



**MASTER AGREEMENT #030425**  
**CATEGORY: Public Safety Software**  
**SUPPLIER: Strategic Communications, 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 Strategic Communications, LLC, 310 Evergreen Road, Louisville, KY 40243 (Supplier).

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

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

**Article 1:**  
**General Terms**

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

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

Sourcewell eligibility requirements and required documentation. Supplier will be responsible for ensuring sales are with Participating Entities.

- 5) **Term.** This Agreement is effective upon the date of the final signature below. The term of this Agreement is four (4) years from the effective date. The Agreement expires at 11:59 P.M. Central Time on July 17, 2029, unless it is cancelled or extended as defined in this Agreement.
  - a) **Extensions.** Sourcewell and Supplier may agree to up to three (3) additional one-year extensions beyond the original four-year term. The total possible length of this Agreement will be seven (7) years from the effective date.
  - b) **Exceptional Circumstances.** Sourcewell retains the right to consider additional extensions as required under exceptional circumstances.
- 6) **Survival of Terms.** Notwithstanding the termination of this Agreement, the obligations of this Agreement will continue through the performance period of any transaction entered between Supplier and any Participating Entity before the termination date.
- 7) **Scope.** Supplier is awarded a Master Agreement to provide the solutions identified in Solicitation #030425, Category 3. Comprehensive Solutions, to Participating Entities. In-scope solutions include:
  - a) Category 1. Public Safety Response – Agency Situational Awareness, including but not limited to:
    - i) Incident command and management (incident tracking response and reporting, weather/traffic/construction considerations, unit assignments and staffing, training activities, etc.);
    - ii) Mapping (vertical location, indoor, outdoor);
    - iii) Asset tracking and location (personnel, vehicles, controlled substances, equipment, etc.);
    - iv) Community notifications (evacuations, minor crime reporting, shelter in place, etc.);
    - v) One-to-one and one-to-many collaboration and coordination (SMS, push to talk, video, voice, etc.); and
    - vi) Public safety focused data and analysis applications, to include but not limited to video, image, and pattern analysis, acoustic firearms discharge identification, incident response, investigative lead development, predictive analysis, and other data source integration.
  - b) Category 2. Public Safety Response – Agency Operations, including but not limited to:
    - i) Pre-incident planning software, such as:
      - (1) Fire prevention related inspections and enforcement;
      - (2) Operational management (scheduling, training, compliance, etc.); and
      - (3) Data analytics to inform staffing, deployment, station location, budget, and other management decisions.
    - ii) Incident/post-incident software, such as:
      - (1) CAD, RMS for law enforcement, fire, and EMS;
      - (2) Electronic Patient Care Reporting (ePCR) and data transfer to hospitals;
      - (3) Digital and physical evidence management;
      - (4) E-citation systems; and
      - (5) Law enforcement case management
  - c) Category 3. Comprehensive Solutions

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

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

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

**13) Supplier Representations:**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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



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

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

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

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

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

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

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

## **Article 2: Sourcewell and Supplier Obligations**

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

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

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

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

Sourcewell's Authorized Representative is its Chief Procurement Officer.

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



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

The Report must contain the following fields:

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

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

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

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

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

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

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

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

- i) Neither party may alter the other party's trademarks from the form provided and must comply with removal requests as to specific uses of its trademarks or logos.
- ii) Each party agrees to use, and to cause its Permitted Sublicensees to use, the other party's trademarks only in good faith and in a dignified manner consistent with such party's use of the trademarks. Each party may make written notice to the other regarding misuse under this section. The offending party will have 30 days of the date of the written notice to cure the issue or the license/sublicense will be terminated.

**d) Termination.** Upon the termination of this Agreement for any reason, each party, including Permitted Sublicensees, will have 30 days to remove all Trademarks from signage, websites, and the like bearing the other party's name or logo (excepting Sourcewell's pre-printed catalog of suppliers which may be used until the next printing). Supplier must return all marketing and promotional materials, including signage, provided by Sourcewell, or dispose of it according to Sourcewell's written directions.**20) Venue and Governing law between Sourcewell and Supplier Only.** The substantive and procedural laws of the State of Minnesota will govern this Agreement between Sourcewell and Supplier. Venue for all legal proceedings arising out of this Agreement between Sourcewell and Supplier will be in court of competent jurisdiction within the State of Minnesota. This section does not apply to any dispute between Supplier and Participating Entity. This Agreement reserves the right for Supplier and Participating Entity to negotiate this term to within any transaction documents.**21) Severability.** If any provision of this Agreement is found by a court of competent jurisdiction to be illegal, unenforceable, or void then both parties will be relieved from all obligations arising from that provision. If the remainder of this Agreement is capable of being performed, it will not be affected by such determination or finding and must be fully performed.

22) **Insurance Coverage.** At its own expense, Supplier must maintain valid insurance policy(ies) during the performance of this Agreement with insurance company(ies) licensed or authorized to do business in the State of Minnesota having an "AM BEST" rating of A- or better, with coverage and limits of insurance not less than the following:

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

23) **Termination for Convenience.** Sourcewell or Supplier may terminate this Agreement upon 60 calendar days' written notice to the other Party. Termination pursuant to this section will not relieve

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

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

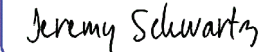
### **Article 3: Supplier Obligations to Participating Entities**

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

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

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


Sourcewell

Signed by:  
  
C0FD2A139D06489...

By: \_\_\_\_\_  
Jeremy Schwartz  
Title: Chief Procurement Officer

Date: 7/23/2025 | 9:17 PM CDT  
\_\_\_\_\_

Strategic Communications, LLC

Signed by:  
  
A03008007EC14A5...

By: \_\_\_\_\_  
Chris Mills  
Title: Chief Revenue Officer

Date: 7/23/2025 | 10:12 AM CDT  
\_\_\_\_\_



# RFP 030425 - Public Safety Software

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## Vendor Details

Company Name: Strategic Communications  
310 Evergreen Rd  
Address: Louisville, Kentucky 40243  
Contact: Chris Mills  
Email: cmills@yourstrategic.com  
Phone: 502-657-3437  
HST#:

## Submission Details

Created On: Monday March 03, 2025 23:54:35  
Submitted On: Tuesday March 04, 2025 16:02:45  
Submitted By: Chris Mills  
Email: cmills@yourstrategic.com  
Transaction #: b4b8eba1-37aa-4c0e-8eb9-0c955af4bb36  
Submitter's IP Address: 147.243.54.239

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## 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.	Strategic Communications, LLC	*
2	In the event of award, is this entity the Responsible Supplier that will execute the master agreement with Sourcewell? Y or N.	Y	*
3	Identify all subsidiaries, D.B.A., authorized affiliates, and any other entity that will be responsible for offering and performing delivery of Solutions within this Proposal (i.e. Responsible Supplier(s) that will execute a master agreement with Sourcewell).	N/A	*
4	Provide your CAGE code or Unique Entity Identifier (SAM):	CAGE CODE: 3BGB4 Unique Entity Identifier: LJZRP7SE5LN4	*
5	Provide your NAICS code applicable to Solutions proposed.	541519	
6	Proposer Physical Address:	310 Evergreen Rd. Louisville, KY 40243	*
7	Proposer website address (or addresses):	<a href="https://www.yourstrategic.com/">https://www.yourstrategic.com/</a>	*
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):	Kathy Mills, CEO, Strategic Communications, LLC 310 Evergreen Rd. Louisville, KY 40243 kmills@yourstrategic.com 502-657-3412	*
9	Proposer's primary contact for this proposal (name, title, address, email address & phone):	Chris Mills Chief Revenue Officer 310 Evergreen Road, Louisville, KY 40243 cmills@yourstrategic.com 502-657-3437	*
10	Proposer's other contacts for this proposal, if any (name, title, address, email address & phone):	Paige Reh HR & Compliance Manager 310 Evergreen Road, Louisville, KY 40243 preh@yourstrategic.com 502-813-8048	*

**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>Strategic Communications is a leading supplier of end-to-end software and technology solutions specifically designed for public sector organizations. Drawing on our deep expertise and robust capabilities, Strategic delivers comprehensive solutions powered by software that optimize operational performance for Justice and Public Safety clients throughout the United States. Through sophisticated integration of disparate data sources and processes, Strategic Communications' solutions enable clients to extract meaningful insights that drive practical problem-solving and community improvements.</p> <p>Founded in 1993, Strategic Communications enables government agencies and public safety organizations to cultivate safer, more intelligent, and dynamic communities through its comprehensive suite of integrated solutions. The company's technology portfolio encompasses many different public safety software solutions including: Computer-Aided Dispatch (CAD), Records Management Systems (RMS), and Jail Management Systems (JMS). Strategic is unique in the Public Safety vertical, as we offer a comprehensive, end-to-end COTS (Commercial Off The Shelf) solution approach to meeting our customer's various requirements. This COTS approach allows our public safety customers to modernize and migrate more effectively and exponentially enhances public safety operations and service delivery.</p> <p>Strategic services public sector and public safety customers throughout the world. We have 23 offices and locations and 97 employees, however through Strategic's Partner Alliance Community (PAC) community we have a presence in 50 States along with eight US territories and over 12,135 team members to support this effort. Strategic is structured as an S corporation and we deliver the technologies specified for this solicitation throughout the world.</p> <p>Strategic's core values and business philosophy is represented by our culture statement: "Soaring above the rest, Topping our competition, Reaching for excellence, Aspiring to be the best, Together Every Goal Is Conquered". Our name says it all: Success is a collective effort Teamwork can make the impossible, possible Reliable solutions Activate your passion for what you do everyday Trustworthy individuals Enabling our employees and customers Giving back to our community Integrity in every decision we make Customers are our #1 priority</p> <p>Strategic understands that long-term profitability can only be achieved through dedication to quality initiatives, exceptional customer service and continual improvement for performance excellence. Strategic is dedicated to serving the Sourcewell contract needs and to developing "Strategic Partnerships" with our customers as a turnkey supplier who can integrate into existing complex systems. We are poised to continue to innovate and adapt to changes in technology as we have already made significant investments in cloud enabled technology including advanced Artificial Intelligence (AI) and Machine Learning (ML) Solutions.</p>
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12	What are your company's expectations in the event of an award?	<p>In the event of an award, Strategic Communications will contact public safety agencies and inform them of the justice and public safety (JPS) solutions that we have available to resolve critical JPS challenges. For example, Strategic offers solutions for a circuit court digital forensic 911 alert system, content management for prisons, employee journey for public safety agencies, etc.</p> <p>If selected for an award, we will bring innovative ideas, solutions, and services in addition to marketing and training initiatives, to better serve members and ensure a smooth transition by having our Strategic Team personally assist members from the start. Our goal is to provide exceptional service and solutions tailored to Sourcewell member's needs at the most competitive prices.</p> <p>Strategic's expectations in the event of an award include:</p> <ol style="list-style-type: none"> <li>1. Unite our Public Sector team to champion Sourcewell. Each team member from every Public Sector vertical will passionately advocate for Sourcewell, extending its reach and impact as a prestigious cooperative contract for public sector customers. With our proven success implementing and expanding similar contracts and by utilizing marketing tools such as BrightTalk and Sage, we are well positioned to broaden Sourcewell's scope and impact on the public sector market. We can increase revenue under this contract as well as the number of Sourcewell members that actively use the contract. Our capabilities and demonstrated contract performance in the public sector industry will enable us to drive adoption and deliver value to more members nationwide.</li> <li>2. Nationwide Marketing and Contract Awareness Campaign. Strategic' business development and marketing teams will leverage our marketing resources to clearly communicate the benefits of the Sourcewell/Strategic partnership. For example, promptly following contract award, our dedicated public sector team will contact prospective customers to articulate the value we provide through this strategic relationship. We are committed to actively promoting this partnership to drive awareness and contract utilization. Currently, we have over 1200 agencies utilizing our contract vehicles that are eligible to use Sourcewell.</li> <li>3. Sourcewell Members Outreach Campaign. Strategic sales and marketing employees will promptly connect with current Sourcewell members to introduce our team and analyze each member's unique operational business challenges to align our innovative and emerging technology solutions to these business challenges. Our goal is an open dialogue and seamless integration of our services that adds value from day one.</li> <li>4. Extensive Training for Sales Staff and Partners. We will ensure all public sector sales and support staff receive comprehensive training on Sourcewell and its members. The training will cover details on the contract including terms, pricing, preferred procurement methods, as well as highlighting the key benefits and value Sourcewell delivers to members. Through continuous internal education, our team will be well-equipped to promote the partnership and assist members in fully leveraging its offerings.</li> </ol> <p>Additionally, we will conduct training webinars with our partners covering our catalogs, services, procurement methods and customer support, and assuring compliance with the Sourcewell contract.</p> <ol style="list-style-type: none"> <li>5. Dedicated Sourcewell Online Catalog. We will develop a customized Sourcewell online catalog highlighting contract pricing and other key details defined by Sourcewell. Strategic has developed eight large-scale catalogs – up to 999,000 products and services – for our existing contract vehicles. Our web developers and account teams will collaborate closely with Sourcewell and its members to create online tools that truly optimize the functionality of the catalog. Additionally, we can work directly with members to tailor our portal to include unique reporting functions, punch-out capabilities, or other integrations specific to their needs.</li> </ol> <p>With an agile, dedicated team passionately committed to public sector clients, we will deliver an unmatched level of service and value to Sourcewell members. We bring the flexibility, focus and drive necessary to not only meet member needs, but exceed expectations - forging a truly extraordinary partnership built on purpose, service, and results.</p>
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13	Demonstrate your financial strength and stability with meaningful data. This could include such items as financial statements, SEC filings, credit and bond ratings, letters of credit, and detailed reference letters. Upload supporting documents (as applicable) in the document upload section of your response. DO NOT PROVIDE ANY TAX INFORMATION OR PERSONALLY IDENTIFIABLE INFORMATION.	<p>Strategic is one of the largest Woman/Minority owned business serving public sector clients across the nation. As a privately-owned company with no bank debt, we maintain financial agility and integrity that allows for investments aligned with Sourcewell's values and member needs. Our financial health stems from strong community connections – longstanding relationships with customers, partners, OEMs and our valued employees. Because we are not beholden to external shareholders, we can nurture these affiliations in each region we serve, delivering stability and driving growth that ultimately benefits our customers. Our approach to business has always centered on trust in the community.</p> <p>Strategic has experienced exponential growth over the past five years totaling over \$500M in revenue. Our fastest growing technology segment is cloud services and solutions, which has grown at an 80% year over year rate for the past 2 years. Strategic is committed to growing our cloud solutions practice and has recently invested in developing two new vertical solutions including Healthcare and Justice and Public Safety.</p> <p>To support our GWAC, IDIQ, BPAs, GSA, and other contract awards, Strategic maintains sufficient lines of credit and escrow accounts totaling over \$200 million to process a large volume of orders. See attached letter from our banking institution Old National Bank titled Bank Letter.</p>	*
14	What is your US market share for the Solutions that you are proposing?	Strategic provides over 50+ emerging justice and public safety solutions throughout the US. In some cases, Strategic maintains 100% of the market share since it is the sole provider. In other cases, there may be more competition. As a result, the aggregate percentage is estimated to be 29+%.	*
15	What is your Canadian market share for the Solutions that you are proposing?	Strategic provides over 50+ emerging justice and public safety solutions throughout the US. Current Canadian market share is 5% or less.	*
16	Disclose all current and completed bankruptcy proceedings for Proposer and any included possible Responsible Party within the past seven years. Proposer must provide notice in writing to Sourcewell if it enters a bankruptcy proceeding at any time during the pendency of this RFP evaluation.	N/A. Strategic Communications has never petitioned for bankruptcy.	*
17	How is your organization best described: is it a manufacturer, a distributor/dealer/reseller, or a service provider? Answer the question that best applies to your organization, either a) or b). a) If your company is best described as a distributor/dealer/reseller (or similar entity), provide your written authorization to act as a distributor/dealer/reseller for the manufacturer of the products proposed in this RFP. If applicable, is your dealer network independent or company owned? b) If your company is best described as a manufacturer or service provider, describe your relationship with your sales and service force and with your dealer network in delivering the products and services proposed in this RFP. Are these individuals your employees, or the employees of a third party?	<p>Strategic is an Enterprise Information Technology Software and Hardware Value Added Reseller as well as Integrated Cloud Solutions Service Provider focusing on serving Federal State, Local, and Educational (SLED) customers</p> <p>Our network of providers are independent software entities and OEM cloud providers. In 2013, Strategic initiated a heavy focus on the development of our cloud services and software which encompasses a variety of public safety solutions. Developed out of this initiative was Strategic's "Partner Alliance Community (PAC)" - a group of IT, software, and cloud industry partners and professionals that assist our public sector clients with seamless adoption and utilization of IT and cloud solutions. Additionally, the PAC strives to make procurement easy by providing partners with access to a portfolio of federal, state, local and education contracts that are widely used to procure IT and cloud services vital to public agency initiatives. The extensive scale and size of our PAC partners gives Strategic the ability to pursue and successfully complete the largest IT and cloud modernization projects in the public sector. Each of our partners offers:</p> <ul style="list-style-type: none"> <li>• Expertise working with complex government IT environments</li> <li>• FedRAMP and DISA compliance expertise</li> <li>• Multi-cloud capabilities</li> <li>• Enhanced security services</li> <li>• Pay-as-you-go flexibility</li> <li>• Competitive pricing that delivers a high return on investment</li> </ul> <p>Strategic does not utilize a traditional dealer network. Strategic has invested in our partnerships with ISVs and solutions providers to create a co-sell program. Strategic's co-sell program encourages public safety software providers that have complementary solutions to share in customer references and refer business to ensure adoption of best-in-class software solutions.</p> <p>Please see Strategic's uploaded additional documentation for copies of the Partner Agreements for each software solution provider supporting Strategic's proposed solution.</p>	*

