> <ul style="list-style-type: none">• SD-WAN Capabilities: Software-defined wide area networking (SD-WAN) technology allows for optimized routing, ensuring data flows through the most efficient pathways while balancing bandwidth across multiple connections.• Cloud Management: Cloud-based management platforms enable remote monitoring, configuration, and troubleshooting of network devices, providing better visibility and control for command centers.• Rugged and Portable Designs: Hardware is designed to be weather-resistant and portable, making it ideal for deployment in harsh field conditions and mobile command units.• FirstNet and Public Safety Band Support: Support for public safety networks like FirstNet ensures priority access to communication channels during emergencies. <p>Technologies from Leading Providers</p> <ul style="list-style-type: none">• PEAKE: Specializes in portable communication kits and blended connectivity solutions, combining cellular, satellite, and broadband networks for enhanced reliability in public safety scenarios.• Cradlepoint: Known for its rugged mobile routers with advanced SD-WAN and LTE/5G capabilities. Cradlepoint devices support FirstNet and provide secure, high-bandwidth connectivity for field operations.• Peplink: Offers robust multi-path aggregation routers with integrated cellular and satellite connectivity. Peplink's SpeedFusion technology ensures reliable, unbreakable connectivity for mission-critical communications.• Ubiquiti: Provides flexible mesh networking solutions with long-range wireless capabilities suitable for temporary public safety installations and incident response setups.	
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					<ul style="list-style-type: none">• Cisco: Delivers enterprise-grade networking solutions with SD-WAN, security, and cloud management features designed for large-scale public safety and disaster recovery deployments.• Silvus: Focuses on mesh radio solutions with Mobile Ad Hoc Networking (MANET) technology for resilient, self-healing communication networks suitable for extreme environments.• Hypha: Offers compact, deployable communication hubs designed for rapid deployment in remote or disaster-affected regions, ensuring seamless data flow between field units and command centers. <p>Use Cases in Public Safety Environments</p> <ul style="list-style-type: none">• Disaster Response: Deployable wireless hubs provide essential communication infrastructure when traditional networks are compromised.• Search and Rescue Operations: Field units can stay connected with command centers for real-time updates and coordination.• Mobile Command Centers: Ensure continuous data flow between field units and headquarters with secure, high-bandwidth connections.• Community Events and Temporary Sites: Provide temporary, reliable internet access for public safety teams during large events or temporary setups. <p>Benefits for First Responders</p> <ul style="list-style-type: none">• Reliable Connectivity: These solutions ensure continuous communication even in areas with compromised infrastructure, enhancing situational awareness and coordination.• Rapid Deployment: Designed for fast setup, these systems can be quickly operational in dynamic and unpredictable environments.• Secure Communication: Encryption and secure protocols help protect sensitive information during critical operations.• Scalability: Flexible configurations allow networks to expand or contract based on mission requirements. <p>By leveraging these advanced networking technologies from trusted</p>	
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				providers like Cradlepoint, Peplink, Ubiquiti, Cisco, PEAKE, Silvus, and Hypha, public safety agencies can enhance their operational effectiveness, ensuring that first responders have the tools necessary to protect and serve their communities efficiently.
80		Land mobile/broadband radios	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Silvus and Hypha Broadband Radios for First Responders</p> <p>Broadband radio technologies are critical components in modern public safety operations, providing resilient, high-bandwidth, and secure communications for first responders operating in dynamic and challenging environments. Silvus Technologies and Hypha offer advanced broadband radio solutions specifically engineered to enhance operational effectiveness in mission-critical situations where conventional infrastructure may be compromised.</p> <p>Silvus Broadband Radios</p> <p>Silvus Technologies specializes in advanced broadband radio systems using Mobile Ad Hoc Networking (MANET) technology. These radios create self-forming, self-healing mesh networks that allow devices to communicate directly with one another without relying on fixed infrastructure.</p> <p>Key Technologies and Features:</p> <ul style="list-style-type: none"> • MANET (Mobile Ad Hoc Networking): Silvus StreamCaster radios automatically create a mesh network where each node (radio) serves as both a transmitter and relay point for data traffic, ensuring continuous connectivity across multiple users. • MN-MIMO (Multiple-Input Multiple-Output): Silvus' proprietary MN-MIMO technology increases data throughput and range, enabling high-bandwidth communications suitable for video streaming, voice, and data transmission. • Non-Line-of-Sight (NLOS) Performance: Ideal for urban environments and rugged terrains, Silvus radios can transmit data around obstacles with minimal signal loss. • Encryption and Security: AES-256 encryption ensures secure

