



MASTER AGREEMENT #030425
CATEGORY: Public Safety Software
SUPPLIER: CentralSquare Technologies, LLC

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 CentralSquare Technologies, LLC, 1000 Business Center Drive, Lake Mary, FL 32746 (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 will substantially conform to the specifications set forth in the applicable documentation.
- 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 the 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 or Supplier may terminate this Agreement upon providing written notice of material breach to the other party. Notice must describe the breach in reasonable detail and state the intent to terminate the Agreement. Upon receipt of Notice, the breaching party will have 30 calendar days in which it must cure the breach. Termination pursuant to this section will not relieve 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.
- 25) **Consequential Damages.** NEITHER PARTY SHALL HAVE LIABILITY TO THE OTHER PARTY FOR ANY SPECIAL, INDIRECT, INCIDENTAL, PUNITIVE, EXEMPLARY, LIQUIDATED, OR CONSEQUENTIAL DAMAGES OF ANY KIND INCLUDING BUT NOT LIMITED TO, REPLACEMENT COSTS, AND NEITHER PARTY SHALL BE LIABLE TO THE OTHER PARTY FOR LOSSES OF PROFIT, REVENUE, INCOME, BUSINESS, ANTICIPATED SAVINGS, DATA, AND REPUTATION, AND MORE GENERALLY, ANY LOSSES OF AN ECONOMIC OR FINANCIAL NATURE, REGARDLESS OF WHETHER SUCH LOSSES MAY BE DEEMED AS CONSEQUENTIAL OR ARISING DIRECTLY AND NATURALLY FROM THE INCIDENT GIVING RISE TO THE CLAIM, AND REGARDLESS OF WHETHER SUCH LOSSES ARE FORESEEABLE OR WHETHER EITHER PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH LOSSES.

Article 3: Supplier Obligations to Participating Entities

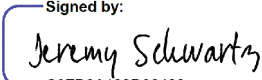
The Terms in this Article 3 relate specifically to Supplier and a Participating Entity when entering transactions utilizing the General Terms established in this Master Agreement. Article 1 General Terms control over any conflict with this Article 3. Where this Master Agreement is silent on any subject,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

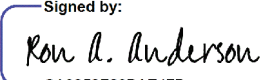
- 1) **Quotes to Participating Entities.** Suppliers are encouraged to provide all pricing information regarding the total cost of acquisition when quoting to a Participating Entity. Suppliers and Participating Entities are encouraged to include all cost specifically associated with or included within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

CentralSquare Technologies, LLC

Signed by:

 By: C0FD2A139D06489...
 Jeremy Schwartz
 Title: Chief Procurement Officer
 Date: 7/15/2025 | 12:34 PM CDT

Signed by:

 By: CA8953F28BAE47B...
 Ron A. Anderson
 Title: Chief Revenue Officer
 Date: 7/15/2025 | 12:26 PM CDT

RFP 030425 - Public Safety Software

Vendor Details

Company Name:	CentralSquare Technologies
Does your company conduct business under any other name? If yes, please state:	CentralSquare Technologies
Address:	1000 Business Center Dr Lake Mary, FL 32746
Contact:	Jennifer Whitcomb
Email:	PSJProposals@centralsquare.com
Phone:	605-274-6061
HST#:	

Submission Details

Created On:	Monday January 27, 2025 14:47:51
Submitted On:	Monday March 03, 2025 19:31:38
Submitted By:	Jennifer Whitcomb
Email:	PSJProposals@centralsquare.com
Transaction #:	f0083b55-6806-4426-9d5b-34ee952ef68a
Submitter's IP Address:	147.243.203.208

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.	CentralSquare Technologies, LLC	*
2	In the event of award, is this entity the Responsible Supplier that will execute the master agreement with Sourcewell? Y or N.	Yes	*
3	Identify all subsidiaries, D.B.A., authorized affiliates, and any other entity that will be responsible for offering and performing delivery of Solutions within this Proposal (i.e. Responsible Supplier(s) that will execute a master agreement with Sourcewell).	N/A	*
4	Provide your CAGE code or Unique Entity Identifier (SAM):	8DPP2 and PFMNZKNMBL68	*
5	Provide your NAICS code applicable to Solutions proposed.	511210 and 513210	
6	Proposer Physical Address:	1000 Business Center Drive Lake Mary, FL 32746	*
7	Proposer website address (or addresses):	https://www.centalsquare.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):	Ron A. Anderson, Chief Revenue Officer 1000 Business Center Drive Lake Mary, FL 32746 ron.anderson@centalsquare.com (833) 278-7877	*
9	Proposer's primary contact for this proposal (name, title, address, email address & phone):	Rich Smith, Regional Sales Director 1000 Business Center Drive Lake Mary, FL 32746 richard.smith@centalsquare.com (407) 496-8806	*
10	Proposer's other contacts for this proposal, if any (name, title, address, email address & phone):	Karla Hageman, Director, Channel Sales 1000 Business Center Drive Lake Mary, FL 32746 karla.hageman@centalsquare.com (563) 379-3361	*

