



MASTER AGREEMENT #030425
CATEGORY: Public Safety Software
SUPPLIER: Quicket Solutions, Inc.

This Master Agreement (Agreement) is between Sourcewell, a Minnesota service cooperative located at 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 (Sourcewell) and Quicket Solutions, Inc., 1 S. Dearborn St., Floor 20, Chicago, IL 60603 (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 17, 2029, unless it is cancelled or extended as defined in this Agreement.
 - a) **Extensions.** Sourcewell and Supplier may agree to up to three (3) additional one-year extensions beyond the original four-year term. The total possible length of this Agreement will be seven (7) years from the effective date.
 - b) **Exceptional Circumstances.** Sourcewell retains the right to consider additional extensions as required under exceptional circumstances.
- 6) **Survival of Terms.** Notwithstanding the termination of this Agreement, the obligations of this Agreement will continue through the performance period of any transaction entered between Supplier and any Participating Entity before the termination date.
- 7) **Scope.** Supplier is awarded a Master Agreement to provide the solutions identified in Solicitation #030425, Category 3. Comprehensive Solutions, to Participating Entities. In-scope solutions include:
 - a) Category 1. Public Safety Response – Agency Situational Awareness, including but not limited to:
 - i) Incident command and management (incident tracking response and reporting, weather/traffic/construction considerations, unit assignments and staffing, training activities, etc.);
 - ii) Mapping (vertical location, indoor, outdoor);
 - iii) Asset tracking and location (personnel, vehicles, controlled substances, equipment, etc.);
 - iv) Community notifications (evacuations, minor crime reporting, shelter in place, etc.);
 - v) One-to-one and one-to-many collaboration and coordination (SMS, push to talk, video, voice, etc.); and
 - vi) Public safety focused data and analysis applications, to include but not limited to video, image, and pattern analysis, acoustic firearms discharge identification, incident response, investigative lead development, predictive analysis, and other data source integration.
 - b) Category 2. Public Safety Response – Agency Operations, including but not limited to:
 - i) Pre-incident planning software, such as:
 - (1) Fire prevention related inspections and enforcement;
 - (2) Operational management (scheduling, training, compliance, etc.); and
 - (3) Data analytics to inform staffing, deployment, station location, budget, and other management decisions.
 - ii) Incident/post-incident software, such as:
 - (1) CAD, RMS for law enforcement, fire, and EMS;
 - (2) Electronic Patient Care Reporting (ePCR) and data transfer to hospitals;
 - (3) Digital and physical evidence management;
 - (4) E-citation systems; and
 - (5) Law enforcement case management
 - c) Category 3. Comprehensive Solutions

- i) Solutions that offer at least one (1) or a combination of solutions from BOTH Category 1 and Category 2 above.

Complimentary equipment, accessories, and services must be directly related to the offering of systems or solutions described in sections 7)a) – c) above. Software platforms or solutions should be able to integrate with a broad range of other software and hardware solutions to improve and/or expand agency capabilities. Sourcewell IS NOT looking for artificial intelligence (AI) customization, but public safety software with existing AI capabilities is eligible.

- 8) **Included Solutions.** Supplier's Proposal to the above referenced RFP is incorporated into this Master Agreement. Only those Solutions included within Supplier's Proposal and within Scope (Included Solutions) are included within the Agreement and may be offered to Participating Entities.
- 9) **Indefinite Quantity.** This Master Agreement defines an indefinite quantity of sales to eligible Participating Entities.
- 10) **Pricing.** Pricing information (including Pricing and Delivery and Pricing Offered tables) for all Included Solutions within Supplier's Proposal is incorporated into this Master Agreement.
- 11) **Not to Exceed Pricing.** Suppliers may not exceed the prices listed in the current Pricing List on file with Sourcewell when offering Included Solutions to Participating Entities. Participating Entities may request adjustments to pricing directly from Supplier during the negotiation and execution of any transaction.
- 12) **Open Market.** Supplier's open market pricing process is included within its Proposal.

13) Supplier Representations:

- i) **Compliance.** Supplier represents and warrants it will provide all Included Solutions under this Agreement in full compliance with applicable federal, state, and local laws and regulations.
 - ii) **Licenses.** As applicable, Supplier will maintain a valid status on all required federal, state, and local licenses, bonds, and permits required for the operation of Supplier's business with Participating Entities. Participating Entities may request all relevant documentation directly from Supplier.
 - iii) **Supplier Warrants.** Supplier warrants that all Included Solutions furnished under this Agreement are free from liens and encumbrances, and are free from defects in design, materials, and workmanship. In addition, Supplier warrants the Solutions are suitable for and will perform in accordance with the ordinary use for which they are intended.
- 14) **Bankruptcy Notices.** Supplier certifies and warrants it is not currently in a bankruptcy proceeding. Supplier has disclosed all current and completed bankruptcy proceedings within the past seven years within its Proposal. Supplier must provide notice in writing to Sourcewell if it enters a bankruptcy proceeding at any time during the term of this Agreement.
 - 15) **Debarment and Suspension.** Supplier certifies and warrants that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded

from programs operated by the State of Minnesota, the United States federal government, or any Participating Entity. Supplier certifies and warrants that neither it nor its principals have been convicted of a criminal offense related to the subject matter of this Agreement. Supplier further warrants that it will provide immediate written notice to Sourcewell if this certification changes at any time during the term of this Agreement.

- 16) **Provisions for non-United States federal entity procurements under United States federal awards or other awards (Appendix II to 2 C.F.R § 200).** Participating Entities that use United States federal grant or other federal funding to purchase solutions from this Agreement may be subject to additional requirements including the procurement standards of the Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards, 2 C.F.R. § 200. Participating Entities may have additional requirements based on specific funding source terms or conditions. Within this Section, all references to “federal” should be interpreted to mean the United States federal government. The following list applies when a Participating Entity accesses Supplier’s Included Solutions with United States federal funds.

- i) **EQUAL EMPLOYMENT OPPORTUNITY.** Except as otherwise provided under 41 C.F.R. § 60, all agreements that meet the definition of “federally assisted construction contract” in 41 C.F.R. § 60-1.3 must include the equal opportunity clause provided under 41 C.F.R. § 60-1.4(b), in accordance with Executive Order 11246, “Equal Employment Opportunity” (30 FR 12319, 12935, 3 C.F.R. §, 1964-1965 Comp., p. 339), as amended by Executive Order 11375, “Amending Executive Order 11246 Relating to Equal Employment Opportunity,” and implementing regulations at 41 C.F.R. § 60, “Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor.” The equal opportunity clause is incorporated herein by reference.
- ii) **DAVIS-BACON ACT, AS AMENDED (40 U.S.C. § 3141-3148).** When required by federal program legislation, all prime construction contracts in excess of \$2,000 awarded by non-federal entities must include a provision for compliance with the Davis-Bacon Act (40 U.S.C. § 3141-3144, and 3146-3148) as supplemented by Department of Labor regulations (29 C.F.R. § 5, “Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction”). In accordance with the statute, contractors must be required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor. In addition, contractors must be required to pay wages not less than once a week. The non-federal entity must place a copy of the current prevailing wage determination issued by the Department of Labor in each solicitation. The decision to award a contract or subcontract must be conditioned upon the acceptance of the wage determination. The non-federal entity must report all suspected or reported violations to the federal awarding agency. The contracts must also include a provision for compliance with the Copeland “Anti-Kickback” Act (40 U.S.C. § 3145), as supplemented by Department of Labor regulations (29 C.F.R. § 3, “Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States”). The Act provides that each contractor or subrecipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled. The non-federal entity must report all suspected or reported violations to the federal awarding agency. Supplier must comply with all applicable Davis-Bacon Act provisions.

iii) **CONTRACT WORK HOURS AND SAFETY STANDARDS ACT (40 U.S.C. § 3701-3708).**

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

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

v) **CLEAN AIR ACT (42 U.S.C. § 7401-7671Q.) AND THE FEDERAL WATER POLLUTION CONTROL ACT (33 U.S.C. § 1251-1387).** Contracts and subgrants of amounts in excess of \$150,000 require the non-federal award to agree to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. § 7401- 7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. § 1251- 1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA). Supplier certifies that during the term of this Agreement it will comply with applicable requirements as referenced above.

vi) **DEBARMENT AND SUSPENSION (EXECUTIVE ORDERS 12549 AND 12689).** A contract award (see 2 C.F.R. § 180.220) must not be made to parties listed on the government wide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 C.F.R. § 180 that implement Executive Orders 12549 (3 C.F.R. § 1986 Comp., p. 189) and 12689 (3 C.F.R. § 1989 Comp., p. 235), “Debarment and Suspension.” SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549. Supplier certifies that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation by any federal department or agency.

vii) **BYRD ANTI-LOBBYING AMENDMENT, AS AMENDED (31 U.S.C. § 1352).** Suppliers must file any required certifications. Suppliers must not have used federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any federal contract, grant, or any other award covered by 31 U.S.C. § 1352. Suppliers must disclose any lobbying with non-federal funds that takes place in connection with obtaining any federal award. Such disclosures are forwarded from tier to tier up to the non-federal award. Suppliers must file all certifications and disclosures required by, and otherwise comply with, the Byrd Anti-Lobbying Amendment (31 U.S.C. § 1352).

viii) **RECORD RETENTION REQUIREMENTS.** To the extent applicable, Supplier must comply with the record retention requirements detailed in 2 C.F.R. § 200.333. The Supplier further certifies that it will retain all records as required by 2 C.F.R. § 200.333 for a period of 3 years after grantees or subgrantees submit final expenditure reports or quarterly or annual financial reports, as applicable, and all other pending matters are closed.

ix) **ENERGY POLICY AND CONSERVATION ACT COMPLIANCE.** To the extent applicable, Supplier must comply with the mandatory standards and policies relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act.

x) **BUY AMERICAN PROVISIONS COMPLIANCE.** To the extent applicable, Supplier must comply with all applicable provisions of the Buy American Act. Purchases made in accordance with the Buy American Act must follow the applicable procurement rules calling for free and open competition.

xi) **ACCESS TO RECORDS (2 C.F.R. § 200.336).** Supplier agrees that duly authorized representatives of a federal agency must have access to any books, documents, papers and records of Supplier that are directly pertinent to Supplier's discharge of its obligations under this Agreement for the purpose of making audits, examinations, excerpts, and transcriptions. The right also includes timely and reasonable access to Supplier's personnel for the purpose of interview and discussion relating to such documents.

xii) **PROCUREMENT OF RECOVERED MATERIALS (2 C.F.R. § 200.322).** A non-federal entity that is a state agency or agency of a political subdivision of a state and its contractors must comply with Section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act. The requirements of Section 6002 include procuring only items designated in guidelines of the Environmental Protection Agency (EPA) at 40 C.F.R. § 247 that contain the highest percentage of recovered materials practicable, consistent with maintaining a satisfactory level of competition, where the purchase price of the item exceeds \$10,000 or the value of the quantity acquired during the preceding fiscal year exceeded \$10,000; procuring solid waste management services in a manner that maximizes energy and resource recovery; and establishing an affirmative procurement program for procurement of recovered materials identified in the EPA guidelines.

xiii) **FEDERAL SEAL(S), LOGOS, AND FLAGS.** The Supplier cannot use the seal(s), logos, crests, or reproductions of flags or likenesses of Federal agency officials without specific pre-approval.

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

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

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

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

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

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

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

Article 2: Sourcewell and Supplier Obligations

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

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

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

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

Sourcewell's Authorized Representative is its Chief Procurement Officer.

- 4) **Performance Reviews.** Supplier will perform a minimum of one review with Sourcewell per agreement year. The review will cover transactions to Participating Entities, pricing and terms, administrative fees, sales data reports, performance issues, supply chain issues, customer issues, and any other necessary information.
- 5) **Sales Reporting Required.** Supplier is required as a material element to this Master Agreement to report all completed transactions with Participating Entities utilizing this Agreement. Failure to provide complete and accurate reports as defined herein will be a material breach of the Agreement and Sourcewell reserves the right to pursue all remedies available at law including cancellation of this Agreement.

- 6) **Reporting Requirements.** Supplier must provide Sourcewell an activity report of all transactions completed utilizing this Agreement. Reports are due at least once each calendar quarter (Reporting Period). Reports must be received no later than 45 calendar days after the end of each calendar quarter. Supplier may report on a more frequent basis in its discretion. Reports must be provided regardless of the amount of completed transactions during that quarter (i.e., if there are no sales, Supplier must submit a report indicating no sales were made).