18	If applicable, provide a detailed explanation outlining the licenses and certifications that are both required to be held, and actually held, by your organization (including third parties and subcontractors that you use) in pursuit of the business contemplated by this RFP.	<p>Strategic's corporate practices are codified in our SCRM plan and managed under our ISO-certified quality management system. The SCRM is audited and managed on a bi-annual basis. We implement the requirements through internal audits throughout each year.</p> <p>In addition, SC is a member of the Open Group and joined the Open Group Trusted Technology Forum (OTTF) in 2013. The Open Group is a standards organization which collaborates with customers and suppliers of IT products and services to identify and clarify requirements, develop standards, and openly share best practices. OTTF leads the development of a global supply chain integrity program and framework, (TOGAF – the Open Group Architecture Framework). Through OTTF, SC is certified in compliance with the Open Trusted Technology Provider™ Standard (O-TTPS).</p> <p>See the additional uploaded documentation for copies of Strategic's certifications.</p> <p>Strategic is completing the tasks required for SC to become Capability Maturity Model Integration (CMMI) and Cybersecurity Maturity Model Certification (CMMC) Level 2 Certified. SC contracted a CMMI/CMMC certified auditor/appraiser to assess our internal controls and network to approve for certification. The completion date for SCs' certification is set for April 2025.</p> <p>Strategic personnel maintain over 789 OEM certifications to enable Strategic to procure, install and warranty a breadth and depth of software and licenses. In relation to our proposed solutions, our staff maintains the following certifications:</p> <ul style="list-style-type: none"> <li>• AWS – 15</li> <li>• Google Cloud – 3</li> <li>• Oracle – 22</li> </ul> <p>In addition, Strategic has carefully vetted our Technology Partners. Part of the vetting process ensured that we selected partners maintain their ISO 9001:2015, Supply Chain Risk Management (SCRM), Enterprise Security Policy (ESP) which includes Onsite, Offsite and Hybrid Cloud Hosting and Software Supply Chain Security Policy. Additional PAC qualifications include:</p> <ul style="list-style-type: none"> <li>• AWS – 2700 Certifications amongst 2000 Engineers</li> <li>• Azure – 2300 Certifications amongst 700+ specialists, architects, and engineers</li> <li>• Google – 300+ certification amongst 300 GCP certified experts</li> </ul>	*
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.	Strategic has no current and past debarments or suspensions.	*
20	Describe any relevant industry awards or recognition that your company has received in the past five years.	<p>CRN Solutions Provider 500 (The Channel Co. rankings of top IT integrators, service providers and IT consultants in the United States):</p> <ul style="list-style-type: none"> <li>• 2024 – Rank 184</li> <li>• 2023 – Rank 220</li> <li>• 2022 – Rank 213</li> <li>• 2021 – Rank 215</li> <li>• 2020 – Rank 214</li> </ul> <p>CRN TechElite 250 – 2024. The Tech Elite 250 is comprised of solution providers in the U.S. and Canada who have achieved the highest partner program levels and won the most technology certifications</p> <p>FastGrowth 150 – Rank 59 – 2024</p> <p>CRN Triple Crown Winner – Only 47 IT companies in the US received the Triple Crown.</p> <p>Received the NASPO ValuePoint #1 Small Business Award winner for Best Value in the IT Category in 2023</p> <p>Louisville Business First</p> <ul style="list-style-type: none"> <li>• Fast 50 – Rank 20 – 2024</li> <li>• Fast 50 – Rank 34 – 2023</li> <li>• Fast 50 – Rank 16 – 2022</li> <li>• Fast 50 – Rank 21 – 2021</li> <li>• Company of the Year Finalist 2017 &amp; 2018</li> <li>• Largest Woman-Owned Companies 2017-2022</li> <li>• Largest Minority-Owned Companies 2017-2022</li> <li>• Largest IT Services Companies 2019-2022</li> </ul>	*
21	What percentage of your sales are to the governmental sector in the past three years?	96%	*



22	What percentage of your sales are to the education sector in the past three years?	4%	*
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?	Strategic supports 19 National Association of State Procurement Office (NASPO) Participating Addendums (PAs) across the US as well as additional State-level contracts including ITS60 and ITS75. Total sales by State over the last three years are provided in a separate file titled Annual Sales.	*
24	List any GSA contracts or Standing Offers and Supply Arrangements (SOSA) that you hold. What is the annual sales volume for each of these contracts over the past three years?	<p>Strategic has two GSA IT Schedule 70 contracts:</p> <p>GSA Contract #: 47QTCA19D00DH 2022: \$20,868.75 2023: \$127,628.41 2024: \$34,355.00 Total: \$182,852.16</p> <p>GSA Contract #: 47QTCA21A000W 2022: \$0.00 2023: \$12,557.05 2024: \$187,866.34 Total: \$200,423.39</p> <p>In addition, Strategic has the following SOSA and/or GWAC contracts:</p> <p>NASA SEWP V 2024: \$59,993,469 2023: \$73,494,035 2022: \$62,045,810 Total: \$195,533,314</p> <p>NIH CIO-CS 2024: \$76,818 2023: \$38,699 2022: \$7,788,528 Total: \$7,904,045</p> <p>Army ADMC-3 2024: \$24,314,309 2023: \$20,168,596 2022: \$20,454,586 Total: \$64,937,491</p> <p>Army ITES-SW2 2024: \$2,934,017 2023: \$3,531,207 2022: \$7,339,713 Total: \$13,804,937</p>	*

Table 2B: References/Testimonials

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

Entity Name *	Contact Name *	Phone Number *	
State of Maryland	Patrick McLoughlin	443.875.5084	*
State of Illinois	John Klaer	312.793.8946	*
County of Oakland, Michigan	Chris Papandria	248.230.8562	*
State of Mississippi	Steve Patterson	601.432.8117	

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

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

Line Item	Question	Response *	
26	Sales force.	Strategic is well-prepared and enthusiastic to fulfill the requirements of Sourcwell Members throughout the United States and Canada. Our company culture and values stem from our talented team members, who remain our greatest resource. Every sales staff member commits to delivering superior customer service and support to Sourcwell Members. Strategic organizes its sales operation into specialized business units, each supported by experienced sales teams with proven success records.	

Strategic's sales structure is deliberately designed with abundant resources dedicated to serving existing clients with our Customer Success Team, while maintaining separate personnel exclusively focused on pursuing new business opportunities.

Strategic's sales force consists of 20 full-time employees which all have experience supporting public sector customers including: Federal, SLED, and Public Safety. The sales team consists of Inside Sales, Regional Sales Directors (RSD), and Customer Success Managers. The sales team is supported by an additional 16 full-time employees including partner account managers, business development reps, inside support, marketing coordinators, solution engineers, project managers and proposal/contracts team.

Strategic's U.S. Public Sector Sales Division assists State Governments, Local Governments, K-12 Schools, Higher Education Institutions, Justice & Public Safety Organizations, and Federal Agencies nationwide. Strategic has invested additional resources over the past 3 years dedicated to building out a vertical solution team that is focused on bringing new and innovative cloud and software solutions to the Justice & Public Safety (JPS) community. The team consists of former police officials and industry experts that understand the unique challenges that public safety end users face on a daily basis. Strategic is committed to helping modernize and upgrade aging public safety applications in order to deliver a better citizen experience and reduce downtime. This team is dedicated to supporting only public safety related customers including:

- Law Enforcement
- Police Departments
- Sheriff's Offices
- State Law Enforcement
- Federal Law Enforcement
- Court Systems
- State, County and City Courts
- Corrections
- Department of Corrections
- Prisons and Jail Systems
- Emergency Management
- Disaster Preparedness and Response
- Crisis Management
- Juvenile Justice
- Youth Detention Centers
- Rehabilitation Programs
- Fire Services
- Fire Departments
- Prevention and Investigation
- Emergency Medical Services
- Paramedics and EMTs
- Ambulance Services
- 911 Dispatch Centers
- Emergency Call Handling
- Resource Dispatching
- Legal Services
- Prosecutors
- Public Defenders

As part of the approach to solving public safety challenges, Strategic created the JPS Trust Program (reference marketing attachment) to help guide agencies through their modernization process. Because the concept has been so well received, Strategic has road mapped a need for another 2-4 additional resources dedicated to public safety sales in the next 18 months.