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>CentralSquare provides software and information technology solutions designed to meet the specialized needs of city and county governments, public safety and justice agencies, and nonprofit organizations. CentralSquare's goal is to partner with agencies to improve quality of life by helping those who serve, protect, and sustain their communities.</p> <p>We are an industry leader in public safety and public administration software, serving over 8,000 organizations from the largest cities to counties and towns of every size across North America. Our technology platform provides solutions for public safety, including Vertex, computer aided dispatch, records management, mobile, citations, evidence management, and corrections. For public administration agencies, CentralSquare provides software for finance, human capital management, payroll, utility billing, citizen engagement, asset management, regulatory compliance, and community development. CentralSquare's broad, unified, and agile software suite serves three in four citizens across North America.</p> <p>The Pro Suite team has been providing public safety agencies with high-quality, well-supported technology since 2003, and Pro Suite has been implemented at over 600 agencies across the country.</p> <p>The ONESolution integrated public safety software suite has been provided since 1994 and has been implemented at over 800 agencies across the country.</p> <p>The Enterprise team has led the public safety software market with innovative, cloud-based and on-premises solutions for forty years, and the Public Safety Suite – Enterprise has been implemented at over 500 agencies across the country.</p> <p>CentralSquare has relied on its extensive experience, along with industry research, when developing the proposed CentralSquare applications from the ground up.</p> <p>CentralSquare's mission says it all: "CentralSquare provides the broadest, smartest, and most unified public sector software suite that powers all aspects of managing local government and constantly innovates new solutions in partnership with the communities the company serves." CentralSquare provides software solutions that enable public servants everywhere to work together and build safer, smarter, more connected communities. CentralSquare's values guide our work and commitment to every CentralSquare stakeholder, which include:</p> <p>Accountability</p> <ul style="list-style-type: none"> - CentralSquare holds itself and others responsible for delivering results. - CentralSquare measures its goals and contributions with data to drive maximum positive impact. - CentralSquare follows through on its commitments and expects the same of those around it. <p>Social Responsibility</p> <ul style="list-style-type: none"> - CentralSquare honors its local communities and gives back through volunteerism and charitable donations. - CentralSquare fosters an inclusive environment and proactively seeks opportunities to make its workforce more diverse. - CentralSquare acts with the highest ethical standards and lives by its Code of Conduct. <p>Reliability</p> <ul style="list-style-type: none"> - CentralSquare supports and depends on its colleagues to do their best work. - CentralSquare delivers quality products and services that its customers can trust. - CentralSquare makes realistic promises to achieve its ambitious goals. <p>Respect</p> <ul style="list-style-type: none"> - CentralSquare follows through and communicates clearly to teammates and customers. - CentralSquare thoughtfully challenges and pushes boundaries. - CentralSquare collaborates cross-functionally and values the talent, time, and background of everyone it works with. <p>Integrity</p> <ul style="list-style-type: none"> - CentralSquare does the right thing, even when it's not easy. - CentralSquare communicates and acts with transparency. - CentralSquare makes plans, not excuses.
12	What are your company's expectations in the event of an award?	<p>CentralSquare's national sales organization will leverage this contract and promote the use of it when interacting with prospective customers. This would include, but is not limited to, promoting Sourcewell through customer email campaigns, posting as an approved vendor on our website and social media, and providing sales enablement to our sellers, so they can promote and educate our customers on the use of Sourcewell when purchasing CentralSquare products.</p>

13	Demonstrate your financial strength and stability with meaningful data. This could include such items as financial statements, SEC filings, credit and bond ratings, letters of credit, and detailed reference letters. Upload supporting documents (as applicable) in the document upload section of your response. DO NOT PROVIDE ANY TAX INFORMATION OR PERSONALLY IDENTIFIABLE INFORMATION.	CentralSquare is a large company with significant scale and a strong financial position. The company has positive cash flows, expanding EBITDA margins, and increasing organic revenue growth. CentralSquare also continues to invest for additional growth. Finally, CentralSquare's cash balance and overall financial condition remain robust. As a privately held portfolio company of two of the largest and most successful private equity firms in the world—Vista Equity Partners ("Vista") and Bain Capital Private Equity, LP ("Bain")—CentralSquare does not disclose financial statements. Vista (www.vistaequitypartners.com) and Bain Capital (www.baincapitalprivateequity.com) are U.S.-based private equity firms that focus on investing in software, data, and technology-based organizations. Vista's investment model is to seek quality organizations and partner with existing management to pursue operational excellence, while fostering and funding innovation and growth. Vista has successfully invested in many other software companies, including those serving the public sector. Bain Capital has partnered closely with management teams to provide the strategic resources that build great companies and help them thrive since our founding in 1984.	*
14	What is your US market share for the Solutions that you are proposing?	CentralSquare currently has 2,282 installations of its proposed public safety software solutions in the U.S.	*
15	What is your Canadian market share for the Solutions that you are proposing?	CentralSquare currently has eight (8) installations of its proposed public safety software solutions in Canada.	*
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.	CentralSquare has never filed bankruptcy or otherwise been subject to a reorganization or receivership of any sort. Additionally, the company has never been disqualified from participation on a contract by any agency, public or otherwise.	*
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?	As the sole source owner and provider of its proprietary public safety software, CentralSquare's products and services are sold by and provided by its own trained and knowledgeable staff with the necessary experience with CentralSquare's unique applications. CentralSquare provides comprehensive services (project management, data conversion, training, GIS data migration, etc.) as part of every CentralSquare project. All members of the implementation team are specialists in the areas where they will be assisting clients.	*
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.	CentralSquare stays current with changes in state and federal incident reporting requirements through industry organizations and contact with state and federal contacts directly. Required changes to these systems are made available to users in regularly scheduled updates. CentralSquare complies with CJIS policies and updates as well as FBI and state-level incident reporting standards for IBR, UCR, and data sharing initiatives at both the federal and state level, where available. CentralSquare provides a wide range of authentication methods that are compliant with policies such as CJIS. Moreover, CentralSquare product management staff take part in industry organizations such as IJIS as well as organizational conferences (IACP, APCO, NENA, NSA, etc.), seminars, publications, and specifications to keep current on industry trends, new requirements, and best practices. CentralSquare coordinates this information with its product roadmap and development plans where necessary to keep CentralSquare's software the most effective solution for its customers.	*