The Report must contain the following fields:

- Participating Entity Name (e.g., City of Staples Highway Department);
- Participating Entity Physical Street Address;
- Participating Entity City;
- Participating Entity State/Province;
- Participating Entity Zip/Postal Code;
- Sourcewell Participating Entity Account Number;
- Transaction Description;
- Transaction Purchased Price;
- Sourcewell Administrative Fee Applied; and
- Date Transaction was invoiced/sale was recognized as revenue by Supplier.

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

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

- 7) **Administrative Fee.** In consideration for the support and services provided by Sourcewell, Supplier will pay an Administrative Fee to Sourcewell on all completed transactions to Participating Entities utilizing this Agreement. Supplier will include its Administrative Fee within its proposed pricing. Supplier may not directly charge Participating Entities to offset the Administrative Fee.
- 8) **Fee Calculation.** Supplier's Administrative Fee payable to Sourcewell will be calculated as a stated percentage (listed in Supplier's Proposal) of all completed transactions utilizing this Master Agreement within the preceding Reporting Period. For certain categories, a flat fee may be proposed. The Administrative Fee will be stated in Supplier's Proposal.
- 9) **Fee Remittance.** Supplier will remit fee to Sourcewell no later than 45 calendar days after the close of the preceding calendar quarter in conjunction with Supplier's Reporting Period obligations defined herein. Payments should note the Supplier's name and Sourcewell-assigned Agreement number in the memo; and must be either mailed to Sourcewell above "Attn: Accounts Receivable" or remitted electronically to Sourcewell's banking institution per Sourcewell's Finance department instructions.
- 10) **Noncompliance.** Sourcewell reserves the right to seek all remedies available at law for unpaid or underpaid Administrative Fees due under this Agreement. Failure to remit payment, delinquent payments, underpayments, or other deviations from the requirements of this Agreement may be deemed a material breach and may result in cancellation of this Agreement and disbarment from future Agreements.

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

19) Grant of License.**a) During the term of this Agreement:**

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

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

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

c) Use; Quality Control.

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

ii) Each party agrees to use, and to cause its Permitted Sublicensees to use, the other party's trademarks only in good faith and in a dignified manner consistent with such party's use of the trademarks. Each party may make written notice to the other regarding misuse under this section. The offending party will have 30 days of the date of the written notice to cure the issue or the license/sublicense will be terminated.

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

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

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

- 22) **Insurance Coverage.** At its own expense, Supplier must maintain valid insurance policy(ies) during the performance of this Agreement with insurance company(ies) licensed or authorized to do business in the State of Minnesota having an "AM BEST" rating of A- or better, with coverage and limits of insurance not less than the following:
- a) **Commercial General Liability Insurance.** Supplier will maintain insurance covering its operations, with coverage on an occurrence basis, and must be subject to terms no less broad than the Insurance Services Office ("ISO") Commercial General Liability Form CG0001 (2001 or newer edition), or equivalent. At a minimum, coverage must include liability arising from premises, operations, bodily injury and property damage, independent contractors, products-completed operations including construction defect, contractual liability, blanket contractual liability, and personal injury and advertising injury. All required limits, terms and conditions of coverage must be maintained during the term of this Agreement.
 - \$1,500,000 each occurrence Bodily Injury and Property Damage
 - \$1,500,000 Personal and Advertising Injury
 - \$2,000,000 aggregate for products liability-completed operations
 - \$2,000,000 general aggregate
 - b) **Certificates of Insurance.** Prior to execution of this Agreement, Supplier must furnish to Sourcewell a certificate of insurance, as evidence of the insurance required under this Agreement. Prior to expiration of the policy(ies), renewal certificates must be mailed to Sourcewell, 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 or provided to in an alternative manner as directed by Sourcewell. The certificates must be signed by a person authorized by the insurer(s) to bind coverage on their behalf. Failure of Supplier to maintain the required insurance and documentation may constitute a material breach.
 - c) **Additional Insured Endorsement and Primary and Non-contributory Insurance Clause.** Supplier agrees to list Sourcewell, including its officers, agents, and employees, as an additional insured under the Supplier's commercial general liability insurance policy with respect to liability arising out of activities, "operations," or "work" performed by or on behalf of Supplier, and products and completed operations of Supplier. The policy provision(s) or endorsement(s) must further provide that coverage is primary and not excess over or contributory with any other valid, applicable, and collectible insurance or self-insurance in force for the additional insureds.
 - d) **Waiver of Subrogation.** Supplier waives and must require (by endorsement or otherwise) all its insurers to waive subrogation rights against Sourcewell and other additional insureds for losses paid under the insurance policies required by this Agreement or other insurance applicable to the Supplier or its subcontractors. The waiver must apply to all deductibles and/or self-insured retentions applicable to the required or any other insurance maintained by the Supplier or its subcontractors. Where permitted by law, Supplier must require similar written express waivers of subrogation and insurance clauses from each of its subcontractors.
 - e) **Umbrella/Excess Liability/SELF-INSURED RETENTION.** The limits required by this Agreement can be met by either providing a primary policy or in combination with umbrella/excess liability policy(ies), or self-insured retention.
- 23) **Termination for Convenience.** Sourcewell or Supplier may terminate this Agreement upon 60 calendar days' written notice to the other Party. Termination pursuant to this section will not relieve

the Supplier's obligations under this Agreement for any transactions entered with Participating Entities through the date of termination, including reporting and payment of applicable Administrative Fees.

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

Article 3: Supplier Obligations to Participating Entities

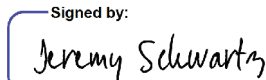
The Terms in this Article 3 relate specifically to Supplier and a Participating Entity when entering transactions utilizing the General Terms established in this Master Agreement. Article 1 General Terms control over any conflict with this Article 3. Where this Master Agreement is silent on any subject,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

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

- 6) **Additional Terms and Conditions Permitted.** Participating Entity and Supplier may negotiate and include additional terms and conditions within transaction documentation as mutually agreed. Such terms may supplant or supersede this Master Agreement when necessary and as solely determined by Participating Entity. Sourcewell has expressly reserved the right for Supplier and Participating Entity to address any necessary provisions within transaction documents not expressly included within this Master Agreement, including but not limited to transaction cancellation, dispute resolution, governing law and venue, non-appropriation, insurance, defense and indemnity, force majeure, and other material terms as mutually agreed.
- 7) **Subsequent Agreements and Survival.** Supplier and Participating Entity may enter into a separate agreement to facilitate long-term performance obligations utilizing the terms of this Master Agreement as mutually agreed. Such agreements may provide for a performance period extending beyond the full term of this Master Agreement as determined in the discretion of Participating Entity.
- 8) **Participating Addendums.** Supplier and Participating Entity may enter a Participating Addendum or similar document extending and supplementing the terms of this Master Agreement to facilitate adoption as may be required by a Participating Entity.

Sourcewell

Signed by:



C0FD2A139D06489...

By: _____

Jeremy Schwartz

Title: Chief Procurement Officer

Date: 7/15/2025 | 6:19 AM CDT

Quicket Solutions, Inc.

DocuSigned by:



A90E7431B68F41C...

By: _____

Christiaan Burner

Title: CEO

Date: 7/14/2025 | 10:22 PM EDT

RFP 030425 - Public Safety Software

Vendor Details

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

Submission Details

Created On:	Monday March 03, 2025 13:09:29
Submitted On:	Tuesday March 04, 2025 13:48:38
Submitted By:	Quicket Bids
Email:	bids@quicketsolutions.com
Transaction #:	c32f98f1-8163-4c37-9632-a5dba1fb0c7d
Submitter's IP Address:	147.243.188.235

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.	Quicket Solutions, Inc.	*
2	In the event of award, is this entity the Responsible Supplier that will execute the master agreement with Sourcewell? Y or N.	Y	*
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).	There are no subsidiaries, affiliates, or other entities. Quicket designs, develops, and supports all solutions in-house with full-time staff.	*
4	Provide your CAGE code or Unique Entity Identifier (SAM):	N/A	*
5	Provide your NAICS code applicable to Solutions proposed.	541511, 541512, 518210	
6	Proposer Physical Address:	1 S Dearborn St FL 20 Chicago, IL 60603	*
7	Proposer website address (or addresses):	www.quicketsolutions.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):	Christiaan Burner, CEO 1 S Dearborn St FL 20 Chicago, IL 60603 (630) 723-7723 ex 402	*
9	Proposer’s primary contact for this proposal (name, title, address, email address & phone):	Charles Lasher Senior Accounts Manager clasher@quicketsolutions.com ((330) 472-8150	*
10	Proposer’s other contacts for this proposal, if any (name, title, address, email address & phone):	N/A	*

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>Quicket was incorporated in May 2013 and since its founding has exclusively focused on serving the public sector with a strong emphasis on the criminal justice/public safety vertical. Quicket has from Day-1 focused on building a single integrated and intuitive cloud-based platform that is vastly more cost-effective, secure, and easier-to-implement than legacy on-premise offerings that dominate the market today. With large companies focusing on acquisitions rather than on modernizing their tech stacks over the years, Quicket was founded with the sole purpose of building a superior platform from the ground-up.</p> <p>Quicket has experienced strong growth since its inception and now serves over 300 public sector agencies across North America from coast-to-coast that collectively have millions of residents. This is an increase of over 200% since the Company's first Sourcewell award in 2021. Quicket is pleased to provide references that leveraged Quicket's Public Safety Software awarded contracts, including the City of Rockford and McHenry County.</p> <p>From small departments to the second largest County in the United States, Quicket has a strong track record of successfully implementing to a diverse set of agencies its comprehensive cloud-based platform that either replaces legacy technology or streamlines paper-based processes.</p> <p>As a private closely-held Company, Quicket will continue its mission of continuing to innovate and provide the most modern and comprehensive cloud-based platform. With the Company's highly flexible, scalable, and cost-effective platform, Quicket is best-positioned to serve the diverse needs of Sourcewell Customers.</p>	*
12	What are your company's expectations in the event of an award?	Building off of the recent award for the Software Solutions and Related Services for Public Sector and Education Administration RFP, Quicket aims to leverage this contract to better market towards public safety customers specifically. While the recent award comprehensively covers Quicket's core solutions, the public safety software contract is particularly useful in engaging with law enforcement clients as the specific products requested in the various categories directly align with Quicket's core competencies. With both awards, Quicket envisions that this will significantly amplify Quicket's exposure. From Sourcewell's standpoint, the benefit of Quicket having this additional award is to ensure that public safety customers are aware of Quicket that might not otherwise discover the Company via Sourcewell. Quicket was grateful for the opportunity to respond to the prior Public Safety software RFP and is confident that business via the Sourcewell contract will grow significantly with another award.	*
13	Demonstrate your financial strength and stability with meaningful data. This could include such items as financial statements, SEC filings, credit and bond ratings, letters of credit, and detailed reference letters. Upload supporting documents (as applicable) in the document upload section of your response. DO NOT PROVIDE ANY TAX INFORMATION OR PERSONALLY IDENTIFIABLE INFORMATION.	<p>Quicket Solutions has been in business since May 2013 and serves agencies from coast-to-coast in North America. Quicket Solutions is a private and independent company that is majority owned by its executives and board members. Since its inception, Quicket has raised equity financing from investors that have acquired small minority stakes in the business. Quicket has no outstanding long-term debt. Quicket has been operational and stable since its founding in May 2013 and employs people across four offices several offices in the USA and India.</p> <p>Quicket has attached its most recent SEC Form D filing, confirmation of banking relationship letter, and certificate of good standing for Delaware, the state in which the Company is incorporated.</p> <p>Customer references are also included in the response that demonstrate longevity of working relationships.</p>	*
14	What is your US market share for the Solutions that you are proposing?	15%. Quicket is estimated to have a 15% annual market share for the proposed solutions. To further contextualize this, Quicket recognizes that not every agency is purchasing a particular solution every year and therefore, Quicket measures market share based on the number of estimated total opportunities within a fiscal year. However, it is important to note that over the past two years, Quicket has over an 80% success rate with opportunities that it pursues, meaning that Quicket is selected as the preferred vendor in the vast majority of circumstances based on comprehensive evaluations that factor in price, past-performance, ease-of-use, ease-of-implementation, quality of support, innovation, and other metrics.	*
15	What is your Canadian market share for the Solutions that you are proposing?	<p>0%. Quicket has the technical ability with its proposed solution to quickly enter into the Canadian market. From a compliance perspective, Quicket has conducted extensive research in coordination with Canadian-based public safety agencies to confirm viability of a potential expansion to Canada.</p> <p>Quicket has recently expanded its international sales team and would dedicate a resource to Canadian expansion if opportunities are identified via the Sourcewell contract.</p>	*