				<p>data transmission for sensitive communications.</p> <p>Applications in Public Safety:</p> <ul style="list-style-type: none"> • Search and Rescue Operations: Real-time coordination between teams in remote or obstructed environments where traditional communication methods fail. • Disaster Response: Ensures communication continuity when cellular towers are down or overloaded. • Tactical Operations: Enables secure, multi-agency collaboration in dynamic operational theaters. <p>Hypha Broadband Radios</p> <p>Hypha delivers compact, rapidly deployable broadband communication hubs designed for real-time data transmission in public safety operations. Their HyphaMesh radios provide a flexible solution for extending connectivity in remote and infrastructure-limited areas.</p> <p>Key Technologies and Features:</p> <ul style="list-style-type: none"> • Portable Mesh Networking: HyphaMesh radios create a dynamic, self-healing mesh network, allowing devices to communicate even if a node fails. • Rugged Design: Built to withstand extreme environments and harsh weather conditions. • Low Latency Data Transfer: Provides near-instantaneous communication for voice, video, and data exchange, ensuring real-time situational awareness. • Compact Form Factor: Hypha radios are optimized for portability and rapid deployment in the field. <p>Applications in Public Safety:</p> <ul style="list-style-type: none"> • Incident Command: Provides reliable broadband connectivity to field units during emergency responses. • Rural and Remote Operations: Extends communication coverage to areas with limited or no infrastructure. • Temporary Events: Rapidly deployable for securing public events with temporary broadband coverage. <p>Benefits for First Responders:</p> <ul style="list-style-type: none"> • Enhanced Situational Awareness: Real-time voice, video, and data sharing improves decision-making and coordination in the field. • Resilient Communication: Self-healing
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				<p>mesh networks ensure continuous connectivity, even in infrastructure-limited environments.</p> <ul style="list-style-type: none"> • Secure Data Transmission: Advanced encryption protocols safeguard sensitive operational information. • Scalability: Both Silvus and Hypha technologies can be expanded to cover larger operational areas with additional nodes. • Rapid Deployment: Lightweight and easy-to-deploy solutions allow agencies to establish reliable communication in minutes. <p>Silvus and Hypha broadband radios provide critical communication capabilities for public safety agencies, ensuring secure, reliable, and high-bandwidth connectivity in dynamic and challenging environments. These technologies empower first responders with the tools needed to maintain situational awareness, coordinate effectively, and deliver timely responses during critical incidents.</p> <p>Skymira's Advanced Communication Solutions for First Responders</p> <p>PEAKE offers cutting-edge communication technologies from Skymira, a leader in Radio over IP (RoIP) solutions designed to enhance connectivity, interoperability, and reliability for first responders. Skymira's innovative products ensure seamless communication across various devices and networks, even in the most challenging environments.</p> <p>Key Technologies and Capabilities:</p> <ol style="list-style-type: none"> 1. Skymira P25 IP Relay (P25-IPR) <p>The P25-IPR is a highly secure, portable P25 network solution that transmits audio, subscriber ID, GPS location, and emergency alerts from P25 radios over IP networks.</p> <ul style="list-style-type: none"> o Features: <ul style="list-style-type: none"> Compatible with all P25 radios. Operates over multiple IP networks, including LTE, FirstNet, and satellite. Transmits audio, subscriber ID, GPS location, and emergency alerts. o Benefits for First Responders: <ul style="list-style-type: none"> Continuous communication in remote or 	*
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				<p>disaster-affected areas. Enhanced situational awareness with real-time GPS tracking and emergency alerts. Provides interoperability across different agencies and jurisdictions.</p> <p>2. Explorer Mobile Gateway The Explorer Mobile Gateway adds satellite connectivity to radio or communication networks, enabling seamless transitions between preferred networks and satellite connections.</p> <ul style="list-style-type: none"> o Features: Automatic failover between terrestrial and satellite networks. Supports various communication devices and protocols. Rugged design suitable for mobile and field deployments. o Benefits for First Responders: Maintains communication during natural disasters or infrastructure failures. Facilitates rapid deployment in emergency situations. Ensures interoperability with existing communication systems. <p>3. Skymira GoKIT™ The GoKIT™ is a portable, satellite-enabled RoP solution that provides reliable communications in remote and disaster-prone areas. It integrates seamlessly into existing land mobile radio networks, ensuring that first responders have continuous communication capabilities regardless of location.</p> <ul style="list-style-type: none"> o Features: Portable and easy to deploy in various environments. Supports multiple communication devices and networks. Provides secure, encrypted communications. o Benefits for First Responders: Ensures communication capabilities in areas without existing infrastructure. Enhances coordination during emergency response operations. Improves safety with real-time updates and 	
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				<p>location tracking.</p> <p>Why Skymira Technologies Are Ideal for First Responders:</p> <ul style="list-style-type: none"> Enhanced Coverage: Skymira's solutions eliminate communication gaps and dead zones, ensuring that first responders have reliable connectivity in remote and challenging environments. Interoperability: Their RoIP solutions facilitate seamless communication between disparate devices and networks, allowing different agencies and teams to coordinate effectively during joint operations. Disaster Resilience: By integrating satellite connectivity, Skymira's technologies ensure that communication networks remain operational even when terrestrial infrastructure is compromised due to natural disasters or other emergencies. Scalability and Flexibility: Skymira's solutions can be tailored to meet the specific needs of various public safety agencies, whether for small teams or large-scale emergency responses. By incorporating Skymira's advanced communication technologies, PEAKE equips first responders with the tools necessary for effective coordination, enhanced situational awareness, and improved operational efficiency in critical situations.
81		Push to Talk over Cellular (PoC) handsets	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Push-to-Talk (PTT) Technologies for First Responders: Verizon, AT&T, and T-Mobile</p> <p>Push-to-Talk (PTT) services provided by Verizon, AT&T, and T-Mobile offer mission-critical communication solutions for public safety agencies, enabling instant voice communication and enhanced coordination during emergency operations. Verizon Push to Talk Plus (PTT+)</p> <p>Verizon PTT+ is designed for instant voice communication over Verizon's extensive 4G LTE network, with support for 5G in select areas.</p> <p>Key Features:</p> <ul style="list-style-type: none"> Broad Compatibility: Works on rugged phones, smartphones, and tablets. Group Communication: Supports up to 250