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.	CentralSquare, its principals, and any of its subcontractors are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from bidding or working on contracts issued by any government agency. CentralSquare has not, within the ten (10) year period preceding the submission of this proposal: - Been convicted of or had a civil judgment rendered against them for fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a federal, state, or local government transaction or contract; - Been convicted of or had a civil judgment rendered against them for violating federal or state antitrust statutes or committing embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property; - Been indicted for or otherwise criminally or civilly charged by a governmental entity (federal, state, or local); - Had one or more Federal, State, or Local government transactions terminated for cause or default.	*
20	Describe any relevant industry awards or recognition that your company has received in the past five years.	CentralSquare has been named to Government Technology magazine's 2024 GovTech 100 list. CentralSquare has been named a GovTech top 100 company every year for the past six years, since the list's inception. Additionally, several CentralSquare customers were showcased in Government Technology's article, "Digital Cities 2023: Up to 75,000 Population Category," showcasing their impactful technology projects that resonate communitywide.	*
21	What percentage of your sales are to the governmental sector in the past three years?	99%	*
22	What percentage of your sales are to the education sector in the past three years?	1%	*
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?	CentralSquare maintains a cooperative purchasing vehicle contract with The Interlocal Purchasing System (TIPS). As a privately held portfolio company, CentralSquare does not disclose sales volumes.	*
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?	CentralSquare does not hold any GSA or SOSA contracts.	*

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 *	
Gladstone Police Department, MO	Sergeant Bill Brier	(816) 423-4023	*
Caroline County Sheriff's Office, VA	Lisa Harvey	(804) 633-5400	*
Franklin County 911, IL	Director Amos Abbott	(618) 439-0911	*
The above are references for Pro Suite. Due to portal limitations, references for additional product suites have been included as a separate PDF attachment.	see note	see note	

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.	CentralSquare employs over 1,200 industry professionals directly, including a national sales force of 125 to meet the demands of multiple agencies and their unique needs for the products and services proposed. This sales force is made up of CentralSquare employees who do not overlap into service functions.	*
27	Describe the network of Authorized Sellers who will deliver Solutions, including dealers, distributors, resellers, and other distribution methods.	CentralSquare is the sole source owner and provider of its proprietary public safety software. CentralSquare's products and services are sold by and provided by its own trained and knowledgeable staff with the necessary experience with CentralSquare's unique applications.	*

28	Service force.	CentralSquare's highly trained support staff is available to help clients quickly and easily use, manage, and troubleshoot CentralSquare products. All incoming inquiries, including both technical and non-technical support cases, are answered directly by CentralSquare Support.	*
29	Describe the ordering process. If orders will be handled by distributors, dealers or others, explain the respective roles of the Proposer and others.	CentralSquare is the sole source owner and provider of its proprietary public safety software. CentralSquare's products and services are sold by and provided by its own trained and knowledgeable staff with the necessary experience with CentralSquare's unique applications. CentralSquare does not have a dealer network. CentralSquare's sales team will track sales made under this contract to ensure Sourcewell Participating Entities obtain proper pricing and sales are reported.	*
30	Describe your product implementation strategy. If utilizing installation partners, describe and define their role in the strategy.	CentralSquare's proposed project implementation methodology has proven to be successful in hundreds of public safety deployments. This methodology has been refined and optimized through 40+ years of client engagement. This standard implementation process is designed for deployment of CentralSquare's Commercial Off-the-Shelf (COTS) solutions for public safety customers in mission-critical environments. This methodology differs from a deployment process for a custom solution, which is significantly more expensive to deploy and support. CentralSquare's process follows the guidelines of the Project Management Institute (PMI) to deliver a high quality, cost-effective implementation. The methodology includes a highly refined professional services component with a matrix engagement of specialized personnel (such as Consultants and Instructors) who lead a consultative methodology to optimize the COTS solution for clients' operations.	*
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.	Clients can open cases online via CentralSquare's support community or by calling CentralSquare Support directly. Cases are assigned to Support Engineers for investigation and resolution, according to engineer skill sets and availability. By using a unified case tracking system, CentralSquare Support Engineers know they are working with the latest details and status of each case. CentralSquare works with customers to assign priority to submitted problems. The priority level defines the targeted time frames for initial response goals and escalation potential. This process assists the appropriate resources within CentralSquare to manage problems quickly and efficiently according to their priority level. All cases are prioritized according to their impact on the customer (Priority 1 (P1) through Priority 4 (P4)) with P1 being the most urgent. The priority of the case can change, being upgraded or downgraded, depending on troubleshooting progress. CentralSquare uses reasonable efforts to provide service level responses as follows: Priority 1 – Urgent The software is completely down and will not launch or function. Priority 1 issues must be called in via 833-278-7877 and will be immediately answered and managed by the first available representative. Priority 2 – Critical A high-impact problem that disrupts the customer's operation but there is capacity to remain productive and maintain necessary operations. Priority 2 issues must be called in via 833-278-7877 and will be immediately answered and managed by the first available representative. Priority 3 – Non-Critical A Software Error related to a user function which does not negatively impact the User from the use of the system. This includes system administrator functions or restriction of user workflow but does not significantly impact their job function. Priority 3 issues called in via 833-278-7877 will be immediately answered and managed by the first available representative. Non-Critical Priority 3 issues may also be reported via https://support.centalsquare.com/s/contact-us Priority 4 – Minor Cosmetic or documentation errors, including Customer technical questions or usability questions. Priority 4 issues called in via 833-278-7877 will be immediately answered and managed by the first available representative. Minor Priority 4 issues may also be reported via https://support.centalsquare.com/s/contact-us	*