16	Disclose all current and completed bankruptcy proceedings for Proposer and any included possible Responsible Party within the past seven years. Proposer must provide notice in writing to Sourcewell if it enters a bankruptcy proceeding at any time during the pendency of this RFP evaluation.	N/A. Quicket has never had any bankruptcy proceedings.	*
17	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). a) If your company is best described as a distributor/dealer/reseller (or similar entity), provide your written authorization to act as a distributor/dealer/reseller for the manufacturer of the products proposed in this RFP. If applicable, is your dealer network independent or company owned? b) If your company is best described as a manufacturer or service provider, describe your relationship with your sales and service force and with your dealer network in delivering the products and services proposed in this RFP. Are these individuals your employees, or the employees of a third party?	<p>Quicket is a software manufacturer that has designed and developed in-house all features and functions described in this proposal, unless otherwise specifically noted. As a software-as-a-service (SaaS) offering, Quicket also provides all ongoing maintenance/support, and updates/upgrades, resulting in a long-term partnership with its clients. Quicket does not rely on any subcontractors or 3rd parties to develop or maintain its own in-house solutions.</p> <p>All core R&D and implementation is staffed by full-time US-based employees. Quicket does maintain its own full-time sales team and marketing staff that directly sell its products and services to clients. When it strategically makes sense, Quicket also partners with resellers that also assist Quicket with promoting its products and services. However, as a SaaS provider, Quicket always maintains a direct relationship with the client regardless of the sales channel (i.e. direct or via reseller). Within the context of Quicket's response to Sourcewell, the Company is responding directly and will not utilize any resellers, subcontractors, or other 3rd parties to perform any work/provide any products/services. Sourcewell and its members will have a direct relationship and partnership with Quicket, just as it has with the current Public Safety Software contract awarded to Quicket.</p>	*
18	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>In addition to maintaining general business licenses and insurance required to operate in each state and comply with local and state purchasing regulations, Quicket strictly adheres to industry best practices and guidelines, including CJIS, PCI, NIEM, and other security frameworks, to provide a secure and scalable solution for our clients.</p> <p>SOC 2 Compliance Quicket is SOC 2 Type 1 and SOC 2 Type 2 compliant, an accreditation awarded by the American Institute of Certified Public Accountants (AICPA)—an independent third-party examiner. This audit demonstrates Quicket's compliance across all five trust service principles: -Security -Confidentiality -Processing Integrity -Availability -Privacy</p> <p>Additionally, SOC 2 compliance ensures adherence to the latest CJIS Security Policy, further outlined below.</p> <p>CJIS Compliance Quicket strictly follows Federal and State-specific CJIS policies. As a software provider for public safety agencies, Quicket is required to comply with the Criminal Justice Information Services (CJIS) Security Policy to ensure the protection and confidentiality of criminal justice information. To meet these standards, Quicket has executed the CJIS Security Addendum, a uniform agreement approved by the U.S. Attorney General, ensuring full compliance with security and confidentiality requirements.</p> <p>PCI DSS Compliance For software solutions that involve payment processing, Quicket complies with the Payment Card Industry Data Security Standard (PCI DSS). PCI DSS is mandated by all major card brands and establishes strict guidelines for securing payment-related data, ensuring that financial transactions remain protected and compliant with industry regulations.</p> <p>NIEM Compliance Quicket also follows the National Information Exchange Model (NIEM), a standardized framework that enables efficient and consistent data exchange across organizations. NIEM ensures the use of reliable, reusable data definitions and repeatable processes, improving interoperability and information sharing among public safety agencies.</p> <p>Commitment to Compliance As a company exclusively serving the public sector, Quicket understands the importance of obtaining and maintaining all required licenses and certifications. Additionally, Quicket is committed to working with Sourcewell and its members to ensure full compliance with any applicable requirements.</p>	*

19	Disclose all current and past debarments or suspensions for Proposer and any included possible Responsible Party within the past seven years. Proposer must provide notice in writing to Sourcewell if it enters a debarment or suspension status any time during the pendency of this RFP evaluation.	Quicket does not have any current or past debarments or suspensions.	*
20	Describe any relevant industry awards or recognition that your company has received in the past five years.	<p>Quicket has been recognized as a leader in public sector innovation and has received multiple industry awards for its contributions to cloud-based technology adoption in public safety.</p> <p>GovTech 100 Recognition In 2025, for the seventh consecutive year, Quicket was named a GovTech 100 Company, an exclusive list of the top 100 companies worldwide that are revolutionizing technology in the public sector. Quicket was specifically recognized for its leadership in cloud-based solutions for public safety, helping agencies modernize and streamline their operations.</p> <p>Amazon's "City on a Cloud" Innovation Challenge Winner Quicket was honored by Amazon Web Services (AWS) as the most innovative company in the world at the New York City Tech Symposium as part of its prestigious "City on a Cloud" Innovation Challenge. This recognition highlights Quicket's ability to leverage scalable cloud-based infrastructure to enhance government technology and improve public sector operations.</p> <p>Fox Lake, IL: Special Congressional Recognition & Innovation Award One of Quicket's clients, Fox Lake, IL, received Special Congressional Recognition and an Innovation Award for its successful implementation of Quicket's Cloud Platform. The municipality turned to Quicket to improve record-keeping systems and internal controls following a series of challenges that had placed the town in the national spotlight. Fox Lake had been the focus of major news coverage due to an officer's death and the subsequent investigations. Quicket's real-time oversight, auditing tools, and paperless functionalities were instrumental in improving transparency, accountability, and operational efficiency.</p> <p>Crain's Chicago Business Recognition Quicket's co-founders, Christiaan Burner and Akshay Singh, were recognized in Crain's Chicago Business for their contributions in helping public agencies navigate the COVID-19 pandemic. Quicket's cloud-based solutions enabled government agencies to digitize workflows and offer online services to residents, reducing in-person interactions while maintaining operational continuity.</p> <p>Additionally, while many legacy, on-premise solutions struggled with service disruptions and deployment challenges during the pandemic, Quicket's remotely deployable and scalable cloud-based technology ensured that agencies could continue operations seamlessly. This demonstrated the superiority of cloud-based government solutions in ensuring service continuity during crises.</p>	*
21	What percentage of your sales are to the governmental sector in the past three years?	100%. Quicket is exclusively focused on the public sector, including federal, state, local, tribal, and other political subdivisions. Quicket's deep domain knowledge and commitment to serving only the public sector makes Quicket an ideal long-term partner for Sourcewell and its members.	*
22	What percentage of your sales are to the education sector in the past three years?	Quicket serves the education sector in the context of public-safety specific solutions for campus security/police. Approximately 6% of the Company's sales can be attributed to education, but we anticipate further growth in this vertical, exceeding 8% by year-end.	*
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?	Quicket is exclusively focused on partnering with Sourcewell for cooperative purchasing. We were grateful to have been awarded the Public Safety Software contract in 2021 and look forward to the opportunity to further extend its partnership with a new reward. In addition, with the recent award of the Software Solutions and Related Services for Public Sector and Education Administration RFP to Quicket, we are excited to now have our solutions comprehensively addressed by the scope of the Sourcewell contracts. With approximately 5% of sales being won through Sourcewell, Quicket anticipates that this amount will grow significantly in 2025 and beyond, likely exceeding 25% in the near future.	*
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?	Quicket does not hold any GSA contracts or SOSA.	*

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 *	
McHenry County, Illinois	Kathy Keefe, Circuit Clerk	(815) 334-4193	*
City of Rockford, Illinois	Angela Hammer, Deputy Director, Department of Law	(779) 348-7389	*
City of Durango, Colorado	Faye Harmer MMC, NAP, City Clerk	(970) 375-5015	*

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 *	
26	Sales force.	<p>Quicket maintains a dedicated full-time sales and account management team responsible for promoting its cloud-based platform across North America. The team is strategically distributed to ensure comprehensive regional coverage. Unlike many companies that focus on selling individual solutions or modules, Quicket's sales team is extensively trained on the full suite of public sector offerings, reinforcing the platform's integrated and unified nature. Additionally, certain team members specialize in managing larger accounts based on population size.</p> <p>The sales team is educated on all Sourcewell contracts and we have a dedicated Sourcewell specialist, Charles Lasher, that is focused on maintaining a close relationship with Sourcewell and leveraging all available resources to promote the benefits of the contract and cooperative purchasing.</p>	*
27	Describe the network of Authorized Sellers who will deliver Solutions, including dealers, distributors, resellers, and other distribution methods.	Quicket has authorized select dealers to resell its software modules, expanding client acquisition efforts. However, all implementation, ongoing support, maintenance, and software updates/upgrades are handled exclusively by Quicket's team. Dealers serve solely to assist in reaching additional clients, ensuring that all technical and service-related aspects remain under Quicket's direct management.	*
28	Service force.	Quicket has a dedicated team of full-time, U.S.-based project management and support staff with extensive experience in designing and deploying large-scale, complex solutions. This expertise positions them well to meet the diverse needs of Sourcewell's Participating Entities. To ensure seamless implementation, Quicket assigns one or more dedicated project managers as primary points of contact throughout the installation phase. Additionally, Quicket has strong leadership across key departments, including engineering, operations, and support, to oversee deployments effectively. For larger implementations, specialized program managers are also assigned, each focusing on areas such as Server & Security, Software & Integration, and Q.A. & Deployment. Together, these professionals ensure a smooth and efficient rollout.	*
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>Due to the platform's comprehensive nature, Quicket provides a free consultation for all potential customers to define the scope of work. Quicket utilizes a fully electronic process to generate quotes, prepare contracts, and facilitate electronic signatures. Throughout this process, various factors are carefully considered to ensure accuracy, including detailed documentation of configuration requests, existing systems, and data conversion needs.</p> <p>Dealers and distributors are not authorized to place orders on Quicket's behalf. While they may refer potential opportunities, these are strictly referrals, and Quicket follows its standard process for customer engagement.</p> <p>For existing customers, Quicket offers a streamlined internal purchase request system for reordering supplies and adjusting quantities. For example, a customer can request additional software licenses, which would automatically update their subscription.</p>	*

30	Describe your product implementation strategy. If utilizing installation partners, describe and define their role in the strategy.	<p>Quicket designs, implements, and fully supports all products included in this response. As a cloud-based solution, no third-party installation partners are required, and any necessary hardware configurations are handled directly by Quicket employees in collaboration with the customer.</p> <p>Each project is assigned a dedicated Project Manager (PM) as the primary point of contact, ensuring smooth execution. The implementation team scales based on workload and includes a software development team led by a Senior Engineer and managed by a Software Development Manager. Additionally, a Business Analyst is engaged early in the project to gather and refine requirements, ensuring alignment with customer needs. The PM oversees the entire implementation, vendor coordination, and training, following a Communication Management Plan (CMP) to track deadlines. A Gantt-style project schedule is developed to outline key milestones, dependencies, and updates, keeping stakeholders informed throughout the process.</p> <p>The implementation follows a structured, phased approach. The project begins with a kick-off meeting, including introductions, project plan reviews, and Q&A sessions, followed by coordination with any relevant vendors. System configuration and deployment then take place, covering design, development, integration with third-party systems, and data conversion. Training and user acceptance testing ensure a smooth transition before go-live. Finally, Quicket provides onsite assistance, post-launch monitoring, and ongoing optimization to support long-term success.</p> <p>To maintain quality and accuracy, Quicket develops a Requirements Management Plan (RMP) to define roles, workflows, and change management processes. This is followed by a Software Requirements Specification (SRS) that outlines the functional and technical design of the system. A Software Quality Assurance Plan (SQAP) is implemented to ensure reliability through functional testing, code reviews, and pre-release system validation.</p> <p>Throughout the project, the Quicket PM provides regular updates to ensure progress remains on schedule and within budget. Continuous monitoring allows for early issue identification and resolution, ensuring a seamless and efficient implementation.</p>	*
31	Describe in detail the process and procedure of your customer service program, if applicable. Include your response-time capabilities and commitments, as well as any incentives that help your providers meet your stated service goals or promises.	<p>Quicket offers 24/7/365 support via phone, email, and in-app communication, ensuring continuous assistance for public sector clients, including public safety agencies. Recognizing the mission-critical nature of these applications, Quicket provides a dedicated support manager for each client. This manager oversees support requests, escalates issues when necessary, and delivers regular reports throughout the contract term. As a fully cloud-based solution with real-time monitoring capabilities, Quicket ensures industry-leading response times. Unlike legacy providers that depend on client IT staff or require on-site visits—leading to delays—Quicket's cloud infrastructure allows for immediate issue resolution and superior customer service. Many public safety agencies have struggled with outdated technology and inadequate support, and Quicket has significantly improved this experience, enabling agencies to better serve the public.</p> <p>When a bug or enhancement request is received, it is categorized based on urgency:</p> <ul style="list-style-type: none"> -Critical bugs are immediately assigned to engineering leads and classified as outage situations. A dedicated emergency support line is available, and all communications are tracked through Zendesk and Jira. A support engineer provides real-time updates to the client, and once resolved, a full post-mortem report is shared. The standard resolution time for critical issues is under one hour, with an average fix time of 15 minutes. -Major bugs follow the same escalation process but have a longer resolution time, typically within 24 hours. -Minor bugs are reviewed with the client and engineering teams, with patches applied in the next scheduled update, either biweekly or monthly. <p>Beyond traditional support, Quicket's infrastructure is fully automated, incorporating real-time system health checks and self-maintaining algorithms. The platform continuously performs security updates, bug fixes, and system optimizations without disrupting live operations. Unlike legacy systems that require scheduled downtime for updates, Quicket's cloud-based architecture ensures seamless upgrades with zero downtime, maintaining optimal performance at all times.</p>	*
32	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in the United States.	<p>Quicket's cloud-based platform is fully scalable and available to any participating entity across the United States, with no geographic limitations. Its cloud infrastructure enables efficient implementation and maintenance nationwide and even outside of the USA, such as in Canada. As a provider exclusively serving the public sector, Quicket prioritizes strict adherence to federal, state, and local compliance requirements. To ensure ongoing security and regulatory compliance, Quicket employs dedicated compliance and cybersecurity specialists who continuously monitor legislative changes and emerging threats. Quicket collaborates closely with customers to maintain full compliance and implement robust safeguards to protect customer data.</p>	*