participants in a group call, with options for up to 3,000 users.

- LMR Interoperability: Integrates with Land Mobile Radio (LMR) systems.
- Secure Communication: AES-256 encryption ensures secure data transfer.
- Multimedia Sharing: Enables the exchange of multimedia messages, such as images, video, and location data.

Use Cases:

- Tactical Coordination: Enables field teams to communicate instantly with multiple units during dynamic situations.
- Emergency Dispatch: Provides instant voice communication between dispatch centers and field units for faster response times.

AT&T Enhanced Push-to-Talk (EPTT)

AT&T EPTT is a public safety communication service designed for instant group communication with enterprise-grade security and high bandwidth capabilities.

Key Features:

- Sub-Second Call Setup: Designed for real-time communication.
- Broad Device Support: Compatible with rugged devices, smartphones, and tablets.
- LMR Interoperability: Extends communication to existing radio networks.
- Priority and Preemption: Integrated with FirstNet, providing prioritized network access for first responders.
- Emergency Features: Includes emergency alerting and incident command support.

Use Cases:

- Critical Event Management: Real-time coordination between field units and dispatch during large-scale events.
- Emergency Alerting: Direct communication during disaster situations with prioritized access to public safety channels.

T-Mobile Push-to-Talk Services

T-Mobile's PTT solution offers reliable group communication for public safety and business-critical operations.

Key Features:

- Wi-Fi and Cellular Integration: Operates over both Wi-Fi and cellular

				<p>networks for extended coverage.</p> <ul style="list-style-type: none"> • LMR Interoperability: Seamlessly integrates with existing land mobile radio systems. • Multimedia Messaging: Includes photo, video, and file sharing for enhanced situational awareness. • Location Services: Real-time location tracking and dispatch capabilities. <p>Use Cases:</p> <ul style="list-style-type: none"> • Remote Operations: Ensures real-time communication in areas where cellular coverage might be limited. • Interagency Coordination: Enables secure and rapid coordination across multiple public safety departments during joint operations. <p>Key Benefits for First Responders Across All Platforms:</p> <ul style="list-style-type: none"> • Instant Communication: Sub-second voice communication for immediate operational updates. • Scalability: Supports small teams and large-scale emergency response coordination. • Secure Communication: End-to-end encryption protects sensitive information. • Cross-Platform Integration: Interoperability with LMR, cellular, and broadband systems. • Prioritized Access: AT&T and Verizon both offer FirstNet-certified PTT options for prioritized network access during emergencies. <p>These PTT services provide first responders with mission-critical communication tools that ensure clear, instant, and secure voice communication, enhancing operational coordination and public safety effectiveness.</p>
82		High Power User Equipment (HPUE) for LTE	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>High-Power User Equipment (HPUE) solutions enhance communication capabilities for first responders by extending coverage and improving signal strength, especially in challenging environments. Here's an overview of HPUE offerings from AT&T, Verizon, and T-Mobile:</p> <p>AT&T's FirstNet MegaRange</p> <p>AT&T's FirstNet, the dedicated public safety network, offers FirstNet MegaRange, an HPUE solution designed to provide first responders with</p>