Strategic deploys a team of Regional Sales Directors embedded in local regions countrywide. Strategic's regional coverage consists of five territories including: Southeast, Central, Mid-Atlantic, Northwest, and Southwest. Strategic considers on-site engagement pivotal for customer-focused service and the Account Executives will visit Member locations, prioritizing customer objectives, challenges and requirements while cultivating strong working relationships. Through consistent in-person dedication, we strive to grasp each Member's individual business needs and support them accordingly. This territory-based approach allows for responsiveness and partnership via direct customer relationships rather than remote coordination.

Strategic employs a team of dedicated Inside Sales Managers to assist with Members' daily requirements. By aligning localized representatives with internal resources, we sustain seamless, high-touch management across wider geographies. The Inside Sales Manager team bolsters Account Executives' abilities to address everyday Member needs with in-depth support. This infrastructure blends on-site relationship-building with scalable assistance for consistent, personalized Member experiences.

Strategic's Mid-Market State & Local Government and Education division focuses on serving the unique needs of smaller K-12 schools, local governments, and higher education institutions nationwide. Though they share similar technology needs as the larger State Agencies, these smaller public organizations are often passed over. From initial consultations through complete solutions, this specialized staff tailors Strategic's end-to-end services to the distinct priorities of smaller public sector customers. Maintaining personal-level partnerships regardless of customer scale, enables us to facilitate technology advancements equitably across public sector organizations.

Our proven expertise serving the public sector is demonstrated through maximized participation and spending under national purchasing vehicles like the NASPO ValuePoint Cloud contract. After attaining some of the most state participating addendums and high sales volume on the NASPO Valuepoint Cloud Contract, we continue surpassing NASPO ValuePoint and individual state service metrics while exploring additional contract value streams. We vow to mirror this diligent, client-centric approach to Sourcwell members, committing wholly to each member's goals through a spirit of partnership. By prioritizing member objectives and nurturing understanding, our customer dedication has yielded nationwide contract success that we now direct toward Sourcwell members' aims. Our relationship-focused approach guarantees the same degree of support that has delivered satisfaction across states utilizing NASPO agreements.

27	Describe the network of Authorized Sellers who will deliver Solutions, including dealers, distributors, resellers, and other distribution methods.	<p>Strategic represents over 3,505 original equipment manufacturers (OEMs), cloud service providers (CSP), and independent software vendors (ISV) partners provide products and deliver solutions encompassing Platform as a Service (PaaS), Software as a Service (SaaS), Infrastructure as a Service (IaaS), Compute as a Service, Containers as a Service, Cybersecurity, JPS, Health and Human Resources solutions to name a few. Strategic's OEMs are OEMs like; Oracle, Red Hat, Cisco, Dell, AWS, Microsoft Azure, Adobe, Google Cloud, SearchBlox, APX, ATHD, Armour, VMware, Citrix, Dynatrace, CrowdStrike, OPSwat, Fortinet, Palo Alto and Pluralsight.</p> <p>As Strategic grew over the years, we recognized the need for a collaborative community where distributors, resellers, dealers, service providers and technology suppliers could network together and offer the best technology solutions to the public sector. Strategic's mission is to provide the knowledge, resources, and innovative solutions, delivered through an alliance of IT partners capable of resolving critical challenges indirectly or directly impacting citizens. To realize this vision, Strategic created the Partner Alliance Community, (PAC) in 2021. Our PAC currently consists of CSPs like AWS, Azure, GCP, Oracle, Distributors like Ingram Micro, OEMs, like Oracle and ISVs like Veeam. Strategic is continuously expanding our PAC as we onboard more trusted partners who share our passion for public sector IT excellence.</p> <p>Through our network of cloud industry experts, we assist our public sector clients with seamless adoption and utilization of cloud solutions. We deliver comprehensive solutions that deliver cloud services, software applications, and professional services to solve mission needs. Strategic harnesses our extensive internal capabilities, innovative thought leadership, and the strength of our PAC to deliver a powerful suite of technology solutions, purpose-built to help State and local governments achieve operational efficiency, drive digital modernization, and enhance citizen services. Strategic provides SaaS, IaaS, and PaaS solutions, managed and professional services to application development, and specialized solutions government sectors. This PAC delivers:</p> <ul style="list-style-type: none"> <li>• A comprehensive catalog of resources, materials, and experts</li> <li>• Streamlined procurement.</li> <li>• Access to webinars from leading technology providers</li> </ul> <p>Strategic is well-equipped to provide IaaS, PaaS, and SaaS from the major public cloud providers, specifically AWS, Microsoft Azure, Google Cloud Platform (GCP), and Oracle Cloud Infrastructure (OCI). Strategic has established partnerships that enable us to deliver the full spectrum of cloud services from these industry leaders. Our cloud offerings include but are not limited to:</p> <ul style="list-style-type: none"> <li>• AWS: With its broad range of compute, storage, networking, and security services, AWS offers unmatched scalability and flexibility for a wide array of enterprise needs, including advanced analytics, machine learning, and application modernization.</li> <li>• Microsoft Azure: Azure's strengths in hybrid cloud, enterprise integrations, and support for Microsoft-centric environments make it an ideal platform for organizations looking to leverage both cloud and on-premises resources with strong compliance and security controls.</li> <li>• GCP: GCP provides state-of-the-art solutions for data analytics, machine learning, and AI. Its innovative capabilities enable the State to harness the power of data-driven decision-making and innovative, scalable infrastructure solutions.</li> <li>• OCI: Known for its robust database management and enterprise application services, OCI is tailored for mission-critical workloads and high-performance computing environments, providing a strong platform for applications requiring stringent security and performance standards.</li> </ul> <p>Additionally, Strategic's offering goes beyond these four providers to include solutions from over 3,505 technology partners, ensuring Sourcewell members have access to the most appropriate and cost-effective cloud resources for each unique workload. Our involvement in over 2,300 NASPO specific cloud-related opportunities further highlights our deep expertise and ability to deliver tailored cloud technology solutions across these platforms. By partnering with Strategic, Sourcewell will benefit from:</p> <ul style="list-style-type: none"> <li>• Deep Expertise Across Multiple Cloud Providers: Our team possesses advanced technical skills and knowledge in AWS, Azure, GCP, and Oracle Cloud, ensuring seamless deployment, management, and optimization of IaaS environments.</li> <li>• Tailored Solutions: Each cloud provider offers unique strengths, and our comprehensive knowledge allows us to design the best-fit solutions for each specific State project, whether it is leveraging AWS for compute-intensive tasks, Azure for hybrid environments, Google Cloud for data analytics, or Oracle for database-heavy workloads.</li> <li>• Cost Savings and Efficiency: Through our NASPO ValuePoint contract, we secure volume discounts and cost savings across leading cloud providers, delivering maximum value to the State while maintaining flexibility and scalability.</li> </ul> <p>Strategic's commitment to delivering cloud technology solutions ensures our customers have the tools, expertise, and cloud infrastructure needed to meet their mission-critical objectives now and in the future.</p>
28	Service force.	Our customers are supported by a well-vetted consulting systems engineering

workforce made up of 15 FTE technical engineers located nationwide. These engineers have an average of 8 years in experience in design, implementation, testing, post implementation, and training support. Strategic's engineers maintain an extensive list of industry leading certifications as mentioned throughout our response. Our commitment to provide continued education to our engineers is reflected not only through SC's base of certifications but also its dedication to recruiting engineers who have demonstrated a similar commitment to expanding their knowledge. Consider that Team SC's engineers hold CCDA, CCNA, CCNP, CCIE, PMP, CISSP, and additional technical certifications. In aggregate, SC holds more than 107 individual certifications across the technology solution paradigm.

Strategic is committed to hiring additional service force resources dedicated to Sourcewell members as we better understand the technology solutions desired.

Technology Engineers will assist Sourcewell Members and the associated sales account managers in the following ways:

- Provide Pre-Sales Technical Support - Engineers help account managers understand the technical details of products, solutions, and services being proposed to customers. They explain capabilities, architecture, implementation details, etc. to inform the sales process.
- Conduct Proof-of-Concepts - Engineers have built proof of concept demonstrations and prototypes during the sales cycle to showcase how a technology product or solution will work for a customer's specific requirements. This often involves integrating with the customer's existing systems.
- Assist with Requirements Analysis - By understanding a customer's technical infrastructure and needs in depth, engineers help qualify deals, propose the right solutions, and identify any issues upfront to avoid problems down the line.
- Provide Solution Architecture Expertise - Engineers map out and design custom solutions, architectures, and integration approaches to address customers' business needs and ensure interoperability with existing environments.
- Implement Solutions Post-Sale - Technology engineers take ownership of delivering on the promised solutions, either directly or by closely supporting project teams.

Technology Project Managers will assist Sourcewell Members and the associated sales account managers in the following ways:

- Plan and oversee timelines, budgets, resource allocation, and scope for IT projects such as software development, systems integrations, infrastructure upgrades, etc.
- Lead cross-functional teams of technical resources including developers, engineers, testers, IT operations to coordinate execution of project activities.
- Implement methodologies, tools, procedures to manage and track projects, ensuring on-time delivery. Common techniques include agile/scrum, waterfall, Six Sigma, etc.
- Manage third party vendor relationships if required.
- Identify and control risk factors and resolve issues that could lead to delays.
- Use strong communication skills to report and present on project status to key stakeholders and leadership.
- Drive projects to successful outcomes within defined constraints while balancing priorities of scope, budget, timeline, quality, resources, and risks.

Software and Solution Support Specialists will assist Sourcewell Members and the associated sales account managers in the following ways:

- Provide expertise and support for the installation, configuration, troubleshooting and maintenance of various software and hardware systems.
- Develop and maintain documentation like user guides, manuals and policies for reference, training and onboarding.
- Evaluate organization's software and hardware needs, research potential solutions and make recommendations.
- Ensure compliance with cybersecurity and SCRM policy.
- Diagnose problems with software applications and computer hardware reported by end-users.
- Collaborate with vendors and 3rd party technicians for fixing complex software and hardware problems.
- Ensure software license compliance, audits and asset management for inventory tracking.
- Monitor systems performance, undertake preventative maintenance and optimize efficiency.
- Develop and conduct end-user training programs on software and hardware systems.
- Keep up to date with latest advancements in technology sphere to help organization stay competitive.

IT help desk services will provide technology assistance and support to Sourcewell Member's staff and customers via various channels. They serve as a single point of contact for Sourcewell end users reporting technology issues, requesting services, and

		<p>asking IT-related questions. Key elements of IT help desk services include:</p> <ul style="list-style-type: none"> <li>• Single source of help for any IT problems employees/customers encounter such as network issues, software issues, device issues, login issues etc.</li> <li>• Support provided through various channels - phone calls, emails, and live chats.</li> <li>• Technical support, troubleshooting fixes, how-to-advice, documentation, and training users to resolve common issues themselves.</li> <li>• Ticket tracking/management, performance reporting, escalation management, IT service integration, and call scripting.</li> </ul>	
29	Describe the ordering process. If orders will be handled by distributors, dealers or others, explain the respective roles of the Proposer and others.	<p>Strategic SC's current quote response rate across SC's QWACs, IDIQs, BPAs, direct requests, and General Services Administration is 78%. SC has responded to over 39,002 RFQs in the past 3 years. When a customer places an order, we engage a broad network of vetted technology partners to deliver solutions that meet the customer's technology needs while fostering open and fair competition. Key Steps in the ordering process include proactive and active activities. Proactive activities include:</p> <ul style="list-style-type: none"> <li>• Assist Customer with Project Scoping: Our first step is to collaborate closely with the customer to define the project scope, ensuring all technical, operational, and strategic objectives are clearly understood. We collaborate with the customer to assess their current infrastructure, identify future needs, and ensure all requirements are well-documented. We conduct thorough needs assessments with the customer, helping them identify key project goals, challenges, and desired outcomes. This process captures all aspects of the project, providing a clear foundation for procurement. Our staff draw upon our experience and industry best practices to ensure the scoping process aligns with the latest cloud trends and public sector requirements.</li> <li>• Risk Awareness and Vendor-Hosted CSPs: A critical part of our process is ensuring the customer fully understands the risks associated with vendor-hosted CSPs. This includes potential risks related to future technical migrations, data portability, and vendor lock-in. We educate the customer on potential challenges related to technical migration and offer strategic advice on how to mitigate these risks, such as ensuring cloud services are designed with flexibility and portability in mind. We also discuss the risk of vendor lock-in and how selecting the right CSP can affect future flexibility. Strategic offers solutions to mitigate such risks by recommending multi cloud or hybrid cloud strategies where appropriate.</li> <li>• Receive and Distribute Procurement Documentation: Once the project scope is finalized, Strategic receives procurement documentation from the customer. We then distribute these documents to all relevant partners and subcontractors within our team who can provide the requested solution. This broad distribution ensures multiple qualified vendors are included in the process. We provide a comprehensive list of all partners and subcontractors involved in the procurement, ensuring transparency throughout the process. This list includes a diverse array of OEMs, ISVs, and technology providers capable of delivering the solution. Because our team includes partners such as AWS, Microsoft Azure, Google Cloud, Cisco, Dell, VMware, and many others, Strategic provides the customer with multiple competitive options for any given project.</li> <li>• Collect and Verify Responses: Strategic collects all vendor responses and verifies each proposal complies with the terms of the contract. This verification includes confirming that all pricing aligns with the agreed-upon contract terms and each response addresses the technical and operational requirements set out by the customer. We carefully review pricing to ensure all responses meet the established terms of the Sourcwell contract or other applicable procurement agreements. We also assess each response to ensure it meets the specific requirements outlined in the project scope, guaranteeing vendors are providing relevant and feasible solutions.</li> <li>• Submission of Responses for Customer Evaluation: Once responses have been collected and verified, Strategic provides a complete package, including all pricing, technical proposals, and additional terms and conditions required for purchase. Our submission process is fully transparent, providing the customer with all necessary information to make informed decisions. We ensure the customer is notified of any additional terms, conditions, or legal requirements that may apply to the purchase or deployment of the solution.</li> <li>• Ensuring Competitive Responses: Strategic actively works to ensure the customer receives at least two competitive responses for each project. This involves leveraging our vast PAC network to solicit proposals from multiple vendors, ensuring the customer has sufficient options to evaluate. Our PAC consists of trusted partners across multiple technology domains, including cloud services, cybersecurity, networking, data analytics, and more. This broad vendor network includes top-tier providers such as AWS, Microsoft, Google Cloud, Oracle, Cisco, Dell, and VMware, as well as smaller specialized firms, ensuring that the customer can evaluate a variety of solutions tailored to their needs. We engage our partners and provide a clear and transparent process, we encourage broad participation from qualified vendors, ensuring the customer can choose from a range of competitive options. We also provide guidance to the customer on how to evaluate proposals based on technical feasibility, pricing, and alignment with their strategic goals. Our team offers insight into the strengths and weaknesses of each proposal, helping the customer make informed decisions.</li> </ul> <p>Active ordering tasks.</p> <p>Strategic uses the customer relationship management application TigerPaw (TP) to document and track deployment of a solution-based award from receipt through</p>	