33	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in Canada.	Quicket's cloud-based platform is fully scalable and available to any participating entity across Canada, with no geographic restrictions. Its cloud infrastructure enables seamless implementation and maintenance throughout North America. As a software provider dedicated to the public sector, with a strong focus on public safety, Quicket prioritizes strict adherence to federal, provincial/territorial, and local compliance requirements. To ensure continuous regulatory compliance and security, Quicket employs dedicated compliance and cybersecurity specialists who actively monitor legislative changes and emerging threats. Quicket collaborates closely with customers to maintain full compliance and implement robust safeguards to protect customer data.	*
34	Identify any geographic areas of the United States or Canada that you will NOT be fully serving through the proposed agreement.	Quicket's cloud-based platform can be provided and is scalable to any participating entity within the United States and Canada. There are no geographic areas that cannot be served. As a cloud-based platform, Quicket is able to very efficiently implement and maintain solutions across North America.	*
35	Identify any account type of Participating Entity which will not have full access to your Solutions if awarded an agreement, and the reasoning for this.	N/A. We do not anticipate that any Participating Entity would not have full access to our solutions. Quicket is able to service any local, state, tribal, or federal customer.	*
36	Define any specific requirements or restrictions that would apply to our participating entities in Hawaii and Alaska and in US Territories.	There are no additional requirements or restrictions that would apply to Hawaii or Alaska participating entities. In fact, Quicket has engaged with entities in both states and is interested in engaging US Territories. Quicket's cloud-based platform can be provisioned to any Alaska, Hawaii, or Territory customer without limitations.	*
37	Will Proposer extend terms of any awarded master agreement to nonprofit entities?	Yes, Quicket envisions no restrictions or issues with extending the terms to any nonprofit entity. Given that Quicket is proposing and servicing public safety software, some entities may not be eligible to utilize such products. As an example, a nonprofit would not be able to utilize certain criminal justice tools that are only for official law enforcement purposes only.	*

Table 4: Marketing Plan (100 Points)

Line Item	Question	Response *
38	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>Quicket is pleased to provide sample marketing materials for Sourcewell's review, demonstrating our commitment to professionalism. Upon award, we look forward to enhancing these materials to actively promote the contract. As a current awarded vendor, Quicket regularly participates in trade shows and consistently highlights Sourcewell contracts, including displaying Sourcewell-branded materials such as the tabletop flag at our booth. In addition, Quicket has featured Sourcewell contracts via press releases on its website and social media platforms. Finally, the Company is currently updating its website and plans to add a 'how to buy' landing page that will prominently features Sourcewell.</p> <p>Quicket acknowledges that, upon award, it may use Sourcewell trademarks in advertising and promotional efforts to market the partnership, as we have done with our two previous Sourcewell contracts. Likewise, Quicket will grant Sourcewell permission to use its trademarks for marketing purposes. We understand that direct advertising, marketing, or offers to Participating Entities must receive prior approval from Sourcewell and will fully comply with these requirements.</p> <p>If awarded the contract, Quicket intends to actively market its products and services through updated materials that position Sourcewell as the preferred purchasing channel for the capabilities outlined in this RFP. Planned marketing efforts include email announcements, brochures, flyers, social media posts, press releases, banners, phone call scripts, and trade show materials. Quicket acknowledges that all materials and publicity must be approved by Sourcewell and will strictly adhere to contract terms, including the prohibition against implying Sourcewell's endorsement.</p>
39	Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance marketing effectiveness.	<p>Quicket employs a technology-driven marketing and sales strategy, with email marketing as a key component. Using an advanced email marketing platform integrated with its Customer Relationship Management (CRM) system, Quicket organizes and segments current and potential customers based on roles, department functions, geographic location, and other parameters. Targeted email campaigns are then developed and monitored for engagement metrics, including delivery success rates, open rates, link clicks, and replies. These insights help refine future campaigns. Quicket plans to leverage email marketing, using Sourcewell-approved content, to promote the contract award. Previous Sourcewell-related campaigns have generated significant engagement, and given the broader scope of this RFP in alignment with Quicket's full platform, we anticipate even greater interest and participation.</p> <p>On social media, Quicket will announce the award and share educational content to raise awareness, tracking engagement and utilizing paid campaigns to expand reach. Additionally, Quicket employs a unified voice platform for phone-based outreach, which tracks call success rates and engagement. Quicket will ensure its sales and marketing teams are well-informed about the Sourcewell contract award, equipping them to assist agencies in acquiring Quicket's solutions through Sourcewell.</p>
40	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>Quicket plans to develop educational materials for its sales team to ensure they have the knowledge and resources to accurately and comprehensively discuss the Sourcewell contract award with customers. Given Quicket's previous three Sourcewell contract awards, the sales team is already well-versed in Sourcewell's processes, allowing for a quick and efficient training rollout to begin marketing the new contract.</p> <p>In addition to direct sales training, Quicket will leverage a variety of digital and physical marketing channels to effectively promote the contract. These efforts will be seamlessly integrated into the sales process to maximize outreach and engagement.</p> <p>Quicket hopes that Sourcewell will also issue relevant announcements to its members regarding the contract award and the scope of products and services offered. While understanding that Sourcewell does not endorse vendors, Quicket looks forward to collaborating through appropriate channels to promote the awarded contract.</p>
41	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>Quicket does not offer an e-procurement ordering process for new customers, but does offer this to existing customers to adjust quantities of certain items. Given the comprehensive nature of the platform, Quicket always conducts a free consultation with a new potential customer to develop a scope of work. Quicket does have a fully electronic process to develop the quote, prepare the contract, and send the contract for signature. Throughout the process, many variables are accounted for to ensure an accurate ordering process including extensive documentation for configuration requests, noting existing systems/environment, data conversion, and more.</p> <p>For existing customers, Quicket does have a streamlined internal purchase request solution to re-order supplies and to adjust quantities. As an example, a customer can request an additional software license, which would then appropriately adjust the subscription.</p>

Table 5A: Value-Added Attributes (100 Points, applies to Table 5A and 5B)

Line Item	Question	Response *
42	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>Quicket provides hands-on, scenario-based training and follows a "train-the-trainer" approach to ensure long-term user proficiency. During the initial go-live, we offer comprehensive on-site or virtual training (based on the client's preference) for key staff members. Quicket can also provide on-site training for major future releases. This training covers all aspects of the software, equipment, maintenance, and operator functions as outlined by Sourcewell. We recommend that each participating entity designate expert users as lead trainers, who will receive ongoing updates and training on new features and system enhancements. To support continuous learning, Quicket also conducts regular webinars for ongoing training and system optimization.</p> <p>We collaborate with each participating entity to determine the most effective way to communicate system updates. Some clients prefer monthly email updates, while others schedule periodic training sessions. Since every deployment varies based on requirements, schedules, and team structures, Quicket adapts its approach to meet the specific needs of each organization.</p> <p>To ensure effective training, Quicket organizes user groups based on roles, including officers, supervisors, records staff, administrators, and specialized personnel. Each group receives tailored training, along with a standardized session covering general system use, such as profile management, login procedures, and navigation. Most user sessions take 2-3 hours per module, while admin training typically requires 5-8 hours. Training is built around real-life scenarios developed in collaboration with the participating entity, such as completing incident reports in the records management system, issuing eCitations, managing redactions, and handling administrative tasks like password resets.</p> <p>To further support users, Quicket provides all necessary training materials, user documentation, and interactive, UI-supported web-guided tours tailored to the entity's specific implementation of the Quicket software.</p> <p>Every implementation requires a custom quote to determine cost for training, which factors in a number of components including the organization size, travel requirements, number of users, scope of deliverables, etc. In most cases, Quicket provides a flat cost for training to provide peace of mind to clients. In some cases, hourly training fees may apply, which range from \$175-\$250/hour depending on the resource required.</p>