				<p>enhanced connectivity.</p> <p>Key Features:</p> <ul style="list-style-type: none"> Extended Coverage: Utilizes high-power signaling to improve connectivity in remote or challenging areas, ensuring first responders maintain communication when it's most critical. Band 14 Spectrum: Operates exclusively on Band 14, the nationwide, high-quality spectrum set aside by the U.S. government specifically for FirstNet. Versatile Deployment: Available in three versions—MegaFi Fixed (in-building), MegaFi Mobile (vehicle use), and MegaGo (field or remote areas)—to cater to various operational needs. <p>Benefits for First Responders:</p> <ul style="list-style-type: none"> Enhanced Signal Strength: Provides stronger and more reliable connectivity, crucial for operations in areas with weak signals. Improved In-Building Coverage: MegaFi Fixed enhances indoor connectivity, ensuring seamless communication within structures like 9-1-1 call centers or underground facilities. Mobility Support: MegaFi Mobile ensures that vehicles such as ambulances and command units maintain robust connectivity while on the move. <p>Verizon's Frontline HPUE Solutions</p> <p>Verizon offers Frontline, its suite of services dedicated to public safety, which includes HPUE solutions aimed at providing first responders with reliable and prioritized connectivity.</p> <p>Key Features:</p> <ul style="list-style-type: none"> Priority and Preemption: Ensures that first responders' communications are prioritized on the network, especially during high-traffic situations. Enhanced Coverage: HPUE devices extend the range and reliability of Verizon's network, providing better service in challenging environments. Interoperability: Designed to work seamlessly with existing public safety communication tools and infrastructure. <p>Benefits for First Responders:</p> <ul style="list-style-type: none"> Reliable Communication: Maintains 	
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				<p>connectivity during emergencies, even when networks are congested.</p> <ul style="list-style-type: none"> Extended Reach: Improves signal strength in remote or rural areas, ensuring first responders can communicate effectively wherever their duties take them. Seamless Integration: Works with current public safety equipment, facilitating easy adoption and deployment. <p>T-Mobile's T-Priority T-Mobile has introduced T-Priority, the world's first 5G network slice dedicated to public safety, providing first responders with enhanced network performance and reliability.</p> <p>Key Features:</p> <ul style="list-style-type: none"> 5G Network Slicing: Allocates a dedicated portion of the 5G network exclusively for public safety use, ensuring consistent performance. Priority Access and Preemption: Moves first responders' communications to the front of the line, even during network congestion. Extensive Coverage: Leverages T-Mobile's expansive 5G network, covering over 98% of Americans, including rural and remote areas. <p>Benefits for First Responders:</p> <ul style="list-style-type: none"> Consistent Performance: Dedicated network resources ensure reliable communication during emergencies. Rapid Response: Priority access reduces delays, enabling quicker decision-making and coordination. Broad Coverage: Extensive 5G reach ensures connectivity across various terrains and locations. <p>HPUE solutions from AT&T, Verizon, and T-Mobile significantly enhance communication capabilities for first responders by providing stronger signals, extended coverage, and prioritized access. These technologies ensure that public safety personnel can maintain reliable communication during critical operations, regardless of the challenges presented by their environment.</p>	
83	Airborne, marine, and underwater		Yes	How PEAKE's Technologies	