32	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in the United States.	<p>CentralSquare provides software and information technology solutions designed to meet the specialized needs of city and county governments, public safety and justice agencies, and nonprofit organizations. CentralSquare's goal is to partner with agencies to improve quality of life by helping those who serve, protect, and sustain their communities.</p> <p>We are an industry leader in public safety and public administration software, serving over 8,000 organizations from the largest cities to counties and towns of every size across North America. Our technology platform provides solutions for public safety, including Vertex, computer aided dispatch, records management, mobile, citations, evidence management, and corrections. For public administration agencies, CentralSquare provides software for finance, human capital management, payroll, utility billing, citizen engagement, asset management, regulatory compliance, and community development. CentralSquare's broad, unified, and agile software suite serves three in four citizens across North America. CentralSquare's mission is to build safer and smarter communities.</p> <p>CentralSquare's broad, unified, and agile software suite serves three in four citizens across North America.</p>	*
33	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in Canada.	<p>CentralSquare provides software and information technology solutions designed to meet the specialized needs of city and county governments, public safety and justice agencies, and nonprofit organizations. CentralSquare's goal is to partner with agencies to improve quality of life by helping those who serve, protect, and sustain their communities.</p> <p>We are an industry leader in public safety and public administration software, serving over 8,000 organizations from the largest cities to counties and towns of every size across North America. Our technology platform provides solutions for public safety, including Vertex, computer aided dispatch, records management, mobile, citations, evidence management, and corrections. For public administration agencies, CentralSquare provides software for finance, human capital management, payroll, utility billing, citizen engagement, asset management, regulatory compliance, and community development. CentralSquare's broad, unified, and agile software suite serves three in four citizens across North America. CentralSquare's mission is to build safer and smarter communities.</p> <p>CentralSquare's broad, unified, and agile software suite serves three in four citizens across North America.</p>	*
34	Identify any geographic areas of the United States or Canada that you will NOT be fully serving through the proposed agreement.	CentralSquare is willing and able to provide its proposed solutions to any Participating Entity whose needs can be fulfilled by CentralSquare's solutions.	*
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.	CentralSquare is willing and able to provide its proposed solutions to any Participating Entity whose needs can be fulfilled by CentralSquare's solutions.	*
36	Define any specific requirements or restrictions that would apply to our participating entities in Hawaii and Alaska and in US Territories.	N/A	*
37	Will Proposer extend terms of any awarded master agreement to nonprofit entities?	Yes	*

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.	CentralSquare has a robust multi-channel marketing strategy that reflects our thought leadership position as a market leader in the public sector space, including: - Presence at all major and regional industry tradeshow and events, including IACP, NENA, APCO, and 911 Goes to Washington - Consistent webinars offering training, product updates, and customer spotlights to our clients - Customer case studies and testimonials that highlight the real-life benefits our customers have seen from using their CentralSquare solution - Blogs, articles, and video content featuring the benefits of our solutions as well as topics important to the industry - ENGAGE user conference that brings over 1,500 customers together for multiple days each year	*
39	Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance marketing effectiveness.	CentralSquare has a presence on all major social media and digital platforms, including LinkedIn, Instagram, and Facebook. We post content and share customer spotlights on a regular basis with strong engagement from our followers.	*
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?	Once Sourcewell publishes the awarded vendor list for this RFP contract, CentralSquare will act immediately. CentralSquare will provide sales enablement training for its entire sales team via in-person, online, and recorded sessions. CentralSquare will ensure its sales team is educated about the use of this contract, including how to incorporate it into the sales process, and offer suggested workflows on how to utilize this contracting tool.	*
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.	CentralSquare does not have an e-procurement system.	*