43	Describe any technological advances that your proposed solutions offer.	<p>Quicket is a leader in providing secure, highly configurable, device-agnostic, and CJIS-compliant cloud-based solutions designed specifically for law enforcement and public safety agencies. Recognizing the need for real-time access to mission-critical data, Quicket offers a fully mobile and web-based platform that operates seamlessly across iOS, Android, and Windows devices. Unlike many legacy law enforcement systems that rely on outdated .NET Windows applications, Quicket delivers a flexible, modern solution that ensures officers, supervisors, and public safety personnel can securely access operational intelligence from any device, anywhere.</p> <p>By partnering with Quicket, Sourcewell's participating entities will experience a significant return on investment through the efficiencies of cloud computing. Unlike traditional on-premise systems that require complex integrations between multiple outdated technologies, Quicket's unified platform was built from the ground up to function as a single, cohesive solution. This eliminates the inefficiencies of poorly integrated legacy systems and ensures a streamlined user experience. As a fully cloud-based application, Quicket requires no local server infrastructure—our team handles all provisioning, ensuring a rapid, seamless implementation with minimal IT burden on the agency.</p> <p>Quicket leverages Amazon Web Services (AWS) GovCloud and Microsoft Azure Government Cloud, the most secure and scalable cloud environments available to government agencies. These platforms are trusted by law enforcement agencies across North America to meet CJIS compliance, enhance security, and provide cost-effective data storage and computing power. Cloud adoption allows agencies to meet mandates, reduce costs, and increase operational efficiency while benefiting from the same secure infrastructure used by thousands of public safety organizations.</p> <p>One of the biggest advantages of Quicket's cloud-based law enforcement platform is the elimination of unpredictable infrastructure costs. Traditional on-premise systems require agencies to estimate their server and storage needs upfront, often leading to over-provisioning (wasting resources) or under-provisioning (causing system failures). With Quicket's cloud solution, computing resources automatically scale based on demand, ensuring agencies have the exact capacity needed without unnecessary expenses. Instead of large capital expenditures for hardware, Sourcewell participants benefit from a predictable and consistent subscription-based model.</p> <p>Cloud solutions also provide substantial cost savings through economies of scale. Building and maintaining on-premise infrastructure is expensive, requiring ongoing hardware replacements and IT staffing. By leveraging a shared, high-performance data center with dedicated law enforcement security standards, Quicket enables agencies to benefit from enterprise-grade infrastructure at a fraction of the cost.</p> <p>Security is a top priority for Quicket, AWS, and Microsoft, particularly when handling sensitive criminal justice data. Our platform strictly adheres to CJIS Security Policy requirements, implementing advanced logical and physical security measures. This includes end-to-end encryption, multifactor authentication, automatic backups, and role-based access controls, alongside geographically isolated, guarded data centers to ensure maximum protection against cyber threats. Unlike on-premise solutions that often struggle with outdated security practices, Quicket continuously updates its platform to align with the latest cybersecurity standards.</p> <p>Finally, Quicket delivers a powerful, reliable, and scalable computing environment designed specifically for law enforcement. High-performance server configurations with top-tier CPUs, RAM, and cloud-based storage ensure fast and efficient data processing while dynamically scaling based on workload demand. This guarantees that agencies using Quicket always have access to a secure, high-speed system capable of handling real-time law enforcement operations.</p>
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44	<p>Demonstrate your solution's capabilities in data privacy, integrity, storage and protection standards, and the adherence of your products and services to applicable cybersecurity and industry standards, such as but not limited to the requirements of the Criminal Justice Information Services (CJIS), the Health Insurance Portability and Accountability Act (HIPAA), etc.</p>	<p>Quicket is committed to providing secure, CJIS-compliant cloud solutions tailored specifically for law enforcement and public safety agencies. Our platform exceeds the latest Criminal Justice Information Services (CJIS) Security Policy standards and complies with major regulatory frameworks, including FedRAMP, NIST, PCI DSS, SOC 2, HIPAA, and ISO 27001. Designed for the unique demands of public safety, Quicket employs Role-Based Access Control (RBAC) to restrict access based on user roles, ensuring that only authorized personnel can view or interact with sensitive criminal justice data. All data in transit and at rest is encrypted using AES-256 encryption, with strict traffic controls enforced through FIPS 140-2 compliant infrastructure. Multi-factor authentication (MFA) enhances security by requiring both a password and a secondary verification method, such as a one-time passcode (OTP) or a hardware token.</p> <p>Quicket operates on Amazon Web Services (AWS) GovCloud and Microsoft Azure Government Cloud, offering highly secure, CJIS-compliant environments designed to protect law enforcement data. These cloud platforms provide geographically isolated data centers, redundant power and network infrastructure, automated security monitoring, and real-time intrusion detection, ensuring compliance with federal and state regulations. Unlike legacy on-premise solutions that require costly hardware and IT maintenance, Quicket's cloud-native architecture eliminates the risks of over- or under-provisioning, allowing agencies to scale efficiently while reducing operational costs.</p> <p>In response to the growing threat of cyberattacks targeting law enforcement agencies, Quicket continuously enhances its security measures using AI-driven threat detection, zero-trust access models, and real-time automated patching. Continuous penetration testing helps identify vulnerabilities before they can be exploited, while advanced network monitoring detects and mitigates suspicious activity. All system actions are logged with immutable audit trails, ensuring full traceability and accountability. Quicket personnel undergo rigorous background checks, and access to facilities is strictly controlled through surveillance, intrusion alarms, and biometric authentication.</p> <p>Quicket's cloud platform also prevents common security vulnerabilities such as SQL injection, cross-site scripting (XSS), session hijacking, and improper data exposure. Secure session management and cryptographic storage ensure that all data remains protected, while TLS 2.0 encryption safeguards all communication within the platform. Data redundancy and automated backups across multiple secure locations further protect against data loss, ensuring that agencies always have access to mission-critical information without downtime.</p> <p>Unlike outdated on-premise systems that require constant manual updates and leave agencies vulnerable to ransomware attacks, Quicket's cloud-based solution provides continuous, self-updating security and compliance monitoring. This ensures law enforcement agencies always operate on the latest, most secure software version without IT intervention. By leveraging cutting-edge security, AI-driven automation, and CJIS-compliant cloud technology, Quicket delivers a modern, highly secure, and cost-effective solution that allows law enforcement agencies to access, share, and manage critical data with confidence.</p>
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45	Describe your data backup and recovery solutions.	<p>Quicket's cloud-native platform features an industry-leading data backup and disaster recovery solution, ensuring the mission-critical reliability required by law enforcement agencies. Built with high-availability architecture, the system leverages AI-driven monitoring and machine learning algorithms to continuously assess infrastructure health, user activity, and network performance, maintaining an unprecedented 99.999999% uptime. These proactive measures allow law enforcement agencies to operate without disruption, ensuring seamless access to vital data and real-time operational intelligence.</p> <p>The Quicket Platform's resilience protocol is designed to exceed law enforcement best practices for system continuity. The Recovery Time Objective (RTO) is under 10 minutes, ensuring rapid restoration in the event of a failure, while the Recovery Point Objective (RPO) is under 5 minutes, minimizing data loss by maintaining near-continuous backups. Automated daily backups are performed without affecting system performance, ensuring real-time data integrity. Additionally, database replicas are continuously created in two geographically separate, CJIS-compliant U.S. locations, providing redundancy and ensuring data survivability even in the event of a regional failure.</p> <p>Quicket's intelligent load-balancing system, built on FIPS 140-2 compliant infrastructure, dynamically manages server performance to prevent overloads and ensure optimal processing speeds. The system operates on a multi-tiered architecture with real-time health checks that proactively provision additional virtual machines before workloads exceed 70% capacity. At all times, three cloud-based machines handle law enforcement data processing: a primary machine optimized for high-throughput operations, a secondary machine that automatically scales traffic if demand increases, and a dedicated backup machine that ensures continuous operations in case of primary system failure. Additionally, a fourth machine is pre-provisioned in a separate cloud environment to activate in extreme contingency scenarios, ensuring near-instant failover and eliminating potential downtime.</p> <p>By implementing law enforcement best practices for disaster recovery, continuous system monitoring, and AI-driven performance scaling, Quicket delivers a highly resilient, fully redundant, and always-available platform designed to meet the critical needs of public safety agencies. Unlike legacy on-premise solutions that rely on manual intervention for failover recovery, Quicket's self-healing cloud infrastructure ensures seamless, real-time continuity, keeping officers, dispatchers, and investigators connected to essential data whenever and wherever it's needed.</p>
46	Demonstrate your connectivity, interoperability and integration capabilities between your offered solution(s) and other software systems.	<p>Quicket's proprietary Configuration Engine and cloud-based deployment strategy provide unmatched flexibility, ensuring seamless deployment across all modern devices and operating systems, including Windows, Android, and iOS. The platform supports both native and web-based applications, offering a consistent user experience across devices. Unlike fragmented legacy systems, Quicket operates on a unified tech stack, meaning all modules work seamlessly together, enhancing interoperability, security, and performance for law enforcement agencies.</p> <p>Designed for advanced data exchange and system integration, Quicket enables bidirectional API connectivity with a wide range of external systems, ensuring real-time data sharing and interoperability between legacy and modern platforms. The platform supports industry-standard data formats, including XML (National Information Exchange Model - NIEM compliant), JSON, YAML, REBOL, and Gellish, as well as widely used file formats such as Excel, CSV, and TXT.</p> <p>Quicket also complies with modern law enforcement data transmission protocols, including SOAP (Standard Object Access Protocol), REST (Representational State Transfer), and FTP-based protocols (SFTP and FTPS), ensuring secure, reliable, and scalable data transfers. By adhering to the latest CJIS, NIST, and NIEM data exchange standards, Quicket provides a fully interoperable solution that allows public safety agencies to seamlessly integrate with CAD, RMS, court systems, and other critical infrastructure, eliminating data silos and improving operational efficiency.</p>

47	Describe any “green” initiatives that relate to your company or to your solutions, and include a list of the certifying agency for each.	<p>Quicket, along with its cloud providers AWS and Microsoft, is committed to operating in an environmentally sustainable manner, with a goal of achieving 100% renewable energy usage for cloud infrastructure. By transitioning from on-premise solutions to Quicket’s cloud-based platform, law enforcement agencies can significantly reduce their environmental impact. A study by 451 Research found that cloud infrastructure is 3.6 times more energy efficient than the median U.S. enterprise data center, largely due to optimized server utilization and energy-efficient hardware. Additionally, Amazon and Microsoft data centers implement comprehensive energy efficiency programs that further reduce consumption. When factoring in renewable energy purchases and lower carbon intensity, cloud computing reduces carbon emissions by 88% compared to traditional on-premise environments. Both AWS and Microsoft have made substantial commitments to sustainability, with Amazon pledging net-zero carbon operations by 2040 and Microsoft committing to net-zero carbon by 2030.</p> <p>Beyond the environmental benefits of cloud computing, Quicket’s remote-first implementation and maintenance approach further reduces its carbon footprint. Because system provisioning, configuration, and deployment can be performed remotely, on-site travel is minimized, typically limited to initial kickoff meetings and hands-on training sessions. Additionally, Quicket’s remote servicing and maintenance capabilities eliminate the need for on-site visits for routine or urgent updates, reducing travel-related emissions and further enhancing sustainability. By adopting Quicket’s cloud-native approach, agencies can lower their energy consumption, reduce operational costs, and contribute to a more sustainable future while maintaining high-performance public safety operations.</p>	
48	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>Quicket does not have any third-part issued eco-labels, ratings, or certifications. However, as outlined in the response above, Quicket’s utilizing of entirely cloud-based infrastructure provides significant environmental benefits over legacy solutions.</p>	*
49	What unique attributes does your company, your products, or your services offer to Sourcwell participating entities? What makes your proposed solutions unique in your industry as it applies to Sourcwell participating entities?	<p>Quicket Solutions is a pioneering force in cloud-native technology for public safety and government agencies, delivering a fully unified platform that seamlessly integrates justice and public safety, finance, community development, planning, and citizen engagement into a single, cohesive system. Unlike legacy vendors that struggle with fragmented software and outdated on-premise infrastructure, Quicket was built from the ground up as a cloud-first, API-driven platform. This ensures unparalleled scalability, configurability, and interoperability, making Quicket the most advanced and adaptable solution for modern government operations.</p> <p>With a singular focus on the public sector, Quicket has more experience than most vendors in deploying exclusively cloud-based solutions for sensitive government workloads. Our proprietary Configuration Engine, powered by Artificial Intelligence, enables agencies to rapidly implement and adapt their systems without requiring extensive software development resources. By automating workflow configuration and eliminating the need for custom-coded applications, Quicket drastically reduces IT complexity and streamlines system updates—allowing agencies to focus on their mission rather than software maintenance. No downtime, no IT coordination, and no disruptive upgrades mean that agencies can deploy and scale their solutions faster than ever before.</p> <p>Quicket’s Open API architecture allows for seamless integration with CAD, RMS, court systems, financial platforms, and other mission-critical applications, enabling real-time bidirectional data sharing without the limitations of traditional, siloed software. This flexibility and interoperability have allowed Quicket to successfully replace legacy systems at scale, proving its ability to execute large, complex government technology transformations.</p> <p>By leveraging automation, cloud efficiency, and deep industry expertise, Quicket completes public safety implementations in half the time of traditional vendors, accelerating the path to improved efficiency, compliance, and operational effectiveness. Our proven track record of seamless migrations, rapid deployments, and high user adoption makes Quicket the ideal technology partner for Sourcwell and its participating entities—not just for today, but for the future of next-generation government technology.</p>	*

Table 5B: Value-Added Attributes

Line Item	Question	Certification	Offered	Comment	
50	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	Quicket does not have any Women, WMBE, or Veteran HUB designations. Under SBA sizing definitions of less than 500 employees, Quicket fits under the criteria of SBE and may obtain a local certificate in a particular jurisdiction for this.	*
51		Minority Business Enterprise (MBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	N/A	*
52		Women Business Enterprise (WBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	N/A	*
53		Disabled-Owned Business Enterprise (DOBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	N/A	*
54		Veteran-Owned Business Enterprise (VBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	N/A	*
55		Service-Disabled Veteran-Owned Business (SDVOB)	<input type="radio"/> Yes <input checked="" type="radio"/> No	N/A	*
56		Small Business Enterprise (SBE)	<input checked="" type="radio"/> Yes <input type="radio"/> No	Under SBA sizing definitions of less than 500 employees, Quicket fits under the criteria of SBE and may obtain a local certificate in a particular jurisdiction for this. Quicket has obtained certificates in local jurisdictions when required and if possible to assist with the procurement process.	*
57		Small Disadvantaged Business (SDB)	<input type="radio"/> Yes <input checked="" type="radio"/> No	N/A	*
58		Women-Owned Small Business (WOSB)	<input type="radio"/> Yes <input checked="" type="radio"/> No	N/A	*

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 *	
59	Describe your payment terms and accepted payment methods.	Quicket generally offers net 30 as its standard payment terms. Quicket is willing to negotiate with Sourcwell if it is the preference of Sourcwell and/or its members to offer alternative payment terms. Quicket accepts many forms of payment including check, ACH/wire, credit/debit, etc.	*