	communication systems		<p>○ No</p> <p>Support Aviation/Airborne and Marine Programs for First Responders PEAKE offers a diverse suite of communication technologies designed to ensure seamless, secure, and resilient connectivity for public safety agencies. These technologies play a critical role in both aviation and marine programs, supporting mission-critical operations by enabling real-time communication, data sharing, and situational awareness in dynamic environments where traditional infrastructure is often unavailable.</p> <p>Satellite Connectivity for Aviation and Marine Operations</p> <ul style="list-style-type: none"> • Starlink and OneWeb (LEO Satellite Services): <ul style="list-style-type: none"> o Provide high-speed, low-latency connectivity for aircraft and vessels operating in remote areas. o Support real-time data transmission, such as live video feeds, telemetry, and voice communications. o Key Benefit: Maintain connectivity during search and rescue operations, even when out of range of cellular coverage. • GEO Satellite Services (PEAKE Tactical IP GEO): <ul style="list-style-type: none"> o Deliver broad coverage over oceans and remote airspace. o Ideal for extended coverage in disaster zones or large maritime areas where real-time coordination is essential. <p>Portable and Deployable Wireless Networks for Mobile Command Operations</p> <ul style="list-style-type: none"> • Tactical IP BLEND Solutions (PEAKE): <ul style="list-style-type: none"> o Combines multiple connectivity methods (LEO/GEO satellite, cellular, Wi-Fi) into a single, secure connection. o Use Case: Aircraft and marine vessels equipped with BLEND kits can maintain uninterrupted connectivity during disaster assessments or long-range missions. • Cradlepoint, Peplink, Cisco, Ubiquiti, and Meraki Wireless Solutions: <ul style="list-style-type: none"> o Provide deployable wireless hubs and mesh networks for aircraft hangars, airbases, maritime ports, and remote field command posts. o Key Features: SD-WAN for optimized
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					<p>network management.</p> <p>Cloud-based control for remote monitoring.</p> <p>FirstNet compatibility for prioritized public safety access.</p> <ul style="list-style-type: none"> o Use Case: Establishing temporary network connectivity for forward command operations at an airstrip or port after a natural disaster. <p>Broadband Radios for Secure Communications</p> <ul style="list-style-type: none"> • Silvus MANET Radios and Hypha Broadband Radios: <ul style="list-style-type: none"> o Create self-healing, self-forming mesh networks with non-line-of-sight capabilities for mobile teams. o Enable resilient communication between airborne/marine teams and ground command without dependence on external infrastructure. o Use Case: A marine unit deploying for flood response can maintain encrypted voice and video communications with a helicopter conducting aerial surveillance. <p>Push-to-Talk (PTT) Communications for Mission Coordination</p> <ul style="list-style-type: none"> • Verizon PTT+, AT&T EPTT, and T-Mobile PTT Services: <ul style="list-style-type: none"> o Provide instant voice communications for coordinated operations across multiple units. o Key Benefits: <ul style="list-style-type: none"> Priority access for first responders during network congestion. Group communication for incident coordination. o Use Case: A marine task force can use PTT solutions to coordinate between vessels, while air assets receive real-time mission updates from dispatch. <p>Proactive Support and Maintenance for Continuous Operations</p> <ul style="list-style-type: none"> • PEAKE ProSupport Services: <ul style="list-style-type: none"> o 24/7 engineering support for critical communication infrastructure. o Preventative maintenance, extended warranties, and field support for maritime and airborne systems. o Use Case: A maritime patrol vessel requiring proactive maintenance support for its satellite terminals and radios during extended deployments. 	
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			<div>Use Cases for Aviation and Marine Programs: 1. Disaster Response & Search and Rescue: o Deploying aircraft and marine vessels equipped with satellite and mesh radio technologies to maintain constant contact with command centers. 2. Maritime Surveillance: o Using LEO connectivity and PTT services for coastal security operations. 3. Aerial Damage Assessment: o Providing real-time HD video backhaul from aircraft using Starlink or Dejero solutions for post-disaster damage assessment. 4. Wildfire Suppression: o Enabling helicopters, drones, and command ships to communicate with ground units using Silvus and PEAKE Tactical IP BLEND systems. PEAKE's integrated communication technologies ensure first responders operating in aviation and marine environments have reliable, secure, and resilient communication capabilities. Whether coordinating disaster response efforts, executing search and rescue missions, or managing critical infrastructure, these solutions provide uninterrupted connectivity, enhanced situational awareness, and improved operational efficiency for public safety agencies.</div>
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Table 8: Exceptions to Terms, Conditions, or Specifications Form