		<p>closure. The system manages all documents associated with an order including the contract award, Statement of Work (SOW), project plan, change requests, quality assurance plans, service level agreements (SLA), cybersecurity policies, and direct communications with our subcontractors.</p> <p>If product-related, real time order tracking for products are available through the TP portal and are comprised of line-item details including shipping status, estimated delivery times, ship to information, links to carrier sites, and other pertinent tracking information. Our ordering process includes:</p> <ol style="list-style-type: none"> <li>1. When a Purchase Order (PO) includes product, a PO is generated and electronically delivered to the vendor within 24 hours of contract award. To ensure on time delivery, our PO specifies a requested delivery date one week prior to the delivery date notated on the award. PO also specifies whether the order is complete, partial, or phased.</li> <li>2. The Service Level Agreement with our vendors specifies within 48 hours of PO transmission a notification of estimated time of arrival (ETA) and ship to address is due from the vendor. An automated notification is transmitted to Strategic's logistic personnel if the vendor has not responded with an ETA within 48 hours. Immediate emails and phone calls are executed to secure an ETA within the 48-hour timeframe.</li> <li>3. Once the ETA from the vendor is secured, the information is input into Strategic's TP portal for internal Strategic and end users to view. An email is also generated to the end user and the government receiver notifying them of the expected ETA. Typically, the point of contact (POC) or end user indicated on the award is not the individual receiving the product.</li> <li>4. Upon end user request, a customized spreadsheet (CS) is created by Strategic personnel indicating the order number and date, price, deliver date, CLIN's, product, quantity, description, tracking numbers, ETA, warranty start date and end dates and serial numbers. The CS is electronically sent to the end user indicated on the award and updated as product is shipped. <ul style="list-style-type: none"> <li>• Through TP, a notification is sent to Strategic's team 7 days prior to ETA, notifying them to contact the vendor to ensure delivery dates will be met and ship to information is accurate. If the delivery date has changed but is still within the required delivery dates, Strategic will contact the end user telephonically and through email alerting them of the change. In the event the product will not be delivered within the delivery date deadline, Strategic's team will begin the process of sourcing the product from another vendor to ensure the product will arrive per the requested delivery dates on the award. Once the product is procured from another vendor, Strategic's logistic team will update the end user with the ETA.</li> </ul> </li> <li>6. Strategic's logistic team receives the tracking information from the vendor and immediately transmits the tracking to the end user and the receiver. This team tracks the order through delivery. Upon delivery, Strategic sends the proof of delivery to the end user and the receiver.</li> </ol> <p>Strategic's website includes information with direct links related to catalog ordering, training, warranty, support, etc. A direct link provides contact information (names, email address, phone numbers) for the types of services requested. SC provides an online chat service to enhance end user engagement to ask questions related to current and emerging technologies, SC's webinars, seminars, conferences, warranty, support, orders, order processing, and performance tracking.</p> <p>In summary, Strategic's approach ensures comprehensive support throughout the procurement lifecycle.</p>	
30	Describe your product implementation strategy. If utilizing installation partners, describe and define their role in the strategy.	<p>Once the customer selects a preferred solution, Strategic Communications initiates a structured and timely process to verify and execute approved orders. This approach ensures all supporting documentation from both the customer and vendors aligns precisely, covering amounts, periods of performance, detailed statements of work, and completed contract documents to enable a smooth and efficient deployment. Within two business days of receiving an approved order, we conduct a thorough verification of all supporting documents, ensuring they meet the requirements set forth by the customer. We confirm that all specifications align before proceeding, providing prompt acknowledgment that documentation is in order. Once documentation verification is complete, we move forward with purchasing vendor products within the award from our suppliers within five business days. If subcontractor engagement is required, we simultaneously initiate coordination to secure necessary resources and expertise. This ensures a seamless integration of vendor products and services tailored to the customer's needs.</p> <p>For more complex projects requiring full deployment, Strategic organizes a customer kickoff meeting within as few as seven business days, setting a clear roadmap for project phases, milestones, and responsibilities. For simpler orders, such as license keys or single-service requests, we ensure prompt delivery and verify receipt with the customer within 14 days. Our approach ensures a structured timeline that balances efficiency with diligence, providing the customer with confidence in solution delivery from initiation to completion, with ongoing support as needed.</p>	*

31	Describe in detail the process and procedure of your customer service program, if applicable. Include your response-time capabilities and commitments, as well as any incentives that help your providers meet your stated service goals or promises.	<p>SC's Call Center is operational 24/7 to respond to requests. Strategic employs knowledgeable team members to assist our end users with technical and warranty assistance when needed. Response times are determined by Service Level Agreements on a case-by-case basis. However, Strategic makes the following commitments to Sourcewell Members based on our history of success meeting similar SLAs.</p> <p>Phone Support: Strategic will provide a shared team phone line that will be published on our website and will be dedicated to Sourcewell Members. Strategic is committed to answering and responding to our customers' needs in the most efficient manner. Typically, 95% of all in-bound calls will be answered on the first attempt and within 90 seconds of the call being placed. In the event all team members are currently assisting others, Customers are encouraged to leave a voicemail with details about their request.</p> <ul style="list-style-type: none"> <li>• Normal Business Hours: 8AM-6PM EST</li> <li>• Phone Support available 24x7</li> <li>• 2 Hour response SLA for all voicemails</li> </ul> <p>For all urgent requests and/or service outages, Sourcewell members should also reach out to their dedicated account team for issue resolution and escalation. The account team will work directly with the affected service provider to ensure that the customer's SLAs remain intact.</p> <p>As part of our customer service program, we also provide:</p> <ul style="list-style-type: none"> <li>• Order Placement &amp; Support: The standard SLA for processing a customer order is 24 business hours from initial receipt of the order via email, phone, or website. Strategic will verify all necessary information including POC and shipping address are correct and will enter order in our TigerPaw system. If the products ordered are in-stock, they will ship directly to the customer within 2-4 days. If products are not in stock or ship directly from OEM, we will work with the customer to establish an estimated delivery schedule so they are able to anticipate when the order will be fulfilled.</li> <li>• Quote and SOW Support: Strategic will respond to all quote and SOW requests within 4 business hours of receipt from customer. Strategic account team will acknowledge receipt and evaluate the customer's needs and respond with an estimated timeline on when they will be able to respond with a formal quote and SOW. For catalog requests, Strategic will be able to respond within 24 business hours but more complex SOWs may require several days or weeks to develop.</li> <li>• Web Support: Strategic will provide a dedicated web page for the Sourcewell Members that includes information with direct links related to catalog ordering, training, warranty, support, policy and procedure, fair opportunity, government compliance, and contacts. A product return policy is also available on our website and via email. This information includes names, number and email addresses for our support staff. Strategic provides an online chat service to enhance end user engagement to ask questions related to current and emerging technologies, Strategic's webinars, conferences, warranty, support, orders, order processing, tracking, and product availability.</li> </ul>	*
32	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in the United States.	Strategic is able and willing to provide products and services to all US-based customers. Our company successfully delivered 60,133,197 software, license and customized solutions to our public sector customers and has received an outstanding rating for customer support from every customer. Strategic maintains an aggregate of 1.5M solutions and services on our catalog to provide comprehensive turn-key solutions to our end users with a vast selection of current and emerging technology solutions.	*
33	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in Canada.	Strategic is able and willing to provide products and services to all Canada-based customers. In addition, Strategic will work with its current and future PAC partners that have current public sector clients in Canada to market and deliver products and services.	*
34	Identify any geographic areas of the United States or Canada that you will NOT be fully serving through the proposed agreement.	N/A. Strategic will fully support all geographic areas of the United States and Canada through the proposed contract.	*
35	Identify any account type of Participating Entity which will not have full access to your Solutions if awarded an agreement, and the reasoning for this.	N/A. Strategic's solutions will be available to all participating entities.	*
36	Define any specific requirements or restrictions that would apply to our participating entities in Hawaii and Alaska and in US Territories.	N/A. Strategic does not have any contract restrictions for members in Hawaii, Alaska, or the US Territories.	*
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.	<p>Strategic budgets over \$2M per year to promote our portfolio of government procurement contract vehicles to current and prospective customers. We participate in Tech Expos that provide the opportunity to discuss the benefits of specific contract vehicles to potential customers. Strategic will promote Sourcewell electronically and in-person while attending and displaying during tradeshows as well as electronically on our website via a dedicated home page.</p> <p>Upon award, Strategic's Marketing Team will create a marketing plan detailing the benefits and advantages of using Sourcewell as a preferred cooperative contract. We will email the document to potential end users and follow up with phone calls to interested parties. We have provided an example email template for promoting the Sourcewell contract! We will immediately include the contract on our website along with a dedicated toll-free number for all Sourcewell Members to contact us.</p> <p>Examples of marketing activities and promotions that will be used to advertise and promote the Sourcewell Contract:</p> <ul style="list-style-type: none"> <li>• Targeted SEO Campaigns</li> <li>• Jointly Created Press Releases</li> <li>• Customer Case Studies</li> <li>• Email Campaigns</li> <li>• Monthly Newsletters</li> <li>• Industry and Technology focused workshops</li> <li>• Justice and Public Safety Solutions</li> <li>• Smart Cities Technology</li> <li>• Healthcare Solutions</li> <li>• Public Sector Procurement Cooperatives</li> <li>• Quarterly recorded webinars featuring new and innovative technology solutions for public sector and education clients only.</li> <li>• Social media campaigns through LinkedIn, Facebook, Twitter and other websites deemed essential.</li> <li>• Website Blog and Microsite – Dedicated Sourcewell landing page to direct all traffic for marketing campaigns and customer interactions.</li> <li>• Webinars covering new technologies and training.</li> </ul> <p>Strategic utilizes several sales tools to assist in our digital marketing strategies. One tool is LinkedIn Navigator assisting our sales and marketing team to connect with decision makers supporting Government and Education agencies. Strategic employs a technology tool called Seamless.AI which assists Strategic in locating contact information for new potential participating Sourcewell Members. Brighttalk and Sage are used to support webinars and email campaigns.</p> <p>Strategic's new cooperative contract onboarding process includes the following marketing support as part of our initial plan:</p> <p>First Seven Days:</p> <ul style="list-style-type: none"> <li>• Create a co-branded press release immediately and disperse through online publications and Strategic website;</li> <li>• Commence development of jointly logo-marked content across print collateral, digital items, email templates, and slide decks. (See attached samples in supplemental attachments);</li> <li>• Formulate social media engagement plan encompassing target audiences, content approach, optimal platforms, interaction cadence, and performance tracking.</li> <li>• Create customized Sourcewell microsite on Strategic's website featuring: <ul style="list-style-type: none"> <li>o Sourcewell Logo and verified brand assets</li> <li>o Original RFP documentation</li> <li>o Awarded contract details and subsequent amendments</li> <li>o Product catalog and pricing summaries</li> <li>o Joint marketing content</li> <li>o Relevant Strategic and Sourcewell contact information</li> </ul> </li> </ul> <p>Next 60 Days:</p> <ul style="list-style-type: none"> <li>• Finalize outreach plan to publish and distribute marketing plan to internal and external stakeholders;</li> <li>• Finalize development of all jointly branded collateral</li> <li>• As part of our social media strategy, Implement new contract awareness campaign via our social media platform.</li> <li>• Commence dissemination of co-developed materials to active and potential Sourcewell Members.</li> <li>• Create training material to educate the current public sector sales team on the details of the Sourcewell contract. Strategic will create a recorded webinar to promote the Sourcewell contract amongst our PAC partners for further awareness.</li> </ul> <p>We deployed a similar marketing plan for our NASPO ValuePoint Cooperative Purchasing</p>