60	Describe any leasing or financing options available for use by educational or governmental entities.	Quicket's entire software platform and each individual software module is offered as Software-as-a-service (SaaS). In the era of tight budgets for many, if not most, government customers, agencies prefer Quicket's simple subscription model, which eliminates many of the typical upfront costs associated with purchasing hardware/server infrastructure, software licenses, and more. Similar to the concept of a "lease" or "financing" option, Quicket's subscription model allows agencies to subscribe, rather than pay a significant amount upfront. This flexible model allows agencies to pay monthly, quarterly, or annually and discounts may apply based on the term associated with the subscription payment. In conclusion, Quicket eliminates much of the purchase risk associated with acquiring the new solution and instead delivers a transparent and consistent subscription model, which includes cloud-based compute and storage infrastructure, maintenance/support, and updates/upgrades.	*
61	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.	Quicket has provided with its response a copy of its standard contract document that would be utilized in connection with an awarded contract. To further describe the process, during the quoting stage, a Quicket sales representative that is preparing a quote for a potential client (participating entity) that desires to leverage the Sourcwell Contract can only select SKUs and related pricing with appropriate fees that have been authorized under the contract. These SKUs and related pricing are maintained by the contracts team and reviewed by the legal department to ensure compliance with the Sourcwell contract. After a quote is prepared and the potential client is interested in moving forward, a contract is prepared by a Quicket contract representative and reviewed by legal to ensure proper pricing and compliance with the Sourcwell contract. Quicket internal contract management software allows for the tracking specifically of any compliance requirements, including setting up reminders to report the quarterly sales under the Contract to Sourcwell within the agreed-upon timeframe and setting up calculations for applicable fees (e.g. the Administrative Fee) based on the contract value. After a contract has been executed, the account management and contract team regular monitor the internal contract management software to ensure that all sales under the Contract are tracked and appropriately reported each quarter to Sourcwell. The administrative fee is then transmitted to accounting, which then authorizes payment promptly to Sourcwell. A copy of the sales report will also be attached for reconciliation/reference.	*
62	Explain your licensing process and the service agreements required of end users.	<p>Quicket utilizes a standard Master Software and Services Agreement (MSSA) that outlines the licensing terms and conditions for Quicket's software products and related services. A sample MSSA has been provided for Sourcwell's review, and Quicket is open to discussions and negotiations to ensure compliance with Sourcwell's standards and the specific requirements of its Participating Entities.</p> <p>As a Software-as-a-Service (SaaS) solution, Quicket's licensing grants access to software modules as defined in the customer-specific Statement of Work (SOW), which details the deliverables and scope of use. The license restricts usage to the intended functions outlined in the SOW and is provided on a per-device, per-user, or per-department basis. Sharing the license with external entities is prohibited unless explicitly authorized by Quicket. The MSSA also includes standard licensing terms, such as warranties and service commitments.</p> <p>Quicket offers a flexible subscription-based licensing model, with payment terms customized within the SOW. To accommodate agency budgets, Quicket provides multiple billing options, including monthly, quarterly, bi-annual, and annual payment structures, significantly reducing upfront capital expenditures compared to traditional software vendors. Additionally, Quicket offers professional services, such as implementation, training, and support, which are billed either hourly or at defined project milestones based on the schedule outlined in the SOW. This flexible approach ensures agencies can adopt Quicket's platform with ease, while benefiting from a modern, scalable, and cost-effective solution.</p>	*
63	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?	Yes, Quicket accepts P-card procurement and payments. There are no additional costs to Sourcwell participating entities for using this process.	*

64	Describe your pricing model (e.g., line-item discounts or product-category discounts). Provide detailed pricing data (including standard or list pricing and the Sourcewell discounted price) on all of the items that you want Sourcewell to consider as part of your RFP response. If applicable, provide a SKU for each item in your proposal. Upload your pricing materials (if applicable) in the document upload section of your response.	<p>Quicket will apply a 9% discount across all SKUs from its MSRP, consistent with its most recent Sourcewell contract award. Pricing is structured as an annual subscription with any applicable implementation fees, though agencies may opt for monthly, quarterly, or biannual payment schedules upon request. Service fees are billed hourly and invoiced either upon service delivery or according to the payment schedule outlined in the Statement of Work (SOW).</p> <p>Each engagement requires a customized SOW to determine the specific quantity and scope of products needed. The total number of units is calculated based on multiple factors, including the number of devices, users, tasks, data storage needs, and the complexity of configurations or business rules. Additionally, some products require the purchase of complementary components, as detailed in the product descriptions provided in the pricing spreadsheet.</p>	*
65	Quantify the pricing discount represented by the pricing proposal in this response. For example, if the pricing in your response represents a percentage discount from MSRP or list, state the percentage or percentage range.	Quicket has included a 9% discount off of its MSRP for all SKUs. As a SaaS solution, in order to provide transparency and consistency with its pricing, Quicket does not discount from its MSRP, therefore this discount represents the best pricing for Quicket today. The 9% discount is also in alignment with all previously awarded Sourcewell contracts. Participating Entities interested in Quicket can contact the Company to put together a custom statement of work that includes all desired capabilities. The final agreement will reflect a 9% discount per the Sourcewell contract.	*
66	Describe any quantity or volume discounts or rebate programs that you offer.	The subscription model is designed specifically to scale to any size customer. It is important to note that the quantity required includes the factoring in of the number of "concurrent" users, meaning that Quicket in developing the SOW with a particular customer will determine the number of concurrent or active users expected for each product at a given time. This means that larger agencies with more personnel will almost always require fewer software licenses related to the total number of personnel compared to smaller agencies, which effectively provides a quantity/volume discount.	*
67	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.	Quicket regularly helps source open market/nonstandard options and would need to supply a quote on case-by-case basis. As an example, Quicket oftentimes helps facilitate hardware purchases, including providing recommendations and ordering of the parts on behalf of the customer. Quicket charges a small markup to assist agencies with such transactions. In other situations, Quicket provides open market items at no-cost to further incentive customers to partner with Quicket. During the Statement of Work development process, Quicket sales personnel will work with each customer to determine if any additional items are required beyond the standard products and services.	*
68	Identify any element of the total cost of acquisition that is NOT included in the pricing submitted with your response. This includes all additional charges associated with a purchase that are not directly identified as freight or shipping charges. For example, list costs for items like pre-delivery inspection, installation, set up, mandatory training, or initial inspection. Identify any parties that impose such costs and their relationship to the Proposer.	The Quicket subscription does not include any hidden costs. As a cloud-based solution, there are no additional costs associated with inspection, installation, set up, etc. The only costs that may apply in addition to the subscription are the hourly rates for the associated professional services.	*
69	If freight, delivery, or shipping is an additional cost to the Sourcewell participating entity, describe in detail the complete freight, shipping, and delivery program.	Not applicable. The only situation where there would be potential freight charges would be for an open market/nonstandard options, which would be reviewed with the customer and quoted appropriately on a case-by-case basis.	*
70	Specifically describe freight, shipping, and delivery terms or programs available for Alaska, Hawaii, Canada, or any offshore delivery.	Not applicable. As a cloud-based solution, there are no costs associated with freight, shipping, or delivery for any state or territory.	*
71	Describe any unique distribution and/or delivery methods or options offered in your proposal.	As a fully cloud-based solution, Quicket is distributed entirely online, ensuring seamless deployment without the need for physical installation. Secure download links are provided for dedicated iOS, Android, and Windows applications, allowing agencies to quickly access the platform across multiple devices. While Quicket offers hands-on and, when necessary, on-site implementation and training, the entire distribution and delivery process can be conducted remotely, maximizing efficiency and reducing deployment time.	*

72	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>Quicket maintains a dedicated account management and contract compliance team responsible for tracking all contracts and ensuring adherence to agreed-upon terms. With extensive experience working exclusively in the public sector, including both individual and three Sourcewell cooperative purchasing contracts, Quicket has developed robust internal processes to manage the entire contract lifecycle efficiently.</p> <p>During the quoting process, Quicket sales representatives preparing quotes for potential clients under the Sourcewell Contract can only select pre-approved SKUs and pricing authorized by the contract. These SKUs and related pricing are maintained by the contracts team and undergo review by the legal department to ensure full compliance. Once a potential client decides to proceed, a contract representative drafts the agreement, which is again reviewed by legal to confirm accurate pricing and compliance with Sourcewell's terms.</p> <p>Quicket's internal contract management software ensures strict compliance tracking, including automated reminders for reporting sales to Sourcewell within the required timeframe and calculating applicable fees, such as the administrative fee based on contract value. Once a contract is executed, the account management and contracts team continuously monitors sales activity, ensuring all transactions are recorded and reported quarterly to Sourcewell. The administrative fee is then processed by accounting, which promptly authorizes payment. A detailed sales report is also attached for reconciliation and reference, ensuring complete transparency in contract management.</p>	*
73	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>Quicket is a proud Sourcewell partner and looks forward to the opportunity to expand this relationship under the current RFP, building off of Quicket's prior award, which aligns seamlessly with the integrated, cloud-based nature of Quicket's platform. If awarded, Quicket will continue to leverage its robust internal contract management system to track all pending sales (pipeline), executed agreements, and active deployments under the contract.</p> <p>Quicket employs data-driven metrics to evaluate contract success, including tracking the total number of participating agencies and contract value across sales pipeline, executed agreements, and live deployments. Additionally, Quicket conducts SKU-specific and pricing analysis to assess which products are most utilized under the contract. A time-based analysis further measures efficiency by evaluating the duration of the sales and contracting process, providing insight into process optimization.</p> <p>Beyond initial sales, Quicket monitors ongoing contract performance, tracking retention rates, contract expansions, and profitability analysis. This includes evaluating pricing structures—factoring in administrative fees—against sales and marketing expenditures to ensure long-term contract sustainability. Through this data-driven approach, Quicket ensures continuous improvement, maximizing value for Sourcewell and its participating agencies.</p>	*
74	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>Quicket would like to propose a 2% administrative fee in alignment with our previous 3 awarded contracts, that the Company will pay Sourcewell in the event we are awarded the Contract. Quicket is willing to pay an Administrative Fee on the upper end of the guidance provided by Sourcewell as the Company recognizes that Sourcewell will provide significant value to both Quicket and it's customers in being able to leverage this Contract. Quicket looks forward to a long-term mutually beneficial partnership with Sourcewell and its Members. Quicket understands that this is not a line item addition to the Member's cost but rather a fee taken out the pricing provided to the Member. Quicket agrees to promptly pay the Administrative Fee within the period specified by the Sourcewell Contract.</p>	*

Table 6B: Pricing Offered

Line Item	The Pricing Offered in this Proposal is: *	Comments
75	The pricing offered is as good as or better than pricing typically offered through existing cooperative contracts, state contracts, or agencies.	<p>To-date, Quicket has partnered and focused exclusively on Sourcewell cooperative contracts through its three contract awards. Quicket is committed to actively promoting the exceptional value of Sourcewell compared to other contracts, particularly in terms of pricing and accessibility. After evaluating various cooperative purchasing options, Quicket has determined that Sourcewell offers the most comprehensive and beneficial solution, providing access to a diverse range of agencies while aligning with the needs of Quicket's customers.</p> <p>Through this partnership, Quicket is offering highly competitive pricing, often better than what is typically available to individual organizations or departments. Additionally, Quicket's commitment to a 2% administrative fee underscores the significant value that Sourcewell provides, reinforcing Quicket's dedication to long-term collaboration and mutual success under this contract.</p>

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

Line Item	Question	Response *
76	Provide a detailed description of all the Solutions offered, including used Solutions if applicable, offered in the proposal.	<p>Quicket is pleased to submit its proposal for Category 3, which represents comprehensive solutions that encompass multiple solutions from both Category 1 and 2.</p> <p>In summary and as further described in table 7D for Category 3, Quicket delivers a cloud-native, AI-driven platform that streamlines case management, eCitation, evidence tracking, incident command, and data-driven decision-making. Unlike legacy systems, Quicket's unified, mobile-first approach ensures real-time access, automation, and seamless integrations across all law enforcement operations.</p> <p>Next-Generation RMS & Case Management – Quicket's NIBRS-native RMS enables real-time mobile reporting, automated compliance, and AI-powered case linkages, improving efficiency and investigative intelligence.</p> <p>Industry-Leading eCitation – Beyond ticketing, Quicket manages the full citation lifecycle, including online payments, court integration, and automated collections, reducing administrative workload and increasing compliance.</p> <p>Advanced Evidence Management – Quicket provides tamper-proof chain-of-custody tracking for both physical and digital evidence, with mobile barcode scanning, automated inventory, and crime lab integrations.</p> <p>Real-Time Incident Command & Situational Awareness – AI-powered analytics enhance unit deployment, incident tracking, and geospatial intelligence, ensuring faster response and proactive policing.</p> <p>Data-Driven Staffing & Budgeting – Quicket analyzes call volume, response times, and costs to optimize resource allocation, staffing, and strategic planning for better public safety outcomes.</p> <p>With automation, AI-driven analytics, and real-time accessibility, Quicket modernizes law enforcement operations, improving efficiency, intelligence-sharing, and public safety.</p>
77	Within this RFP category there may be subcategories of solutions. List subcategory titles that best describe your products and services.	<p>Quicket has crafted its responses to each of the Sourcewell categories to specifically align our core competencies with the capabilities Sourcewell desires.</p> <p>Quicket is a fully unified platform that is highly configurable for every agency that it partners with, however, below are the primary subcategories that Quicket addresses in terms of its core competencies.</p> <ul style="list-style-type: none"> -Records Management System (RMS) and Case Management -Mobile Report Writing and eCitations -Tow and Impound Management -Property and Evidence Management -Real-time Analytics and Incident Management -Financial Management and Online Payments -Citizen Engagement and Incident Reporting

Table 7B: Category 1. Public Safety Response - Agency Situational Awareness. Proposers selecting Category 1 are ONLY able to provide one (1) or a combination of solutions below (Line 78 - 83). *See the Appendix in the RFP for further information.