Line Item 84. 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 *
	<div><input type="radio"/> Yes</div> <div><input checked="" type="radio"/> No</div>

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](#) - Appendix 8_PEAKE_Price Catalog_Sourcewell.xlsx - Wednesday February 05, 2025 12:00:54
- [Financial Strength and Stability](#) - Appendices 1_2_3_PEAKE Financial Strength and Stability Data.pdf - Tuesday February 04, 2025 20:10:11
- [Marketing Plan/Samples](#) - Appendix 6_PEAKE Marketing Materials Examples_Sourcewell.pdf - Tuesday February 04, 2025 19:58:54
- WMBE/MBE/SBE or Related Certificates (optional)
- [Standard Transaction Document Samples](#) - Appendix 9_PEAKE_Terms and Conditions Sample.pdf - Wednesday February 05, 2025 12:53:26
- Requested Exceptions (optional)
- [Upload Additional Document](#) - PEAKE_Sourcewell_Public Safety RFP Proposal and Appendices.pdf - Wednesday February 05, 2025 12:17:15

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. - Stephen Morgan, President, Incident Communication Solutions, LLC DBA PEAK

The Proposer declares that there is an actual or potential Conflict of Interest relating to the preparation of its submission, and/or the Proposer foresees an actual or potential Conflict of Interest in performing the obligations contemplated in the solicitation proposal.

☐ Yes ☒ No

The Bidder acknowledges and agrees that the addendum/addenda below form part of the Bid Document.

Check the box in the column "**I have reviewed this addendum**" below to acknowledge each of the addenda.