		<p>Organization contract, a cooperative that aggregates the demand of all 50 states, the District of Columbia and the organized US territories, their political subdivisions and other eligible entities. As a result of our marketing plan, Strategic has grown our marketshare to support 19 NASPO Participating Addendums – consisting of more than six thousand State and Local agencies – as well as 4928 DoD and Civilian agencies across the US.</p> <p>Ongoing Marketing Commitment: Strategic will continue to analyze the effectiveness of our Sourcewell marketing plan and will adjust as necessary to drive contract sales. Strategic is committed to showcasing the Sourcewell agreement throughout the contract term and will publish success stories via approved case studies and press release.</p> <p>Additionally, Strategic will collaborate with Sourcewell representatives to plan joint participation in trade events, online seminars, and innovative solution demonstrations. We commit to showing up in person when possible, sponsoring virtual spaces, and contributing immersive activations across venues Sourcewell deems impactful.</p>	
39	Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance marketing effectiveness.	<p>Some of the digital marketing-related items that contract customers can expect to receive and access include:</p> <p>Social Media Targeting</p> <ul style="list-style-type: none"> <li>• Create and market content that educates and engages followers on social platforms like Facebook, Instagram and LinkedIn.</li> <li>• Run targeted lead generation and conversion ads to follower lookalikes to expand reach.</li> <li>• Partner with influencers and industry experts to increase share of voice and connect with niche audiences.</li> </ul> <p>Podcast and webcasts – Tech This! Sourcewell Members can subscribe to our Tech This! Podcast (available from our homepage at Tech This! Podcast   Strategic Communications (yourstrategic.com) and stay updated on all things IT. Recent topics have included Understanding Doxware and Ransomware, WiFi Diagnostics and Connectivity, and AWS Control Tower.</p> <p>CRM Retargeting</p> <ul style="list-style-type: none"> <li>• Upload email lists into our Hubspot marketing tool to create custom audiences and serve relevant ads to current and potential customers. Current database of potential customers exceeds 25,000</li> <li>• Integrate Marketing Automation through Hubspot to track email engagement, exit pages and form fills. Then create audiences to re-target.</li> </ul> <p>Recorded Webinars</p> <ul style="list-style-type: none"> <li>• Promote the On-Demand Version and Strategic will amplify speakers as thought leaders in their field to drive brand authority.</li> <li>• Share links to the recorded webinar in post-event emails, social posts, and website. Continue generating leads.</li> <li>• Section the full webinar into short 5-10 minute clips on key topics to distribute across social and embed on site.</li> <li>• Release recordings as blogs, infographics, and video clip compilations. Create an entire content campaign.</li> <li>• Track downloading recordings that turn into leads versus non-converters and will focus sales efforts on engaged contacts.</li> <li>• Use webinars to fuel nurture streams, driving top-funnel contacts towards becoming marketing qualified leads.</li> </ul> <p>Productivity Tools</p> <p>Strategic utilizes several marketing tools to enhance the effectiveness of our marketing campaigns. These tools include LinkedIn Sales Navigator, BidPrime, Global Sales Navigator, GovWin, Govly, Brighttalk, Sage, and Seamless.AI.</p>	*

40	In your view, what is Sourcewell's role in promoting agreements arising out of this RFP? How will you integrate a Sourcewell-awarded agreement into your sales process?	<p>Strategic believes Sourcewell's role in promoting this contract is focused on a collaborative partnership to drive continued awareness related to the benefits of using the contract. Strategic respectfully requests Sourcewell to showcase applicable contract artifacts and details on Sourcewell's digital platforms for simplified member access as well as joint attendance and promotion at key public sector events.</p> <p>Strategic will provide complete contract activation support internally while seeking Sourcewell's guidance spreading awareness externally to maximize mutually beneficial impact. Our shared success hinges on consistent education and reaching Members requesting modernized solutions today.</p> <p>Strategic will provide contract adoption into account management workflows. This adoption guarantees account leadership across all geographies with a prioritization on conducting customer briefings with state entities, local jurisdictions and regional authorities to properly comprehend specific ambitions, milestones and agency missions. Extensive regional training will be provided to certify our teams can articulate agreement advantages and conditions.</p> <p>Strategic will devote meaningful capital and personnel towards cultivating robust account sales teams focused wholly on empowering Sourcewell Members across the public safety software lifecycle. With backing from premier technology partners, our employees maintain client-first commitment through transparent consultations addressing needs, procuring tools fitting current landscapes and future ambitions, and guiding adoption journeys aligned to public service missions. This holistic lifecycle view expands our aptitude serving Members beyond piecemeal purchases into continuous shared growth through ever-evolving technology. In essence, we pledge to match investments in Sourcewell partnerships with investments in our people and services. This guarantees Members enjoy access to integrated support staying ahead of digital transformation curves reshaping the public experience landscape. By anchoring collaboration to the lifecycle, together we can transform disconnected tasks into connected outcomes propelling community prosperity.</p>	*
41	Are your Solutions available through an e-procurement ordering process? If so, describe your e-procurement system and how governmental and educational customers have used it.	<p>Strategic will provide Sourcewell members complete access to our Public Safety Software Catalog via streamlined e-procurement channels designed for purchasing convenience. Strategic has established several contract-based e-procurement catalogs that are easy to use and maintain for governmental and educational customers. Strategic will utilize Electronic Data Interchange (EDI) integrations provided by our leading distributors to provide real-time pricing and availability updates. Strategic will ensure that all characteristics of our e-procurement system meet the terms and conditions established in the Sourcewell master contract.</p> <p>Strategic's expansive catalog encompasses thousands of products tailored to every conceivable public safety member's needs. Leveraging direct partnerships with leading manufacturers and ISVs, our pricing reflects contracted terms available exclusively to Sourcewell Members. Beyond consistent baseline discounts, we enable access to specialized programs fitting specific requirements - whether broad licensing agreements, volume-driven procurement options, or niche solutions addressing unique needs.</p> <p>Strategic's technical experts and sales personnel are prepared to support customers with the e-procurements as described in our response to question 29. For example, some of our public sector clients have utilized customized marketplaces through our partnership with cloud providers like AWS to consolidate procurement of cloud services and SaaS in a single purchase. This helps streamline procurement and helps our team deploy single tenant software solutions more quickly than a traditional purchasing process.</p>	*

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>Strategic provides software training and maintenance programs that are directly provided by the portfolio of public safety partners proposed in our response. Each software provider has a standard training program that will be made available to Sourcewell customers upon purchase execution. In additional costs for training or software maintenance will be identified in the customer's proposal. The individuals providing the training will be certified experts in the public safety software provided in the proposed solution.</p> <p>Effective technology adoption requires personalized approaches. Strategic's public safety software providers tailor their training programs specifically to a customer's requirements. Properly trained staff not only utilize the software products more effectively but also gain the confidence that comes with competence.</p> <p>Examples of Training Activities:</p> <ul style="list-style-type: none"> <li>• Training Academy and Workshops</li> <li>• Group Training Seminars</li> <li>• Onsite Hands-on Training</li> <li>• Software Community</li> <li>• Training Universities</li> <li>• Training Seminars</li> </ul> <p>Our team of certified pre-sales support will provide as needed training for specific OEM and Cloud Services Provider (CSP) solutions.</p> <p>Strategic provides versatile training programs focused on fostering broader technology acumen for professional development. Course catalogs span foundational and advanced skills across major solution areas such as cloud, security, analytics, infrastructure, collaboration tools and emerging capabilities. These training sessions cultivate practical action plans for meaningful capabilities. As an example, Strategic's Cloud Adoption Team, led by certified experts, blend interactive workshops, assessment tools and advisory engagements to guide Members on ideal migration paths aligning workloads with next-generation cloud platforms. Through immersive education grounded in real-world perspectives, we empower IT leaders modernizing at the speed of community priorities balancing constituent needs with budget realities.</p> <p>While Strategic incorporates customized training engagements within our Statement of Work, specific offerings and pricing depend on distinct needs per Member implementation. For instance, for the State of Maryland, we provided technical training on multi-cloud environments for engineers.</p> <p>Additionally, Strategic will make available all no cost OEM-based training targeted towards operator training to help customers troubleshoot and solve issues.</p>
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43	Describe any technological advances that your proposed solutions offer.	<p>Strategic delivers advanced public safety independent software vendor (ISV) solutions by partnering with companies that utilize cutting-edge development tools and principles. This robust infrastructure enables clients to implement responsive, enterprise-class applications that are both quickly deployed and cost-effective, while ensuring continuous enhancement to meet evolving needs.</p> <p>The JPS Trust partner program was created to address complex public safety challenges. Through our portfolio of ISVs, we are able to propose technology software solutions that are greater than any one ISV could solve on their own. For example, Strategic is able to deliver all aspects of a Law Enforcement departments employee journey including: Recruitment, Background Screening, and Ongoing Workplace monitoring.</p> <p>Strategic and its software partners have embraced the shift from on-premise to cloud hosted solutions and software. The cloud solutions and public safety software we offer incorporate technological advances in the following ways:</p> <ul style="list-style-type: none"> <li>• FedRAMP and compliance-ready cloud infrastructure - Cloud services that meet rigorous security, privacy and compliance benchmarks for handling government data.</li> <li>• Hybrid and multi-cloud support - Capabilities to operate seamlessly across public clouds, private clouds and legacy systems from a unified management plane.</li> <li>• Automated provisioning and orchestration of resources - Using code and templates to instantly stand up pre-configured cloud resources instead of manual processes.</li> <li>• AI-powered monitoring and optimization - Collecting telemetry for predictive capacity planning to optimize spending while preventing outages.</li> <li>• Serverless computing platforms - Ability to execute application logic without managing underlying infrastructure via auto-scaling functions.</li> <li>• Edge computing for localized processing - Processing data and running lightweight apps on far edge devices like drones, phones or point-of-sale systems.</li> <li>• Cloud interoperability and portability - Standards and tools that allow migrating apps/data between different cloud platforms and vendors.</li> <li>• Consortiums for shared government cloud services - Shared pools of compliant, distributed cloud resources for use across multiple agencies at scale.</li> </ul> <p>SC has deployed over 2865 customized, innovated, and scalable solutions to our end users and has delivered over \$1billion in commercial-off-the-shelf products to 4562 locations since 2008. Some of our technological advances we delivered include:</p> <ul style="list-style-type: none"> <li>• Numerous tools to enable customers to deploy Enterprise-wide Innovation Services applications. For example, the Config tool assesses, audits, and evaluates the configurations of all AWS resources against desired configurations. Stakeholders can review changes in configurations and relationships between AWS resources, dive into detailed resource configuration histories, and determine their overall compliance against the configurations specified in internal guidelines to simplify compliance auditing, security analysis, change management, and troubleshooting.</li> <li>• A fully customizable cloud environment in which the end user can create a public-facing subnet for web servers that has access to the internet while placing back-end systems such as databases or application servers in a private-facing subnet with no internet access. This solution leverages multiple layers of security, including security groups and network access control lists, to help control access to Amazon EC2 instances in each subnet. The customer can also create a Hardware Virtual Private Network connection between a data center and VPC, leveraging the AWS Cloud as an extension of the data center.</li> </ul>
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44	<p>Demonstrate your solution's capabilities in data privacy, integrity, storage and protection standards, and the adherence of your products and services to applicable cybersecurity and industry standards, such as but not limited to the requirements of the Criminal Justice Information Services (CJIS), the Health Insurance Portability and Accountability Act (HIPAA), etc.</p>	<p>Strategic created our JPS Trust public safety software suite of solutions based on a security first approach. Each of the public safety software solutions have been vetted against strict industry standards to ensure they address relevant security and data privacy requirements including CJIS and HIPPA. Strategic has partnered with major CSPs including AWS, Azure, and Google to ensure that any cloud-based software deployments meet cybersecurity standards.</p> <p>Strategic guarantees additional add-on security features that offer cloud encryption at rest options consistent with validated cryptography standards as specified in National Institute of Standards and Technology Federal Information Processing Standard (FIPS) 140-2, Security Requirements.</p> <ul style="list-style-type: none"> <li>• AWS: Use of FIPS 140-3 validated cryptographic modules when accessing AWS US East/West, AWS GovCloud (US), or AWS Canada (Central/West) through use of the command line interface (CLI) or programmatically by using the APIs, the following sections provide the list of available FIPS endpoints by AWS Region. All of the FIPS endpoints on this page utilize cryptography from the AWS LibCrypto (AWS-LC) FIPS Module, Certificate #4631. More information on AWS-LC FIPS can be found in this AWS Security blog post.</li> <li>• Azure: Precise specification of the security rules under which it operates — and employs approved cryptographic algorithms, cryptographic key management, and authentication techniques. For each area, a cryptographic module receives a security level rating 1 to 4 (from lowest to highest) depending on the requirements met. Rather than encompassing the module requirements directly, the latest version FIPS 140-3 references such as ISO/IEC 19790:2012 Security requirements for cryptographic modules for requirements and ISO/IEC 24759:2017 Test requirements for cryptographic modules for testing of the requirements.</li> <li>• Google Cloud Storage: Google Cloud uses a FIPS 140-2 validated encryption module called BoringCrypto (certificate 4407) in our production environment. This means both data in transit to the customer and between data centers, and data at rest are encrypted using FIPS 140-2 validated encryption. The module that achieved FIPS 140-2 validation is part of our BoringSSL library.</li> </ul> <p>For example:</p> <ul style="list-style-type: none"> <li>• At Kessel Run Air Force Base, SC provided all available AWS Monitor, Manage and security services like CloudWatch, Lambda, CloudFormation, Cloud trail, WAF to monitor, manage and protect AWS cloud/services/workloads. We also provided third-party tools and software deployments such as Splunk to add an extra layer of security and monitoring to the Kessel Run network cloud environment.</li> <li>• For the State of Maryland, our engineering team and our partner AWS provide consulting, advisory services, and tools to create security controls that comply with the published Information Technology Security Manual, moderate level security requirements. Our team helped identify high risk areas and security compliance gaps, performed system test to validate the implementation of controls as applicable and provided code or templates to remediate non-compliant controls reported in the external audit reports.</li> <li>• For the National Science Foundation, SC and our partners like AWS manage enterprise information security and privacy risk in compliance with NIST SP 800-39, Managing Information Security Risk: Organization, Mission, and Information System View and the Framework for Improving Critical Infrastructure Cybersecurity (the Framework). We provided the expertise, training, and tools to support continuous collection and evaluation of risk-based assessment data; prototyping prior to implementation; post implementation reviews; and focusing on risks and returns using quantifiable measurements.</li> </ul>
45	<p>Describe your data backup and recovery solutions.</p>	<p>Strategic Communications only supports public safety software providers that implement comprehensive backup and recovery solutions designed to protect critical emergency response data while ensuring continuous operations. These solutions typically include:</p> <p>Redundant Infrastructure: Modern public safety software platforms utilize redundant infrastructure with primary and secondary data centers.</p> <p>Multi-Tiered Backup Strategy: Strategic's software providers implement a multi-tiered backup approach.</p> <p>Disaster Recovery Capabilities: Comprehensive disaster recovery protocols include automated failover systems that detect outages and initiate recovery processes with minimal human intervention.</p> <p>Data Encryption and Security: All backup data remains encrypted both in transit and at rest, maintaining compliance with law enforcement and emergency services security standards, including CJIS (Criminal Justice Information Services) requirements.</p> <p>Recovery Time Objectives: Strategic's leading providers maintain specific Recovery Time Objectives (RTOs) and Recovery Point Objectives (RPOs), typically guaranteeing system restoration within 2-4 hours with data loss limited to less than 15 minutes of transactions in worst-case scenarios.</p> <p>Audit and Compliance Features: The backup solutions incorporate detailed audit trails documenting all backup activities, supporting compliance verification with relevant regulations and standards for public safety information systems.</p>