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.

☒ We will not be submitting for Table 7B: Category 1. Public Safety Response - Agency Situational Awareness. Proposers selecting Category 1 are ONLY able to provide one (1) or a combination of solutions below (Line 78 - 83). *See the Appendix in the RFP for further information.

Line Item	Category or Type	Subcategory	Offered *	Comments	
78	Incident command and management	Incident tracking response and reporting, weather/traffic/construction considerations, unit assignments and staffing, training activities, etc.	<input type="radio"/> Yes <input type="radio"/> No		*
79	Mapping	Vertical location, indoor, outdoor	<input type="radio"/> Yes <input type="radio"/> No		*
80	Asset tracking and location	Personnel, vehicles, controlled substances, equipment, etc.	<input type="radio"/> Yes <input type="radio"/> No		*
81	Community notifications	Evacuations, minor crime reporting, shelter in place, etc.	<input type="radio"/> Yes <input type="radio"/> No		*
82	One-to-one and one-to-many collaboration and coordination	SMS, push to talk, video, voice, etc.	<input type="radio"/> Yes <input type="radio"/> No		*
83	Public safety focused data and analysis applications	Video, image, and pattern analysis, acoustic firearms discharge identification, incident response, investigative lead development, predictive analysis, and other data source integration	<input type="radio"/> Yes <input type="radio"/> No		*

Table 7C: Category 2. Public Safety Response - Agency Operations. Proposers selecting Category 2 are ONLY able to provide one (1) or a combination of solutions below (Lines 84 - 92). *See the Appendix in the RFP for further information.

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.

☒ We will not be submitting for Table 7C: Category 2. Public Safety Response - Agency Operations. Proposers selecting Category 2 are ONLY able to provide one (1) or a combination of solutions below (Lines 84 - 92). *See the Appendix in the RFP for further information.

Line Item	Category or Type	Subcategory	Offered *	Comments	
84	Pre-incident planning software	Fire prevention related inspections and enforcement	<input type="radio"/> Yes <input type="radio"/> No		*
85		Operational management (scheduling, training, compliance, etc.)	<input type="radio"/> Yes <input type="radio"/> No		*
86		Data analytics to inform staffing, deployment, station location, budget, and other management decisions.	<input type="radio"/> Yes <input type="radio"/> No		*
87	Incident/post-incident software	CAD, RMS for law enforcement, fire, and EMS	<input type="radio"/> Yes <input type="radio"/> No		*
88		Electronic Patient Care Reporting (ePCR) and data transfer to hospitals	<input type="radio"/> Yes <input type="radio"/> No		*
89		Digital and physical evidence management	<input type="radio"/> Yes <input type="radio"/> No		*
90		E-citation systems	<input type="radio"/> Yes <input type="radio"/> No		*
91		Law enforcement case management	<input type="radio"/> Yes <input type="radio"/> No		*

Table 7D: Category 3. Comprehensive Solutions. Proposers selecting Category 3 can provide one (1) or a combination of solutions in BOTH Category 1 and Category 2 (Lines 93 - 109). *See the Appendix in the RFP for further guidance.

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.

☐ We will not be submitting for Table 7D: Category 3. Comprehensive Solutions. Proposers selecting Category 3 can provide one (1) or a combination of solutions in BOTH Category 1 and Category 2 (Lines 93 - 109). *See the Appendix in the RFP for further guidance.

Line Item	Category or Type	Subcategory	Offered *	Comments	
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92	Category 1 - Public Safety Response Agency Situational Awareness		<div><input checked="" type="radio"/> Yes</div> <div><input type="radio"/> No</div>	<p>Quicket's AI-driven Advanced Data Analytics (ADA) platform provides best-in-class situational awareness for law enforcement, delivering real-time intelligence, predictive analytics, and proactive alerts in a fully cloud-native, device-agnostic environment. Seamlessly integrating with CAD, RMS, GIS, CMS, and other mission-critical systems, Quicket eliminates data silos, enabling agencies to access, analyze, and act on intelligence instantly. Unlike static reporting tools, Quicket's ADA continuously monitors data streams using machine learning algorithms to detect anomalies, operational risks, and crime trends, alerting command staff and field officers in real time.</p> <p>The platform features a personalized command center, allowing users to set custom KPIs, smart alerts, and instant notifications, ensuring officers and analysts receive only the most relevant intelligence. Intelligent mapping and heat clustering visualize crime patterns and high-risk zones, while automated cross-system intelligence enables data aggregation from structured and unstructured sources for comprehensive analysis. Quicket also enhances data integrity by identifying and correcting potential errors before ingestion, ensuring high-quality, actionable insights. By leveraging real-time AI-powered situational awareness, Quicket empowers law enforcement agencies with faster response times, enhanced officer safety, and data-driven operational efficiency.</p>
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93	Incident command and management	Incident tracking response and reporting, weather/traffic/construction considerations, unit assignments and staffing, training activities, etc.	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Quicket's Incident Command and Management capabilities provide real-time tracking, response coordination, and analytics-driven reporting, enabling law enforcement agencies to effectively manage emergencies, planned events, and operational incidents. The platform seamlessly integrates with third-party Computer-Aided Dispatch (CAD) and Records Management Systems (RMS), ensuring that incident data is ingested, processed, and analyzed in real time without disrupting existing workflows.</p> <p>Through bi-directional API integration, Quicket pulls live incident data, unit status updates, and response details from CAD systems, allowing command staff to dynamically allocate resources based on real-time availability, geographic considerations, and incident severity. The platform also syncs incident records and reports with external RMS solutions, ensuring a single source of truth for case documentation, compliance tracking, and investigative workflows.</p> <p>By aggregating incident data, weather, traffic, and construction intelligence, Quicket enhances situational awareness, response efficiency, and predictive analytics. The platform's automated reporting and AI-driven analytics generate after-action insights, compliance documentation, and operational intelligence, helping agencies refine response strategies and improve decision-making. With seamless CAD and RMS interoperability, Quicket transforms incident data into actionable intelligence, ensuring a faster, more coordinated response across public safety operations.</p>	*
94	Mapping	Vertical location, indoor, outdoor	<input type="radio"/> Yes <input checked="" type="radio"/> No	N/A	*

95	Asset tracking and location	Personnel, vehicles, controlled substances, equipment, etc.	<div><div><input checked="" type="radio"/> Yes</div><div><input type="radio"/> No</div></div>	<p>Quicket offers a comprehensive property and asset management solution designed to track personnel, non-fleet assets, resources, and controlled substances with real-time location monitoring and chain-of-custody auditing. This device-agnostic platform enables agencies to log, track, move, alter, or dispose of physical items while maintaining a complete audit trail for compliance and accountability.</p> <p>The system includes configurable barcode generation and scanning via both mobile and desktop interfaces, allowing for quick item lookups and seamless tracking. Agencies can define custom storage locations, such as warehouses, bins, and shelves, to streamline retrieval and inventory management. Bulk actions simplify processes like grouped item transfers, court-ordered destruction, and resource redistribution, while custom business rules help agencies manage stock levels, track expiration dates, and receive alerts for replenishment needs.</p> <p>Quicket also provides hardware consultation and integration, assisting agencies in selecting and deploying barcode printers, laser barcode scanners, RFID systems, and other asset-tracking hardware tailored to their operational needs. With its scalable, cloud-based architecture, Quicket's property and asset management module ensures secure, efficient, and fully auditable tracking for all mission-critical resources.</p>
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96	Community notifications	Evacuations, minor crime reporting, shelter in place, etc.	<div><div><input checked="" type="radio"/> Yes</div><div><input type="radio"/> No</div></div>	<p>Quicket provides community notification capabilities that enable law enforcement and public safety agencies to deliver real-time alerts and public advisories for situations such as shelter-in-place orders, minor crime reporting, and other critical events. Integrated with GIS mapping, CAD systems, and emergency response workflows, Quicket allows agencies to distribute targeted notifications to specific geographic areas or community groups, ensuring that residents receive timely, location-specific alerts.</p> <p>Quicket supports multi-channel notifications, including SMS, email, automated voice calls, push notifications via mobile apps, and integration with social media or digital signage. Agencies can quickly issue pre-configured or dynamically generated alerts based on incident severity, affected locations, and evolving threats, ensuring efficient crisis communication and public awareness.</p> <p>In minor crime reporting, Quicket enables two-way communication, allowing residents to submit non-emergency reports while receiving status updates or additional safety information. For shelter-in-place alerts, agencies can distribute automated follow-ups with ongoing updates, safety instructions, and all-clear notifications, ensuring continuous public engagement during active incidents.</p> <p>By integrating community notifications with incident management and analytics, Quicket helps agencies enhance public safety, improve response coordination, and foster transparency between law enforcement and the communities they serve.</p>
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97	One-to-one and one-to-many collaboration and coordination	SMS, push to talk, video, voice, etc.	<div><div><input checked="" type="radio"/> Yes</div><div><input type="radio"/> No</div></div>	<div><p>Quicket enables one-to-one and one-to-many collaboration and coordination through integrated communication tools, allowing law enforcement agencies to streamline real-time interactions via SMS, push-to-talk, video, and voice. The platform supports secure, instant messaging between officers, dispatch, and command staff, ensuring critical updates and tactical coordination are efficiently delivered.</p><p>For public mass notifications, Quicket allows agencies to quickly disseminate critical information to residents via SMS, email, and mobile push notifications. For instance, in the event of a dangerous suspect fleeing in a specific neighborhood, law enforcement can send geo-fenced alerts to residents in the immediate area, providing suspect descriptions, safety instructions, and ongoing status updates. Similarly, during traffic disruptions or severe weather incidents, Quicket enables the distribution of public safety advisories, helping prevent congestion and direct citizens to alternate routes or shelters.</p></div>
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98	Public safety focused data and analysis applications	Video, image, and pattern analysis, acoustic firearms discharge identification, incident response, investigative lead development, predictive analysis, and other data source integration	<div><div><input checked="" type="radio"/> Yes</div><div><input type="radio"/> No</div></div>	<p>With significant overlap in capabilities that answers line item 92, Situational Awareness, Quicket provides state-of-the-art data and analysis capabilities. Quicket delivers public safety-focused data and analysis applications by leveraging AI-driven analytics, real-time data integration, and predictive intelligence to enhance law enforcement operations, crime prevention, and investigative processes. The platform seamlessly integrates video, image, and pattern analysis with real-time incident response, investigative lead development, and predictive modeling, ensuring agencies have actionable intelligence at their fingertips.</p> <p>Quicket's investigative analytics tools streamline data correlation across multiple sources, linking incident reports, CAD/RMS records, license plate recognition (LPR), and social media intelligence to develop leads faster. The platform also supports predictive analytics, using machine learning models to analyze crime trends, identify high-risk areas, and optimize patrol assignments, improving proactive policing strategies.</p> <p>Additionally, Quicket's open API architecture allows agencies to integrate third-party data sources, such as facial recognition, digital forensics, and sensor-based IoT devices, enabling a fully connected law enforcement intelligence ecosystem. With the latest advancements in AI automation, deep learning, and neural network-driven data analysis, Quicket provides law enforcement with a cutting-edge solution for public safety intelligence, crime prevention, and operational efficiency.</p>
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99	Category 2 - Public Safety Response Agency Operations		<input checked="" type="radio"/> Yes <input type="radio"/> No	Quicket offers a comprehensive platform that addresses Agency Operations, including pre, during, and post-incident. With one solution that can manage this end-to-end including bringing together disparate resources and data, Quicket delivers unmatched capabilities that increase efficiencies and safety.	*
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100	Pre-incident planning software	Fire prevention related inspections and enforcement	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Quicket provides a comprehensive fire prevention inspection and enforcement solution, enabling agencies to streamline case management, inspections, citizen complaints, and regulatory compliance. The platform automates fire code enforcement workflows, allowing inspectors to schedule, conduct, and document inspections in real time via mobile or web-based applications.</p> <p>With integrated case management, agencies can efficiently track violations, re-inspections, permits, and compliance status, ensuring accurate documentation and timely enforcement actions. Citizen complaints related to fire hazards, unsafe buildings, or code violations can be submitted through public-facing portals, automatically generating case records and inspection requests for follow-up.</p> <p>Quicket's GIS-based mapping and analytics allow fire departments to visualize high-risk areas, track historical violations, and prioritize inspections based on data-driven insights. Automated notifications and compliance reminders help property owners address violations before enforcement actions escalate, improving community safety and regulatory adherence.</p> <p>By integrating with municipal records, permitting systems, and emergency response platforms, Quicket ensures seamless coordination between fire departments, code enforcement teams, and public safety agencies, delivering a fully digital, efficient, and transparent fire prevention enforcement solution.</p>	*
101		Operational management (scheduling, training, compliance, etc.)	<input type="radio"/> Yes <input checked="" type="radio"/> No	<p>Quicket does not currently offer operational management capabilities including scheduling or training but integrates with a number of solutions that can be leveraged within Quicket to manage resource availability/allocation, user profiles, and more.</p>	*