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

Line Item	Question	Response *	
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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>CentralSquare will provide a training plan (including costs) based on the needs of each Participating Entity. The proposed training program typically includes a combination of end user training, train-the-trainer, and remote training courses.</p> <p>For Pro Suite, CentralSquare offers several options for end-user training. All training options provide hands-on use of the software with real-world examples. This means when the Go-Live date arrives, users are well-prepared to begin using the new software. The training plan will be customized for each project, taking into consideration the Pro Suite products and modules that are part of the project, included interfaces, the agencies and facilities involved, and many more factors.</p> <p>All CentralSquare training sessions are run by consultants or instructors. After completing the detailed walkthrough included in the Business Practice Review, the assigned CentralSquare consultants and instructors have thorough software and industry knowledge specific to the agency. CentralSquare will provide electronic copies of training documentation, including quick reference guides and agendas.</p> <p>Before the actual training at the end of implementation, and after the Business Practice Review, CentralSquare will provide several remote training/configuration sessions with a small build team from the agency to help configure the Pro Suite software.</p> <p>For ONESolution and Enterprise, CentralSquare proposes a combination of standard training classes for staff that corresponds to their level of involvement with the system, their role during implementation, and their expected use of the system after Go-Live.</p> <p>CentralSquare's standard user and train-the-trainer classes focus on each specific subsystem and its users. CentralSquare uses a comprehensive training approach for all our system components, as highlighted below:</p> <ul style="list-style-type: none"> - CentralSquare's approach maximizes the use of hands-on training. Students will receive detailed training on a field-by-field, screen-by-screen basis. - The CentralSquare team will devote time prior to the training sessions to understanding the client's daily business procedures. - Class exercises will mirror users' daily activities and duties providing users with step-by-step training. - The CentralSquare team will work closely with the client to identify real-life exercises that will be meaningful to the students. - As much as feasible, CentralSquare's Training team will emulate the client's workflow process in the training classes. <p>CentralSquare ensures this standard approach is used throughout all our training course offerings. The proposed training program will include a combination of workshops, end-user training, train-the-trainer, and remote training courses.</p> <p>CentralSquare encourages the client to designate "power users" who will act as supplemental trainers or coaches during the training phase and Go-Live. These power users should attend the initial training classes and key implementation activities. This helps equip the power users with the skills to guide other users through common problems encountered during the post Go-Live transition.</p> <p>CentralSquare will provide training aids, in addition to the application Administration and User Guides in PDF to allow the client to print additional copies for their staff, and for future classes.</p>
43	Describe any technological advances that your proposed solutions offer.	<p>All CentralSquare solutions offer several technological advances that enhance our software for public safety and public administration. Here are some key highlights:</p> <ul style="list-style-type: none"> - CentralSquare recently acquired Blueline AI (now Centerline AI™), an AI-driven platform designed to augment routine, time-consuming tasks. This platform is particularly useful for tasks such as body-worn camera transcriptions, police report narratives, and approval routing. This acquisition demonstrates CentralSquare's commitment to integrating advanced AI technologies to improve efficiency and accuracy in public safety operations. - CentralSquare's solutions are built to harness the power of cloud technology, providing secure, next-generation tools that increase transparency and offer on-demand access. This is particularly beneficial for public sector agencies, as it allows them to stay connected and operational even during disasters. - CentralSquare also emphasizes interoperability with the CentralSquare Unify™ (CAD-to-CAD) solution, which enables seamless dispatch across jurisdictional boundaries. This is crucial for emergency response situations where coordination between different agencies is necessary. - CentralSquare's software suite includes comprehensive solutions for both public safety and public administration. This includes everything from computer-aided dispatch and next-generation 911 solutions to finance, asset management, permitting, tax collection, and more. These technological advances are designed to make the delivery of public services more efficient and cost-effective, ultimately helping communities to be smarter, safer, and more connected.