46	<p>Demonstrate your connectivity, interoperability and integration capabilities between your offered solution(s) and other software systems.</p>	<p>Strategic's public safety software solutions employ enterprise-grade integration framework built on modern API standards. This architecture establishes a unified information ecosystem where critical public safety systems communicate seamlessly across organizational boundaries. The foundation consists of secure RESTful APIs, standardized data exchange formats, and robust middleware capable of translating between disparate systems.</p> <p><b>Standards-Based Interoperability</b> Standards compliance forms the cornerstone of effective public safety interoperability. Ideal solutions adhere to industry-specific standards including:</p> <p>NIEM (National Information Exchange Model) for standardized data definitions</p> <p>OASIS Emergency Data Exchange Language (EDXL) for emergency incident information</p> <p>NG911 standards for next-generation emergency communications</p> <p>APCO and NENA standards for public safety communications</p> <p>GJXDM (Global Justice XML Data Model) for criminal justice data exchange</p> <p>These standards ensure that information maintains its context and integrity as it moves between systems, even when those systems were developed by different vendors or for different jurisdictional requirements.</p> <p><b>Critical System Integrations</b> Strategic's public safety software platforms provide pre-built connectors to essential partner systems, including: Computer-Aided Dispatch integration with Records Management Systems ensures incident data flows seamlessly from call-taking to investigation. Integration with emergency notification systems enables targeted public alerts during critical incidents. Real-time connections with mobile data terminals and field applications deliver actionable information to responders. Secure connectivity with federal and state databases, including NCIC, provides immediate access to critical information during incidents.</p> <p><b>Data Sovereignty and Governance</b> Despite extensive integration capabilities, Strategic's public safety software providers maintain clear data governance controls. Their systems establish precise rules about what information can be shared, with whom, under what circumstances, and with what level of detail. This approach preserves data sovereignty while enabling appropriate information sharing during critical incidents.</p> <p><b>Resilient Connectivity Architecture</b> The integration infrastructure incorporates multiple redundancies to ensure continuous operations. Message queuing systems maintain data integrity during connection interruptions, while store-and-forward capabilities ensure that critical communications reach their destination even when networks experience temporary failures. The system monitors all integration points in real-time, automatically rerouting traffic when performance issues arise.</p> <p><b>Extensibility for Emerging Technologies</b> Beyond current integration needs, Strategic's public safety ecosystem provides clear pathways for incorporating emerging technologies. The architecture includes developer portals, comprehensive API documentation, and software development kits that enable agencies to extend system functionality as operational requirements evolve.</p>
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47	Describe any "green" initiatives that relate to your company or to your solutions, and include a list of the certifying agency for each.	<p>Strategic is committed to supplying green, we purposely selected and included on our OEMs and suppliers who conserve resources, whether it be in the manufacturing process, packaging, and product materials, or in technologies that have reduced energy consumption. Strategic and our manufacturers have taken the initiative to minimize our eco-footprint and as such invest heavily in innovative ways to accomplish this goal.</p> <p>Strategic uses and monitors environmentally safe practices and technologies within our internal operations. These processes are documented and updated throughout the year within our Stay Green program, incorporated in our Employee Handbook and managed by our Director of Operations. To adhere to green standards, we have focused on three key areas of conservation. These areas are reducing paper consumption, recycling, and energy conservation.</p> <p>We have adopted measures to reduce paper usage by collaborating with vendors, partners, and end users that Strategic receives our invoices, contract awards, POs and statements via email or an online partner portal with a login that we can access. Strategic also implements policies to process POs and pay bills electronically to save on the use of paper used in checks and envelopes. Strategic utilizes e-signatures to reduce the need to print and fax contracts for a signature, thus eliminating the need for paper. We utilize SharePoint, which allows us to store all our contracts in one central location, eliminating the need for paper copies to be printed when someone needs access to a contract. For any paper that Strategic receives or produces, we scan and retain in electronic format. The paper is then recycled by a vendor that offers us the assurances of security by shredding the paper before recycling. By adopting this initiative Strategic has reduced our paper consumption by 80% over the past ten years.</p> <p>Recycling is a big part of Strategic's green initiatives. Any cans, bottles and cardboard that can be recycled are collected in a specific recycling bin and then collected by a vendor who then takes and recycles these items. Processes are put in place for all toner/print cartridges to be returned to the manufacturer for recycling. Any excess end-of-life-legacy equipment is donated to a local e-recycler who then breaks these items down to recycle every part they can, so these (sometime hazardous) materials do not end up in the landfill.</p> <p>Strategic is always looking for innovative and creative ideas on how to conserve energy usage. We have continued to take advantage of the Energy Reduction Program that is offered by our local utility company. Part of this program is having an energy audit performed on our building to determine what improvements can be made to use less energy. Some of these improvements include the utilization of energy-efficient light fixtures and bulbs, low flow faucets and toilets, Energy Star and Electronic Product Environmental Assessment Tool (EPEAT)-certified monitors and computers, the installation of a film over our energy-efficient windows to provide better insulation for our buildings, the use of Energy Star rated appliances and energy-efficient air conditioning and heating units. Strategic has also installed programmable, touch pad thermostats that are set to reduce power usage while employees are not in the office and on weekends. We have also virtualized our on-premises servers and have migrated 75% of Strategic's storage data to the AWS cloud, thus reducing the need for more onsite equipment that would increase our energy usage.</p> <p>In addition, Strategic is in negotiations with a local company, Solar Energy Solutions, to determine whether our building is regulated within the Land Development Code to attach solar panels to our existing building structure. If our building is compliant with the code, we will begin the process of installing solar panels on our roof within the next year.</p>	
48	Identify any third-party issued eco-labels, ratings or certifications that your company has received for the solutions included in your Proposal related to energy efficiency or conservation, life-cycle design (cradle-to-cradle), or other green/sustainability factors.	<p>Identifying, developing, and delivering greener ways of doing business is important for everyone, especially Federal government entities. SC partners with manufacturers that provide products and capabilities that are meeting the exacting standards set forth through the Environmentally Preferable Purchasing Program and the Institute of Electrical and Electronics Engineers (IEEE) 1680 Standard for the Environmental Assessment of Personal Computer Products. As part of our product and vendor selection process SC considers energy efficiency, impact on the environment, and recyclability. SC is an EPEAT channel partner through Ingram. The EPEAT program is designed to assist distributors in identifying technology products that meet stringent environmental criteria. The criteria addressed for each product consider energy conservation, toxic materials and product longevity and end of life management. SC has been proactive in using EPEAT's resources to provide these environmentally safe technologies to our government and commercial clients. These products also contribute to lower operating costs for our clients, allowing them to run a more lean and efficient operation.</p> <p>SC consistently monitors the EPEAT website to ensure that products proposed within our current equipment categories are EPEAT and Energy Star compliant. These products are desktops, laptops/notebooks, workstations, thin clients, displays (computer monitors), televisions, printers, copiers, scanners, multifunction devices, fax machines, digital duplicators, and mailing machines.</p>	*
49	What unique attributes does your company, your products, or your services offer to Sourcewell participating entities? What makes your proposed solutions unique in	Strategic's unique attributes of the proposed solutions is the fact the the JPS Trust software program is the first of its kinds. Strategic is bridging the gap by aggregating best-in-class public safety software solutions to drive bigger and better customer outcomes. Strategic's suite of software partners will decrease the overall acquisition cost of public safety software solutions because now entities will only need to place one order. In addition, Strategic's	

your industry as it applies to Sourcewell participating entities?

JPS Trust approach will also address any concerns about potential technology gaps between COTS software deployments since our project team will be coordinating between all parties involved.

Strategic's differentiators and value add begin with our experience as a proven provider to state and cooperative contracts with outstanding ratings for customer support from every customer. In fact, Strategic was awarded the NASPO contract "Top Sales in IT Telecommunications and Related" for Small Business for the year 2023. The company currently supports 19 NASPO PAs, responding to more than 2,300 NASPO specific cloud-related opportunities supported by our dedicated NASPO Strategic Team members. Together, we can provide IaaS, PaaS, and SaaS and other cloud services from the major public cloud providers – specifically AWS, Microsoft Azure, Google Cloud Platform, and Oracle Cloud Infrastructure (OCI). Our cloud offerings include but are not limited to:

- AWS: With its broad range of compute, storage, networking, and security services, AWS offers unmatched scalability and flexibility for a wide array of enterprise needs, including advanced analytics, ML, and application modernization.
- Microsoft Azure: Azure's strengths in hybrid cloud, enterprise integrations, and support for Microsoft-centric environments make it an ideal platform for organizations looking to leverage both cloud and on-premises resources with strong compliance and security controls.
- GCP: GCP provides state-of-the-art solutions for data analytics, ML, and AI. Its innovative capabilities enable the State to harness the power of data-driven decision-making and innovative, scalable infrastructure solutions.
- OCI: Known for its robust database management and enterprise application services, OCI is tailored for mission-critical workloads and high-performance computing environments, providing a strong platform for applications requiring stringent security and performance standards.