102		Data analytics to inform staffing, deployment, station location, budget, and other management decisions.	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Quicket's data analytics platform provides real-time insights to support informed decision-making for staffing, deployment, station location, budgeting, and resource management. Using AI-driven predictive analytics, Quicket analyzes historical incident data, call volume trends, response times, and geographic coverage gaps, allowing agencies to optimize personnel allocation and strategic deployment based on demand.</p> <p>For staffing and scheduling, the platform evaluates shift performance, overtime trends, and workload distribution, ensuring agencies can balance efficiency with operational readiness. Geospatial analysis helps determine ideal station locations, identifying underserved areas and recommending station placements or resource reallocations based on historical incident data to improve response times.</p> <p>Quicket's budgeting and financial analytics track operational costs, personnel expenses, and equipment needs, providing data-backed justifications for funding requests and resource planning. By integrating with CAD, RMS, and administrative systems, Quicket enables a comprehensive, data-driven approach to resource allocation, operational efficiency, and long-term strategic planning for public safety agencies.</p>	*
103	Incident/post-incident software	CAD, RMS for law enforcement, fire, and EMS	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Quicket provides a fully integrated, report-writing-focused Records Management System (RMS) designed to streamline the documentation of arrests, crash reports, tows, bookings, citations, and other critical law enforcement records. As a NIBRS-native RMS, Quicket was built specifically to comply with the FBI's National Incident-Based Reporting System (NIBRS), ensuring agencies can efficiently collect, validate, and submit reports with minimal errors. Unlike many legacy systems that require</p>	

				<p>extensive manual recoding and corrections, Quicket's active error detection and validation dynamically adjust as reports are written, reducing reporting errors to 0% and cutting report-writing time by over 60%.</p> <p>Beyond NIBRS compliance, Quicket's RMS serves as a comprehensive report-writing workbench for all law enforcement documentation needs, including incident reports, supplements, crash reports, eCitations, field interviews, property and evidence records, and digital evidence management. The system supports speech-to-text dictation, live chat and commenting on reports, and the ability to attach photos, videos, and documents, enhancing officer efficiency and investigative collaboration. Specialized case management tools allow for isolated containers for investigative units such as narcotics, gang intelligence, and major crimes, ensuring secure and organized case workflows.</p> <p>Quicket's device-agnostic design includes native applications for iOS, Android, and Windows, along with a web-based interface for real-time access from any modern browser. Officers and command staff can retrieve, edit, and submit reports from the field or the station, ensuring seamless data access and operational efficiency.</p> <p>Additional key features include advanced master index search and pattern matching, automated NIBRS/UCR/state code mapping, configurable forms for crash and tow reports, automated notifications and reminders, detailed audit logs, and dynamic user permission management. With robust data export capabilities and full property and evidence management, Quicket's RMS delivers a modern, intuitive, and fully compliant solution for efficient law enforcement report writing and case documentation.</p>	*
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				<p>Quicket does not provide a CAD but has integrated with all major providers, allowing for a seamless workflow between dispatches in CAD and the report-writing environment in RMS. With Quicket's flexibility to work with 3rd party vendors, data is seamlessly ingested by the RMS when required to pre-fill appropriate reports/records.</p>	
104		Electronic Patient Care Reporting (ePCR) and data transfer to hospitals	<input type="radio"/> Yes <input checked="" type="radio"/> No	N/A. Quicket does not currently offer such capabilities.	*
105		Digital and physical evidence management	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Quicket provides a comprehensive evidence management solution that supports both physical and digital evidence, ensuring seamless tracking, auditing, and chain-of-custody management for law enforcement agencies. The platform is designed to streamline evidence intake, storage, retrieval, and final disposition, all while maintaining strict accountability and compliance with legal and procedural requirements.</p> <p>For physical evidence, Quicket enables officers and evidence technicians to log, categorize, and track items in real time, capturing detailed metadata such as case associations, officer handling, and storage location. The system automatically records every action taken, maintaining an unbroken chain of custody that provides a full history of personnel interactions with each piece of evidence. A dedicated mobile application allows for barcode scanning, inventory audits, ID capture, and bulk processing, ensuring efficient evidence intake and transfers. Configurable barcodes can be tailored to agency-specific standards, and the system supports automated workflows for evidence disposal, destruction, or return based on custom business rules.</p> <p>For digital evidence, Quicket offers secure cloud-based storage, retrieval, and sharing of files such as body-worn camera footage, dashcam recordings, crime scene</p>	*

				<p>photos, and forensic reports. The platform provides automated metadata tagging, chain-of-custody tracking, and role-based access controls, ensuring that only authorized personnel can view or modify sensitive files. Direct integration with CAD, RMS, and case management systems allows digital evidence to be automatically linked to incidents, investigations, and reports, eliminating manual cross-referencing and improving investigative efficiency.</p> <p>Additionally, Quicket supports regional and state crime lab integrations, allowing agencies to electronically log evidence submissions, track lab results, and receive forensic analysis updates directly within the system. A centralized dashboard provides real-time visibility into evidence inventory, offering searchable records, automated alerts for pending actions, and compliance tracking. With advanced analytics, agencies can identify trends in evidence handling, monitor storage utilization, and ensure timely disposition of items in accordance with legal retention policies.</p> <p>By combining advanced mobile tools, seamless integrations, and AI-powered analytics, Quicket delivers a modern, highly secure, and fully auditable evidence management solution, ensuring accountability, efficiency, and compliance in handling both physical and digital evidence.</p>
106		E-citation systems	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Quicket provides the best-in-class eCitation solution, offering a fully integrated, end-to-end citation management system that goes beyond simple digital ticketing. Unlike legacy solutions that focus solely on citation issuance, Quicket delivers a comprehensive ecosystem that manages every stage of the citation lifecycle, including issuance, real-time transmission, online payments, financial reconciliation, automated notifications, and collections processing. This</p>

device-agnostic platform works seamlessly on iOS, Android, and Windows devices, giving officers maximum flexibility to issue citations from any location, in any environment.

With advanced evidence capture capabilities, officers can attach photos, notes, and videos directly to citations, ensuring accurate documentation of violations and strengthening case integrity. Quicket supports a broad range of citation types, including traffic violations, parking enforcement, code enforcement, health and building violations, and federal/state citations, making it the most versatile and scalable solution available.

One of Quicket's key differentiators is its seamless integration with the Quicket RMS, allowing citation data to be automatically linked to incident reports, case files, and investigative records without the need for manual data entry. This ensures real-time data sharing across departments, reducing administrative workload and enhancing operational efficiency.

To streamline compliance and revenue collection, Quicket provides integrated online payment processing, automated late notices, and collection agency notifications, helping agencies increase citation resolution rates while reducing administrative overhead. Additionally, Quicket's financial management and cashiering module ensures that payments, refunds, and reconciliation processes are handled accurately and efficiently.

By leveraging modern cloud-based technology, AI-powered automation, and seamless integrations, Quicket sets the standard for next-generation eCitation solutions. Agencies benefit from faster processing times, improved compliance tracking, enhanced public accessibility, and a more efficient, error-free

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				workflow. With Quicket, law enforcement and municipal agencies gain a future-proof, highly adaptable eCitation platform that is designed to evolve with their needs.	
107		Law enforcement case management	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Quicket's case management system is fully integrated within its Records Management System (RMS), ensuring seamless incident tracking, mobile reporting, eCitation management, and digital evidence handling. Unlike fragmented legacy systems, Quicket provides a centralized, automated workflow that links case reports, citations, evidence, and investigative records, reducing manual data entry and improving efficiency.</p> <p>With mobile-first capabilities, officers can initiate, update, and finalize reports from the field using iOS, Android, or Windows devices. Features like speech-to-text, photo and video capture, and automated NIBRS/UCR compliance streamline documentation and ensure accuracy. Cases are automatically categorized, and investigators receive real-time alerts on updates, approvals, and new intelligence.</p> <p>Quicket leverages AI-driven analytics and GIS mapping to detect patterns, link cases, and identify crime trends, enhancing proactive policing. eCitations seamlessly integrate into case files, ensuring accurate tracking of violations and court processing. Secure digital evidence management allows officers to store bodycam footage, crime scene photos, and forensic reports while maintaining a tamper-proof chain of custody.</p> <p>With customizable workflows, automated notifications, and real-time collaboration tools, Quicket delivers a fully unified, AI-powered case management system that enhances operational efficiency, investigative intelligence, and public safety outcomes.</p>	*

Table 8: Exceptions to Terms, Conditions, or Specifications Form

Line Item 108. NOTICE: To identify any exception, or to request any modification, to Sourcewell standard Master Agreement terms, conditions, or specifications, a Proposer must submit the proposed exception(s) or requested modification(s) via redline in the Master Agreement Template provided in the “Bid Documents” section. Proposer must upload the redline in the “Requested Exceptions” upload field. All exceptions and/or proposed modifications are subject to review and approval by Sourcewell and will not automatically be included in the Master Agreement.

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

Documents

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

1. Documents in PDF format are preferred. Documents in Word, Excel, or compatible formats may also be provided.
2. Documents should NOT have a security password, as Sourcewell may not be able to open the file. It is your sole responsibility to ensure that the uploaded document(s) are not either defective, corrupted or blank and that the documents can be opened and viewed by Sourcewell.
3. Sourcewell may reject any response where any document(s) cannot be opened and viewed by Sourcewell.
4. If you need to upload more than one (1) document for a single item, you should combine the documents into one zipped file. If the zipped file contains more than one (1) document, ensure each document is named, in relation to the submission format item responding to. For example, if responding to the Marketing Plan category save the document as “Marketing Plan.”
 - [Pricing](#) - Quicket Solutions Sourcewell Pricing Discount.docx - Monday March 03, 2025 23:17:56
 - [Financial Strength and Stability](#) - Quicket Solutions Financial Strength and Stability.pdf - Monday March 03, 2025 23:13:49
 - [Marketing Plan/Samples](#) - Quicket Product Brochure Sample.pdf - Monday March 03, 2025 23:22:43
 - WMBE/MBE/SBE or Related Certificates (optional)
 - [Standard Transaction Document Samples](#) - Sourcewell Quicket Solutions Warranty and Software Terms Sample.pdf - Monday March 03, 2025 23:19:54
 - Requested Exceptions (optional)
 - Upload Additional Document (optional)

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. - Christiaan Burner, CEO, Quicket Solutions, Inc.

The Proposer declares that there is an actual or potential Conflict of Interest relating to the preparation of its submission, and/or the Proposer foresees an actual or potential Conflict of Interest in performing the 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_Software_RFP030425 Mon February 24 2025 04:31 PM	<input checked="" type="checkbox"/>	4
Addendum_11_Public_Safety_Software_RFP030425 Fri February 21 2025 08:25 AM	<input checked="" type="checkbox"/>	2
Addendum_10_Public_Safety_Software_RFP030425 Wed February 19 2025 02:57 PM	<input checked="" type="checkbox"/>	2
Addendum_9_Public_Safety_Software_RFP030425 Wed February 12 2025 04:18 PM	<input checked="" type="checkbox"/>	2
Addendum_8_Public_Safety_Software_RFP030425 Mon February 10 2025 10:04 AM	<input checked="" type="checkbox"/>	2
Addendum_7_Public_Safety_Software_RFP030425 Mon February 3 2025 04:39 PM	<input checked="" type="checkbox"/>	4
Addendum_6_Public_Safety_Software_RFP030425 Fri January 31 2025 10:29 AM	<input checked="" type="checkbox"/>	2
Addendum_5_Public_Safety_Software_RFP030425 Wed January 29 2025 03:58 PM	<input checked="" type="checkbox"/>	2
Addendum_4_Public_Safety_Software_RFP030425 Fri January 24 2025 11:47 AM	<input checked="" type="checkbox"/>	2
Addendum_3_Public_Safety_Software_RFP030425 Tue January 21 2025 02:21 PM	<input checked="" type="checkbox"/>	3
Addendum_2_Public_Safety_Software_030425 Fri January 17 2025 03:35 PM	<input checked="" type="checkbox"/>	1
Addendum_1_Public_Safety_Software_030425 Fri January 17 2025 10:38 AM	<input checked="" type="checkbox"/>	1