44	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>CentralSquare takes data privacy, integrity, storage, and protection very seriously, ensuring all products and services adhere to stringent cybersecurity and industry standards, including CJIS and HIPAA.</p> <p>CentralSquare's Information Security Program implements a series of comprehensive physical and logical controls that align with the NIST Cybersecurity Framework and standards to provide a secure, layered defense.</p> <ul style="list-style-type: none"> - CentralSquare conducts annual audits on specific products for Payment Card Industry (PCI DSS) and Statement on Standards for Attestation Engagements (SSAE21) compliance. - For data encryption, CentralSquare utilizes NIST-certified FIPS 140-2 components to encrypt Criminal Justice Information (CJI) query/update results within a SQL Server database. Encrypted data remains in an encrypted state in transit between the server and the workstation, as well as within database backups. - AWS hosted solutions provide encryption for data in transit using FIPS 140-2 validated HTTPS endpoints utilizing AES-256 and for data at rest using AES-256. - CentralSquare's cloud solutions are managed SaaS solutions deployed in AWS GovCloud, ensuring compliance with CJIS standards. The solutions includes software modules architected and deployed from a single vendor, CentralSquare, with each install maintaining its own separate CJIS and ACID certified database processes. - CentralSquare's cybersecurity program supports the expansion of cloud services and overall growth plans, identifying and managing cyber risks to acceptable levels and embedding security in product and development processes. - CentralSquare also ensures compliance with SSAE18, CJIS, PCI DSS, HIPAA, and other applicable standards through regular assessments and audits. - CentralSquare's network infrastructure includes appropriate firewalls, routers, intrusion monitoring, cloud storage, and protection technology that meets or exceeds federal CJIS requirements. - CentralSquare's public safety and justice products also meet or exceed federal CJIS requirements. <p>These measures demonstrate CentralSquare's commitment to maintaining the highest standards of data privacy, integrity, storage, and protection, ensuring compliance with relevant cybersecurity and industry standards.</p>
45	Describe your data backup and recovery solutions.	<p>CentralSquare offers robust data backup and recovery solutions for all its products using AWS GovCloud technologies to ensure the continuity and reliability of critical public safety operations. Here are some key features:</p> <ul style="list-style-type: none"> - CentralSquare provides and manages all data backups, which are encrypted using CJIS compliant FIPS 140-2 compliant technologies. This ensures data is securely stored and can be quickly restored in the event of failure. - The CentralSquare solutions offer advanced disaster recovery capabilities. This includes near real-time replication using the AWS GovCloud separated in regions and availability zones (primary data center and secondary data centers), providing a high level of data protection and system availability for all applications and interfaces configured within the solution. In the event of a catastrophic failure at the primary data center, the system can automatically fail over to the secondary data center, minimizing downtime and ensuring that public safety operations can continue without interruption. Once the primary data center is restored, the systems recover seamlessly in the AWS GovCloud to the primary site with minimal disruption. <p>These measures demonstrate CentralSquare's commitment to maintaining the highest standards of data backup and recovery, ensuring the resilience and reliability of our solutions even in the face of unexpected disruptions.</p>
46	Demonstrate your connectivity, interoperability and integration capabilities between your offered solution(s) and other software systems.	<p>CentralSquare offers robust connectivity, interoperability, and integration capabilities for all products to ensure seamless communication and data exchange between their solutions and other software systems.</p> <ul style="list-style-type: none"> - CentralSquare's software offerings bridge the communication gap between dispatch and field personnel while ensuring the continual availability of data. This system maximizes interoperability between agencies for smarter, more coordinated responses, saving 2-3 minutes per call, which can save lives. - CentralSquare's applications are designed to span across multi-agency, multi-jurisdictional environments, providing coordinated responses and improving response times. - CentralSquare's solutions include a wide range of standard interfaces that enable integration with third-party providers. For example, the 3SI interface receives data from the 3SI system via a secure internet connection. When a 3SI message is received, it is examined for format and content, and a Call-for-Service (CFS) record is created and queued to the controlling dispatcher for assignment based on the CFS location. This interface demonstrates CentralSquare's ability to integrate with external systems and provide real-time updates to dispatchers. - CentralSquare's solutions support Single Sign-On (SSO), ensuring a reliable and secure connection for users. CentralSquare also provides support for the initial diagnosis of issues related to third-party software embedded in or used with application software. <p>These capabilities highlight CentralSquare's dedication to providing seamless connectivity, interoperability, and integration with other software systems, ensuring efficient and effective public safety operations.</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.	CentralSquare is committed to recycling plastic, cardboard, paper, etc., and using Energy Star computers, servers, heating and cooling systems, and appliances. Additional initiatives include the use of auto-sensors for lights, reducing fluorescent lighting, utilizing solar timers for exterior LED lights, and installing window tinting. While methods vary by location, efforts to reduce water consumption by personnel include flow-limiting faucets, low-flow toilets, under-the-sink hot water dispensers, and natural landscaping that does not require irrigation. CentralSquare also implemented a work from home policy for its employees. Working from home reduces the need for commuting, which in turn decreases the number of vehicles on the road. This reduction in traffic leads to lower emissions of greenhouse gases and pollutants, contributing to improved air quality and a decrease in overall carbon footprint. Moreover, working from home leads to a decrease in energy consumption for heating, cooling, and lighting office buildings.
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.	N/A
49	What unique attributes does your company, your products, or your services offer to Sourcewell participating entities? What makes your proposed solutions unique in your industry as it applies to Sourcewell participating entities?	<p>CentralSquare believes the public-safety industry has long been underserved by technology, and has built systems to maximize configurability, usability, and security to match the unique needs of each individual agency.</p> <p>The fundamental difference between Pro Suite and offerings from other vendors is that Pro Suite is one application with one database from one vendor. Other vendors typically have separate applications running on separate servers with each application connected via interfaces or message switches; Pro Suite is one unified application.</p> <p>ONESolution is a very stable investment, allowing agencies to improve efficiencies and reduce unwanted data entry, downtime, and overall frustration. Users move intuitively between applications with a consistent, role-based user experience. The various departments and functional organizations benefit from the integrated workflow solutions tying participants together through well-defined and managed processes that are aligned with the agency's objectives. The underlying application software is identical from one site to the next but also highly configurable to meet any operational requirements.</p> <p>Enterprise helps agencies leverage innovative technology for the fastest multi-agency, multi-discipline, and multi-jurisdiction responses with the most efficient and effective resource utilization capabilities. Agencies using Enterprise work smarter by:</p> <ul style="list-style-type: none"> - Clearing 40% of abandoned calls without a call back - Spending 60% less time writing reports with web-based records - Booking inmates 30% faster - Saving 2 minutes per dispatch with unit swap - Saving 4 minutes per call with ASAP to PSAP <p>CentralSquare is committed to customer success, and the company's market-leading solutions help customers respond faster, maximize safety, increase efficiency, and improve transparency with citizens.</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 re-sellers if available. Select all that apply.		<input type="radio"/> Yes <input checked="" type="radio"/> No	N/A	*