In addition, Strategic' differentiators are:

- Deep Expertise Across Multiple Cloud Providers: Our team possesses advanced technical skills and knowledge in AWS, Azure, GCP, and Oracle Cloud, ensuring seamless deployment, management, and optimization of IaaS environments.
- Tailored Solutions: Each cloud provider offers unique strengths, and our comprehensive knowledge allows us to design the best-fit solutions for each specific State project, whether it is leveraging AWS for compute-intensive tasks, Azure for hybrid environments, Google Cloud for data analytics, or Oracle for database-heavy workloads.
- Cost Savings and Efficiency: Through our NASPO ValuePoint contract, we secure volume discounts and cost savings across leading cloud providers, delivering maximum value to the State while maintaining flexibility and scalability.
- Additional add-on security features. These features offer cloud encryption at rest options consistent with validated cryptography standards as specified in NIST Federal Information Processing Standard (FIPS) 140-2, Security Requirements for our solutions.
- Sufficient lines of credit and escrow accounts totaling over \$200 million to process a large volume of orders. Our orders totaled over \$81M in 2021, \$112M in 2022, \$154M in 2023, and over \$155M in 2024.
- Customized billing and reporting for customers. Strategic delivers detailed invoicing to the customer for their internal customers to enable customers to bill back or pass through charges to customers along with a comprehensive backup billing statement from our Cloud Checkr application allowing each internal customer to view and validate each charge within their invoice such as, month of usage, agency name, address, individual AWS or Azure account number, usage quantity, usage charges, type of service ( Storage, App, Compute, Virtual etc.

Strategic maintains experience on large consortium contracts and delivers excellent performance on these contracts. For instance, we have continuously earned an excellent rating in all performance categories from our SEWP V GWAC. In addition, we have positive Contractor Performance Assessment Reporting System ratings from our DoD and Civilian agencies' ADMC-3, ITES-SW2, SPAWAR, CIO-CS, and other large contract end users.

Another differentiator is Strategic's commitment to promoting open and fair competition for public safety customers through a multi-faceted approach that ensures diverse, transparent, and inclusive resourcing practices. Our competitive resourcing strategy is designed to provide State customers with the best viable solutions at the most competitive pricing, fostering innovation while meeting socio-economic procurement goals. Below are the key elements of our approach:

- Diverse Supplier Network: Strategic partners with over 3,505 technology partners, including leading names such as AWS, GCP, VMware/Broadcom, ServiceNow, SmartSheets, Cisco, Dell, and Microsoft. This diverse supplier network ensures State customers have access to a broad range of innovative technology solutions, preventing monopolies and promoting competitive pricing. By offering a wide selection of products and services, we foster an environment where multiple vendors compete on quality, innovation, and cost-effectiveness, ensuring NASPO end users benefits from the most appropriate and valuable solutions for each project.
- Inclusive Certifications and Socio-Economic Contributions: As a WOSB, an 8(a) Joint Venture (JV), a Woman Business Enterprise, and a Minority Business Enterprise, Strategic actively promotes diversity in its supply chain. Our certifications enable State agencies to meet their socio-economic procurement goals, encouraging participation from small, minority,



and WOSBs. By including a wide variety of vendors from diverse backgrounds, we ensure minority-owned businesses have fair and equal opportunities to compete, thereby promoting an inclusive and competitive marketplace. This approach not only advances social equity but also increases the pool of innovative and cost-effective solutions available to the State.

- **Transparent and Standardized Procurement Processes:** As a holder of contracts such as NASPO ValuePoint Cloud Solutions and others, Strategic adheres to the highest standards of transparency and fairness in its procurement processes. All vendors within our network are subject to standardized evaluation criteria, which are based on merit, value, and compliance with project requirements. This ensures all potential suppliers, whether large or small, are given equal opportunities to participate. Our commitment to open procurement practices eliminates favoritism, fosters healthy competition, and ensures the most qualified and innovative solutions are selected for State projects.
- **Competitive Resourcing Model:** Our competitive resourcing model allows us to offer comprehensive IT solutions and services that meet a wide array of State customer needs. By offering multiple options within any given technology domain, whether it is cloud infrastructure, cybersecurity, networking, or application development, our resourcing model encourages competition among providers. This means State customers are empowered to select from a variety of solutions, each competing in price, quality, and performance. As a result, the State benefits from receiving the best value, while also ensuring market innovation is continuously fostered.

A major differentiator is the creation of Strategic's PAC in 2021. Our PAC currently consists of Cloud Service Providers (CSPs) like AWS, Azure, GCP, and Oracle; distributors like Ingram Micro; original equipment manufacturers like Oracle; and independent software vendors (ISVs) like Veeam. This community of trusted partners spanning a wide array of technology domains, including cloud services, cybersecurity, networking, data analytics, and more. Our PAC community provides cloud-based solutions specific but not limited to resolving critical challenges affecting agencies like justice, and public safety, Health and Human Resources and Transportation to name a few. Through our Partner Network, Strategic provides:

- Cloud Migration and Deployment Services
- Procurement and Vendor Management
- Cybersecurity and Threat Intelligence
- Compliance and Regulatory Consulting
- Application Development and Customization
- Data Analytics and Business Intelligence
- Change Management and Training
- Disaster Recovery and Backup Services
- Network Design and Optimization
- Project Management and Implementation
- Public Engagement and Citizen Services
- System Integration Services
- Identity and Access Management
- Consulting and Strategic Planning
- IT Infrastructure Management and Support
- Monitoring and Performance Optimization
- Remote Work Enablement and Collaboration Tools
- AI and ML Implementation
- Workforce Optimization and Human Resources Solutions
- Document Management and Workflow Automation

The PAC allows us to tap into specialized expertise and a diverse range of offerings, ensuring our customers can access innovative end-to-end solution-based technologies from across the public sector market. Through our network of cloud industry experts, we assist our public sector clients with seamless adoption and utilization of cloud solutions. We deliver comprehensive solutions that require cloud services, software applications, and professional services to solve mission needs. Strategic harnesses the strength of our PAC to deliver a powerful suite of technology solutions, purpose-built to help State and Local governments achieve operational efficiency, drive digital modernization, and enhance citizen services. Through this network of vetted partners, we provide everything from SaaS, IaaS, and PaaS products to managed and professional services to application development, and specialized solutions government sectors. This PAC delivers:

- A comprehensive catalog of resources, materials, and experts
- Streamlined procurement.
- Access to webinars from leading technology providers



**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 checked="" type="radio"/> Yes <input type="radio"/> No	Certifications Uploaded.	*
51		Minority Business Enterprise (MBE)	<input checked="" type="radio"/> Yes <input type="radio"/> No	Certifications Uploaded.	*
52		Women Business Enterprise (WBE)	<input checked="" type="radio"/> Yes <input type="radio"/> No	Certifications Uploaded.	*
53		Disabled-Owned Business Enterprise (DOBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	N/A	*
54		Veteran-Owned Business Enterprise (VBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	N/A	*
55		Service-Disabled Veteran-Owned Business (SDVOB)	<input type="radio"/> Yes <input checked="" type="radio"/> No	N/A	*
56		Small Business Enterprise (SBE)	<input checked="" type="radio"/> Yes <input type="radio"/> No	Certifications Uploaded.	*
57		Small Disadvantaged Business (SDB)	<input type="radio"/> Yes <input checked="" type="radio"/> No	N/A	*
58		Women-Owned Small Business (WOSB)	<input checked="" type="radio"/> Yes <input type="radio"/> No	Certifications Uploaded.	*

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

Provide detailed pricing information in the questions that follow below.

Line Item	Question	Response *	
59	Describe your payment terms and accepted payment methods.	<p>Strategic's standard payment terms are NET 30 days from the date the invoice is issued unless a different agreement is negotiated. Strategic accepts many forms of payment including:</p> <ul style="list-style-type: none"> <li>• Credit Card &amp; P-Card</li> <li>• Purchase Orders</li> <li>• Checks</li> <li>• ACH Payments</li> <li>• Wire Transfers</li> <li>• Credit Terms</li> </ul>	*

60	Describe any leasing or financing options available for use by educational or governmental entities.	<p>We offer multiple leasing and financing solutions to acquire critical technology, including:</p> <ul style="list-style-type: none"> <li>• Tax-Exempt Lease-Purchase Agreements: These provide fixed monthly payments with a \$1 buyout at end of term. Payments are structured so the entity takes ownership just as payments end. Sales tax exempt status applies to these payments. Terms up to 60 months are available.</li> <li>• Municipal Leases: Local governments can utilize these lease agreements that allow for payments from operating budgets versus capital expenditure budgets. Pay for the tech now but space out reasonable monthly amounts.</li> <li>• Shared Master Agreements: Leverage existing state master leasing agreements already negotiated for significant discounts - simply onboard to start utilizing immediately.</li> <li>• Grants Assistance: Our expertise in winning E-Rate, Title IV, and other technology grants translates into upfront discounts for entities. Grant funding also reimburses over multi-year deployments.</li> <li>• Device as a Service (SaaS): DaaS allows organizations to procure devices like laptops, tablets, and phones on a per-user, per-month subscription basis. Instead of a large upfront capital expenditure, DaaS provides complete devices inclusive of hardware, software, management, and support for an affordable monthly fee.</li> </ul> <p>In utilizing these flexible acquisition methods, public safety, educational and governmental organizations can reduce upfront cash outflows and match costs to yearly budget cycles. The goal is affordable access to essential innovations that impact services, capabilities and constituencies.</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.	<p>Strategic manages transaction documents which are specific to each awarded project and are provided by the Original Equipment Manufacturer or Independent Software Vendor (ISV). The order forms, terms and conditions, and service level agreements are based on the solution proposed that fulfill the customer's requirements. Strategic will provide all the customer required transaction documents when the quote is provided to the customer. The customer will be required to reference or acknowledge the public safety software providers' terms and conditions, service level agreements etc. in the order or award documentation.</p> <p>The public safety software vendors that Strategic is proposing for this Sourcwell project utilizing several different licensing models including: Perpetual, Subscription-based, Usage-based, User-based, Device-based, and Enterprise. The specific licensing model will be identified in the quote that is provided to the customer for the public safety software proposed. All applicable service agreements are identified and detailed in the customer's proposal for review.</p>	*
62	Explain your licensing process and the service agreements required of end users.	<p>The public safety software vendors that Strategic is proposing for this Sourcwell project utilizing several different licensing models including: Perpetual, Subscription-based, Usage-based, User-based, Device-based, and Enterprise. The specific licensing model will be identified in the quote that is provided to the customer for the public safety software proposed. All applicable service agreements are identified and detailed in the customer's proposal for review.</p>	*
63	Do you accept the P-card procurement and payment process? If so, is there any additional cost to Sourcwell participating entities for using this process?	<p>Strategic will accept P-cards for the purchase of products and services under the Sourcwell Contract. Purchases up to \$10,000 will not incur any additional credit card processing fees. A 2% processing fee will incur for any single purchase that exceeds \$10,000.</p>	*

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>To streamline procurement for Sourcewell members, Strategic is proposing a straightforward discounted pricing based off Advertised List Price. The proposed minimum discount available to Sourcewell members for each product category is listed in the uploaded price sheet.</p> <p>Please understand this is only the minimum discount and in most cases, we will provide a discount that far exceeds the minimum proposed. All additional discounts made available through season discounting or rebate programs will be passed along to the customer when applicable.</p> <p>We offer percentage savings across various technology categories aligning with the current contract's simplicity - easy to understand, easy to transact, and easy to roll out. By leveraging our established discount structure, members gain access to competitive agreements on an extensive range of products and services. This consolidation under one contract vehicle removes complexities out of the acquisition process so members can focus on rapidly fulfilling technology needs for their organizations.</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.	Strategic pricing model is a minimum percentage discount off advertised list price. This allows for a flexible pricing model, so that Sourcewell Members can take advantage of higher discounts when offered by the public safety software vendor. The minimum discount for all software vendors proposed in our response is 2%.	*
66	Describe any quantity or volume discounts or rebate programs that you offer.	<p>Discounts on individual purchase orders will vary with the size of the order. In general, we will offer an additional 2% to 20% discount for larger projects over \$1M.</p> <p>With our vast selection of public safety software vendors, we can leverage economies of scale to deliver savings exceeding the baseline contract discounts. By aggregating demand under this contract vehicle, eligible members receive our best pricing, surpassing the minimums guaranteed. Our purchasing power combined with flexible software vendor terms allows us to extract maximal value for contract users across this software catalogue. Even as economic dynamics fluctuate, members can trust our account management team continues working behind the scenes to negotiate their most advantageous deal.</p>	*
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.	Strategic will provide a quote to the customer for purchasing and facilitating "sourced" products or related services. The items will be detailed in the quote as "open market items" so purchasing understands that these are not part of the Sourcewell catalog for public safety software.	*
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.	Strategic will identify in the customer's proposal, any additional acquisition costs that are not included in the software licensing and subscriptions cost. Examples of other potential costs not included: One-Time setup fees, Software configuration and integration, Trainings, application configuration, and data migration.	*
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.	N/A we are proposing public safety software solutions.	*
70	Specifically describe freight, shipping, and delivery terms or programs available for Alaska, Hawaii, Canada, or any offshore delivery.	N/A we are proposing public safety software solutions.	*
71	Describe any unique distribution and/or delivery methods or options offered in your proposal.	N/A we are proposing public safety software solutions.	*