File Name	I have reviewed the below addendum and attachments (if applicable)	Pages
Addendum_12_Public_Safety_Communications_Eqpt_RFP_020625 Wed January 29 2025 03:10 PM	<input checked="" type="checkbox"/>	4
Addendum_12_Public_Safety_Communications_Eqpt_RFP_020625 Wed January 29 2025 03:09 PM	<input checked="" type="checkbox"/>	4
Addendum_11_Public_Safety_Communications_Eqpt_RFP_020625 Tue January 28 2025 01:37 PM	<input checked="" type="checkbox"/>	1
Addendum_10_Public_Safety_Communications_Eqpt_RFP_020625 Mon January 27 2025 04:19 PM	<input checked="" type="checkbox"/>	1
Addendum_9_Public_Safety_Communications_Eqpt_RFP_020625 Mon January 27 2025 10:15 AM	<input checked="" type="checkbox"/>	1
Addendum_8_Public_Safety_Communications_Eqpt_RFP_020625 Tue January 21 2025 09:01 AM	<input checked="" type="checkbox"/>	1
Addendum_7_Public_Safety_Communications_Eqpt_RFP_020625 Thu January 16 2025 03:36 PM	<input checked="" type="checkbox"/>	1
Addendum_6_Public_Safety_Communications_Eqpt_RFP_020625 Wed January 8 2025 11:08 AM	<input checked="" type="checkbox"/>	1
Addendum_5_Public_Safety_Communications_Eqpt_RFP_020625 Fri January 3 2025 03:19 PM	<input checked="" type="checkbox"/>	1
Addendum_4_Public_Safety_Communications_Eqpt_RFP_020625 Mon December 30 2024 04:32 PM	<input checked="" type="checkbox"/>	1
Addendum_3_Public_Safety_Communications_Eqpt_RFP_020625 Fri December 27 2024 09:56 AM	<input checked="" type="checkbox"/>	1
Addendum_2_Public_Safety_Communications_Eqpt_RFP_020625 Tue December 24 2024 01:46 PM	<input checked="" type="checkbox"/>	1
Addendum_1_Public_Safety_Communications_Eqpt_RFP_020625 Wed December 18 2024 08:04 AM	<input checked="" type="checkbox"/>	1

**AMENDMENT #1
TO
SOURCEWELL MASTER AGREEMENT #020625-PEAK**

THIS AMENDMENT, effective upon the date of the last signature below, is by and between **Sourcewell** and **Incident Communications Solutions LLC, dba PEAKE** (Supplier).

Sourcewell entered into a contract, 020625-PEAK, with Supplier to Public Safety Communications Technology and Hardware Solutions, effective July 18, 2025, through July 24, 2029 (Contract).

Supplier has requested to modify the Contract.

NOW, THEREFORE, the parties amend the Contract as follows:

Table 6A: Pricing, Response to Line 69 is deleted in its entirety and replaced with the following:

PEAKE proposes an administrative fee of 2% of the total sales generated under the Sourcewell contract. This fee is consistent with Sourcewell's contractual requirements and reflects our commitment to supporting the cooperative's mission.

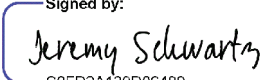
Details of the Administrative Fee:

1. 2% of total sales generated under the Sourcewell contract.
2. Timely Reporting and Payment:
 - PEAKE will adhere to Sourcewell's reporting requirements by submitting detailed quarterly sales reports, which include the calculation of administrative fees.
 - All administrative fee payments will be remitted promptly following the submission of these reports.
3. Alignment with Sourcewell's Mission:
 - By supporting Sourcewell through the administrative fee, PEAKE ensures the cooperative can continue providing value to Participating Entities through streamlined procurement processes and access to high-quality solutions.
 - Benefits to Sourcewell Participating Entities:
 - o Cost Transparency: The pricing ensures clear and predictable costs for Participating Entities.
 - o Simplified Procurement: By participating in the Sourcewell contract, PEAKE provides a compliant, cooperative purchasing vehicle that simplifies the procurement process for public safety agencies.

PEAKE is committed to fostering a strong partnership with Sourcewell by meeting all contractual obligations and ensuring the successful implementation of this administrative fee structure.

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Except as amended, the Contract remains in full force and effect.

Sourcwell
Signed by:

C0FD2A139D06489...
By: _____
Jeremy Schwartz, Chief Procurement Officer
Date: 8/26/2025 | 6:47 PM CDT

Incident Communications Solutions LLC,
DocuSigned by:
dba 
47F219E959454EB...
By: _____
Stephen Morgan, President
Date: 9/8/2025 | 1:32 PM PDT