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 type="radio"/> Yes <input checked="" type="radio"/> No	N/A	*
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 *	
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59	Describe your payment terms and accepted payment methods.	<p>CentralSquare accepts ACH/EFT and check payments. CentralSquare's standard payment terms are as follows:</p> <p>Implementation Services</p> <ul style="list-style-type: none"> - 30% due on Effective Date - 20% due at Project Kickoff - 15% due at completion of 1st End User Training Session - 30% due at Go-Live - 5% due at completion of Reliability Period <p>License Fees</p> <ul style="list-style-type: none"> - 100% due on Delivery Date* <p>Subscription Fees</p> <ul style="list-style-type: none"> - 100% due on Delivery Date* <p>*Delivery Date: For on-premises solutions, delivery shall be when CentralSquare delivers to Customer the initial copies of the solutions by whichever the following applies and occurs first: (a) electronic delivery, by posting it on CentralSquare's network for downloading or similar suitable electronic file transfer method; (b) physical shipment, such as on a disc or other suitable media transfer method; (c) installation; or (d) delivery of managed services server. Physical shipment is Freight on Board (FOB), CentralSquare's shipping point. Electronic delivery is at the time CentralSquare provides Customer with access to download the solutions. For cloud-based solutions, delivery shall be whichever the following applies and occurs first: when Authorized Users have (a) received login access to the solution or any module of the solution; or (b) received access to the solution via a URL.</p>	*
60	Describe any leasing or financing options available for use by educational or governmental entities.	<p>CentralSquare has partnered with Government Capital Corporation to provide financing options for clients. All financing options will be administered by Government Capital Corporation. Additional information concerning financing options may be provided by contacting Government Capital Corporation as follows:</p> <p>D.C. Greer Vice President Government Capital Corporation 90 Sandalwood Trail Brookhaven, MS 39601 Phone: 800-561-0461 Mobile: 601-754-5951 Email: dc.greer@govcap.com Site: www.govcap.com</p> <p>Additionally, more than \$600 billion in nationwide grants is available to public safety agencies and local governments each year. To help CentralSquare's customers find applicable grants and secure additional funding for their budgets, CentralSquare offers FREE, unlimited, and customized grant assistance.</p>	*
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.	CentralSquare has attached a copy of its standard sample Solutions Agreement.	*
62	Explain your licensing process and the service agreements required of end users.	CentralSquare is proposing an annual subscription-fee based pricing model.	*
63	Do you accept the P-card procurement and payment process? If so, is there any additional cost to Sourcewell participating entities for using this process?	CentralSquare does not accept the P-card payment 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>CentralSquare has provided a percentage discount from catalog pricing. While CentralSquare does not offer catalog pricing, we will collaborate with each agency to tailor a specific deployment based on the configurations of each agency inclusive of the 10% discount. Pricing for our software is calculated based on the number of workstations, users, sworn officers, agencies involved, and the number of interfaces requested.</p> <p>CentralSquare's breadth of offerings for Sourcewell Participating Entities is unmatched. Our proposal includes our public safety Pro, ONESolution, and Enterprise suites, and each client can choose the best deployment method: on-prem, cloud, or hybrid. Additionally, CentralSquare's Vertex (911), Unify (CAD-to-CAD), and Centerline AI can be purchased as add-ons or standalone offerings.</p> <p>CentralSquare is dedicated to the success of each client no matter what solution, deployment method, or add-ons are right for them.</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.	CentralSquare has provided a discount from its proprietary price list, which is equivalent to 10%.	*
66	Describe any quantity or volume discounts or rebate programs that you offer.	CentralSquare does not provide regular volume discounts or rebates.	*
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.	CentralSquare typically supplies "sourced" products/services at cost plus a markup percentage to cover the cost of handling and integrating with CentralSquare's solutions.	*
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.	Support fees are not included in the proposed schedule. Support will be calculated based on CentralSquare's standard support percentages by product and the discounted software licenses resulting from this contract. Travel expenses are not included in the services of the proposed schedule and will be estimated and billed separately based on the contracted scope. Hardware, including shipping, is not included in the proposed schedule.	*
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.	Delivery is typically FOB to the client's designated receiving location. Shipping charges will vary depending on the size and type of parcels, location, etc. The risk of loss for all deliverables will be the responsibility of CentralSquare until delivery to the purchasing agency's destination. While CentralSquare agrees to bear title and risk of loss for any deliverables until the time of delivery to the purchasing agency, CentralSquare cannot be responsible for such deliverables once they are no longer under CentralSquare's (or its carrier's) control. This applies to damage/issue resolution for deliverables in transit to the purchasing agency's location. With respect to damage/issue resolution after delivery and receipt of goods, the CentralSquare software is supported in accordance with the support provisions of the Solutions Agreement for the specific products/solutions provided by CentralSquare, the provisions of which will be included in any resultant contract. Support and maintenance for any third-party products, including all hardware and any third-party software, will be provided in accordance with the support terms and conditions of the respective manufacturer/vendor thereof. For any such third-party products procured through CentralSquare, CentralSquare will pass through all applicable warranties and support terms and be the primary point of contact for issue reporting and resolution.	*
70	Specifically describe freight, shipping, and delivery terms or programs available for Alaska, Hawaii, Canada, or any offshore delivery.	CentralSquare's shipping standards are the same for Alaska, Hawaii, Canada, and offshore delivery.	*
71	Describe any unique distribution and/or delivery methods or options offered in your proposal.	CentralSquare uses a multi-phased approach to ensure successful implementation for customers across all product lines proposed. Because the software is tailored according to each agency's unique needs, CentralSquare will work with agencies at the beginning of implementation to develop a custom timeline, which will include specific timeframes for project deliverables. The average CentralSquare implementation across the product lines proposed is 12-18 months.	*
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.	CentralSquare provides recurring training for its sales team via in-person, online, and recorded sessions. CentralSquare also hosts an annual sales training event in January. CentralSquare will ensure that its sales team is educated about the use of this contract, including how to incorporate it into the sales process. CentralSquare's sales team will track sales made under this contract to ensure Sourcewell Participating Entities obtain proper pricing and sales are reported.	*
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.	CentralSquare's sales team will track sales made under this contract to ensure Sourcewell Participating Entities obtain proper pricing and sales are reported. We will have an assigned staff member monitoring booked sales under the Sourcewell contract. This individual will be responsible for ensuring proper reporting takes place internally and externally to Sourcewell. Reporting metrics will continue to be monitored to ensure we have positive adoption of this tool with our national sales force. The primary metric monitored will be how often our sellers are requesting this pricing.	*

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.	CentralSquare proposes an Administrative Fee of 1% of total sales under the Sourcewell contract.	*
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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.	N/A	*

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.	CentralSquare has attached detailed descriptions of the solutions offered in our proposal.	*
77	Within this RFP category there may be subcategories of solutions. List subcategory titles that best describe your products and services.	The public safety software solutions proposed include 911, computer-aided dispatch, records management, mobile, citations, evidence management, corrections, analytics, and more.	*

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	
92	Category 1 - Public Safety Response Agency Situational Awareness		<input checked="" type="radio"/> Yes <input type="radio"/> No	N/A	*
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	N/A	*
94	Mapping	Vertical location, indoor, outdoor	<input checked="" type="radio"/> Yes <input type="radio"/> No	N/A	*
95	Asset tracking and location	Personnel, vehicles, controlled substances, equipment, etc.	<input checked="" type="radio"/> Yes <input type="radio"/> No	N/A	*
96	Community notifications	Evacuations, minor crime reporting, shelter in place, etc.	<input checked="" type="radio"/> Yes <input type="radio"/> No	N/A	*
97	One-to-one and one-to-many collaboration and coordination	SMS, push to talk, video, voice, etc.	<input checked="" type="radio"/> Yes <input type="radio"/> No	N/A	*
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	<input checked="" type="radio"/> Yes <input type="radio"/> No	N/A	*
99	Category 2 - Public Safety Response Agency Operations		<input checked="" type="radio"/> Yes <input type="radio"/> No	N/A	*
100	Pre-incident planning software	Fire prevention related inspections and enforcement	<input checked="" type="radio"/> Yes <input type="radio"/> No	N/A	*
101		Operational management (scheduling, training, compliance, etc.)	<input checked="" type="radio"/> Yes <input type="radio"/> No	N/A	*
102		Data analytics to inform staffing, deployment, station location, budget, and other management decisions.	<input checked="" type="radio"/> Yes <input type="radio"/> No	N/A	*
103	Incident/post-incident software	CAD, RMS for law enforcement, fire, and EMS	<input checked="" type="radio"/> Yes <input type="radio"/> No	N/A	*
104		Electronic Patient Care Reporting (ePCR) and data transfer to hospitals	<input checked="" type="radio"/> Yes <input type="radio"/> No	N/A	*
105		Digital and physical evidence management	<input checked="" type="radio"/> Yes <input type="radio"/> No	N/A	*
106		E-citation systems	<input checked="" type="radio"/> Yes <input type="radio"/> No	N/A	*
107		Law enforcement case management	<input checked="" type="radio"/> Yes <input type="radio"/> No	N/A	*

Exceptions to Terms, Conditions, or Specifications Form

Only those Proposer Exceptions to Terms, Conditions, or Specifications that have been accepted by Sourcewell have been incorporated into the contract text.

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](#) - CentralSquare Pricing for Sourcewell RFP (2025).pdf - Monday March 03, 2025 16:11:16
 - Financial Strength and Stability (optional)
 - Marketing Plan/Samples (optional)
 - WMBE/MBE/SBE or Related Certificates (optional)
 - [Standard Transaction Document Samples](#) - CentralSquare Solutions Agreement - SAMPLE.pdf - Monday March 03, 2025 16:11:29
 - [Requested Exceptions](#) - RFP_030425_Public_Safety_Software_Master_Agreement - CentralSquare Edits.docx - Monday March 03, 2025 16:11:39
 - [Upload Additional Document](#) - Additional Documents.zip - Monday March 03, 2025 16:11:48

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. - Ron A. Anderson, Chief Revenue Officer, CentralSquare Technologies, LLC

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