72	Specifically describe any self-audit process or program that you plan to employ to verify compliance with your proposed agreement with Sourcewell. This process includes ensuring that Sourcewell participating entities obtain the proper pricing.	<p>Strategic's corporate Quality Manager (QM) is accountable for auditing our quality practices, ensuring corporate compliance with our standard ISO and O-TTPS documented standard processes on every contract. Strategic's personnel review daily reporting created from Strategic's internal software platform, TP which is designed to align to Strategic's quality ISO practices and alert personnel of discrepancies related to pricing, reporting (timeliness, accuracy, and compliance with the mandated template), invoicing (timeliness and accuracy), and the timely payment of correct administrative fees to Sourcewell.</p> <p>We perform a complete self-audit each year as well as unscheduled spot checks from a third party auditor. Our project managers review significant quality findings and any recommendations related to their specific contracts and accounts, track all project/account level corrective actions, and report on the status of the corrections to the QM each month. They collaborate with managers to develop a corrective action plan and are accountable for acting upon the corrective actions in a timely manner. Strategic's QM tracks all corrective actions at the corporate level, reporting status to the CEO each month. All corrective actions are tracked to closure. The QM updates our Standard Operating Procedures and Strategic's Quality Manual as needed to improve corporate practices.</p>	*
73	If you are awarded an agreement, provide a few examples of internal metrics that will be tracked to measure whether you are having success with the agreement.	<p>Strategic utilizes custom applications derived from information residing in Strategic's Enterprise Resource Planning application TP and Customer Resource Management application HubSpot to create on-time, in-depth specialized web-based Monthly or Quarterly reports. These reports include specific information related to warranty, equipment failure, no bid, vendor delivery status report, spend, transactional data reports, issue resolution report, order transaction reports, vendor ordering guides, catalog products, pricing and other detailed information related to the specific contract.</p> <p>When evaluating the health of strategic alliances, we track vital Key Performance Indicators over time spanning customer spending trends, solution depth, new member growth, opportunity pipeline velocity, satisfaction levels and retention rates. Internal metrics that will be tracked include:</p> <ul style="list-style-type: none"> <li>· Number of new members using Sourcewell</li> <li>· Number of quotes provided per month to Sourcewell Members</li> <li>· Repeat customer transactions</li> <li>· New product and service type adoption rate</li> <li>· % increase in sales revenue and orders per month generated from Sourcewell members</li> <li>· Cost savings for Sourcewell members</li> </ul>	*
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.	Strategic proposes a 1.5% Sourcewell Administrative Fee. This fee will be calculated as a percentage of all the completed transactions utilizing this Master Agreement within the preceding Reporting Period defined in the contract.	*

**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.	Strategic has proposed aggressive minimum discounts off list price and additional volume discounts	*

**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	Strategic Communications assists Justice & Public Safety (JPS) agencies and solution providers in their missions by developing	

applicable, offered in the proposal.

and implementing CJIS-compliant software solutions. Strategic is public sector driven, and designed to operate as your one-stop-shop for software solutions related to JPS. Strategic's mission is to assemble the strongest collection of public safety software providers and pair them with nationwide cooperative contracts to drive bigger outcomes than any one provider could accomplish on its own. Strategic's core focus areas for public safety software solutions include: The Employee Journey, AI & Big Data Management, Emerging Technology, Situational Awareness & In-field Technology, and the Cloud Journey.

Strategic Communications' JPS TRUST (Justice and Public Safety Technology Resources for Unifying Strategies and Tactics), a groundbreaking IT Modernization and Continuity of Operations program, is specifically designed to bridge the gap between public safety agency's needs and the ever-growing and evolving landscape of technological solutions.

No matter where an agency is in your digital transformation journey, JPS TRUST can identify areas for improvement, evaluate the available solutions on the market, and simplify the procurement process through our extensive network of partners and contract vehicles.

This program not only addresses public safety agency's immediate needs but also sets the foundation for long-term success with frequent, ongoing analysis of both the agency's changing needs and new technological advancements. JPS TRUST will be a resource for our public safety clients even through changes to internal IT staff or management to maintain continuous improvement of IT systems and seamless continuity of operations.

Through our 30 years of experience and our deep partnerships with leading innovators in the IT space, we have the knowledge necessary to guide you to the right choices for your agency's digital transformation goals, while ensuring you remain CJIS and FedRAMP compliant.

In response to the Sourcewell solicitation, Strategic Communications is putting forward an initial portfolio of 18 specialized independent software vendors (ISVs), each offering purposefully engineered solutions to address the distinct requirements of public safety organizations.

Public Safety Software Solutions Include:

- Acivilite
- All-Star Talent
- Cloudwick
- eHawk
- Fusion Health
- Fusus
- Guardian Alliance Technologies
- HUVR
- Medicalistics
- MobilePD
- NeoGov
- Optimum Technology Inc.
- Quantifind
- Revir
- Scale Capacity
- Speridian
- TextBehind
- Veritone

Acivilite– Pokket<sup>SM</sup> is designed to help returning citizens, service providers, and correctional supervision work together by safely sharing information. Pokket<sup>SM</sup> synchronizes existing cross-silo human services delivery while managing privacy rules. With Pokket<sup>SM</sup>, you get the full context of a client's progress and challenges, when you need it. It's built to encourage and sustain self-sufficiency and accountability. Pokket<sup>SM</sup> is a mobile-friendly secure cloud service, and is inexpensive and quick to launch. Spend less time chasing paper, phone calls, and emails, and more time helping your clients. Features include:

- AWS Chime for video (WebRTC) appointments
- Real-time "selfies" for identity verification - no facial recognition
- GPS location services for opt-in electronic monitoring
- Secure-facility and community use security models
- Privacy-compliant inter-agency confidential information-sharing
- No integration required for pilot launch

All-Star Talent - All-Star Talent provides specialized recruitment and staffing services exclusively focused on the public safety sector, connecting agencies with qualified professionals across law enforcement, emergency services, and cybersecurity roles.

Their comprehensive talent acquisition software incorporates advanced screening protocols designed specifically for public safety positions, including background verification, certification validation, and skill assessment tailored to mission-critical environments. Additionally, All-Star Talent offers retention consulting services that help agencies implement effective workforce development strategies to maintain institutional knowledge and reduce turnover in high-pressure public safety organizations.

Cloudwick - Cloudwick's public safety portfolio centers on their data integration platform that aggregates information from disparate sources including CAD systems, RMS databases, body cameras, surveillance networks, and social media feeds. This consolidated approach creates a unified operational picture that enhances situational awareness and enables more informed decision-making across jurisdictions. Their real-time analytics engine processes massive volumes of structured and unstructured data to identify patterns, anomalies, and potential threats. The platform incorporates machine learning algorithms that continuously improve detection capabilities while reducing false positives that can drain valuable resources.

eHawk - RePath is software developed by eHawk that incorporates a smartphone app with a robust officer platform capable of verifying identity and locating each offender in the system. RePath provides real-time, accurate, data driven offender management guidance to authorized agency personnel. With a scoring table embedded in our proprietary algorithm, agencies will now have a dynamic caseload management tool that allows the supervising officer to view a real-time list of offenders ordered by relevant risk/compliance level.

The platform provides violation rates and trends for individuals and groups of offenders, allowing officers to more effectively manage their resources and efforts. With a low cost, jurisdictions can monitor each offender, driving up officer efficiency. Keeping each offender involved on a daily basis is likely to render lower recidivism rates. RePath isn't just another monitoring tool. It's a comprehensive platform that identifies behavioral variations and anomalies across large numbers of participants. With customizable levels of engagement based on risk, RePath is built to be a dynamic, multifaceted assistant that supports the unique needs of court systems.

Fusion Health – Correctional and Inpatient Pharmacy Software (CIPS) provides pharmacies with the features and functionality required to fit the unique needs of a correctional and inpatient environment. It is not a modified retail system; it is a proven product used by hundreds of correctional agencies nationwide. CIPS is designed to interface with EHR solutions, automated dispensing machines, and more!

Fusus - FususONE is a cloud-based Real-Time Crime Center map interface software that combines private and public video streams into a single feed, enabling greater situational awareness and a common operating picture. Video streams from fixed and mobile sources are all seamlessly combined into a single platform. Data from IoT applications, floor plans, ShotSpotter triggers, and remote overwatch capabilities with the live positions of first responders like Police, Fire, EMS & Public Works are all layered in and accessible via a common interface.

FususONE streamlines emergency & incident management, by fusing all a community's video assets into a single platform. It enables real-time crime centers to efficiently gather intelligence, and provides first-responders with the tools to efficiently monitor and rapidly respond to evolving situations.

Whether it's a drone, a traffic camera, a private cell phone video, a building security camera, or a bomb disposal robot, Fusus can extract the live video feed and send it to your emergency operations center and officers in the field. We create a unified public safety ecosystem that combines video with our other data utilities like floor plans and camera registry maps.

Fusus creates a truly comprehensive common operating picture by enabling you to bring the internal cameras from private and commercial buildings onto a common network. It also creates an advantage for your tactical teams by enabling dynamic camera feeds from UAVs, helicopters, robots and squad vehicles to be viewed directly from the FususONE map interface.

FususONE can be configured to only display the information that matters, based on the role of the user. 911, Patrol, SWAT Operators, and Investigators for instance, may have different views and access levels based on their pre-defined settings.

The Fusus platform can ingest video and sensor data from virtually any source, and AI at the Edge CORE devices enable any camera or security network to be upgraded to a cloud-connected, AI assisted system without an expensive hardware overhaul.

Guardian Alliance Technologies – Guardian Alliance Technologies provides cloud-based software designed to drastically improve the process of vetting and hiring



public safety personnel.

Use of the Guardian Platform enables agencies to complete background investigations far faster, and with more accuracy than ever before thanks to advanced data mining and management tools, time-saving automation for certain tasks, and artificial intelligence used for social media screening. All of this facilitates more expedient, high quality hiring decisions.

Guardian's background investigative software helps quickly assess your applicant to determine if an investigation should be conducted, conduct an in-depth investigation using tools to automate and manage investigation assets, and send a complete investigation report up the chain-of-command to gain digital sign-offs.

HUVR – Aura represent the latest AI capability tied to physical security through any type of sensor or video feed. Aura enables corrections , physical security such as courts or PD's, Sheriff's offices or other facility to monitor hundreds of video, sound, and any other onsite sensors to watch and report any type of ominous or questionable behavior.

Medicalistics - eZrap revolutionizes the inmate healthcare process and Electronic Patient Care Reporting (ePCR) by enabling the easy submission of sick call requests, medication refill requests, and grievance notifications directly through your inmate tablets. Replacing traditional paper-based processes, eZrap minimizes the costs and administrative burdens associated with managing and processing these requests. This digital solution helps ensure legal compliance by maintaining accurate, auditable records of all requests, supporting adherence to healthcare standards and regulations. As a result, eZrap not only lowers operational costs but also improves inmate contentment with medical support by providing quicker, more efficient responses, all while ensuring compliance with legal requirements for inmate healthcare.

MobilePD - A two-way communication platform for community engagement. MobilePD Connect was created to help public safety agencies better connect with your community. Send push notification alerts, receive real-time tips, and even start a secure two-way chat with citizens.

MobilePD Connect allows you to send real-time push notification alerts to users of your mobile app. They are category based and are the most effective way to disperse important information in the event of an emergency.

MobilePD's real-time reporting platform allows engaged citizens to submit category-based tips with photos, GPS, and text. Each category can be routed to a specific person or group inside your agency. The tipster can optionally be 100% anonymous.

MobilePD Connect allows you to reply to any incoming tips/reports, even if the tipster is anonymous. When you respond, a push notification will be sent to the tipster's phone, letting them know they have a message waiting inside the app.

MobilePD Engage takes the powerful features of MobilePD Connect and places them in a branded mobile app developed specifically for your agency. We then layer in interactive public engagement features such as crime maps, social media integrations, and important police services.

Your mobile app will be a one-stop-shop for all of your important public safety services. Your community won't have to look any further than your mobile app to get the answer they are looking for, find important safety information, or educate themselves on how they can help co-produce public safety.

NeoGov – PowerDMS operates as a cloud-based Software-as-a-Service (SaaS) solution, allowing organizations to access their policy content securely from various locations and devices while reducing infrastructure requirements. At its foundation, PowerDMS serves as a centralized document management system that streamlines the creation, distribution, tracking, and attestation of policies, procedures, and training materials. The platform enables organizations to efficiently manage the complete lifecycle of critical documents, ensuring that personnel have access to current versions while maintaining detailed audit trails for compliance purposes.

Software solutions and capabilities include:

- Policy Management
- PowerTime - Shift Scheduling
- PowerReady – Readiness and Field Training
- PowerStandards – Accreditation Software
- PowerVetted – Background Investigations
- PowerRecall – Policy training to reinforce knowledge
- First Responder Wellness App
- PowerEngage – Citizen Engagement Software

Optimum Technology – Optimum offers a suite of software solutions that are purpose build for the public safety community. Software products include:

- SWIFTPROTECT - Law Enforcement Records Management System - An exceptional RMS application that is field-proven, intuitive and user friendly. It boasts a single-page design for incident entry, making it easy and quick for police officers to complete reports.
- SWIFTREPOSITORY - UCR NIBRS and Summary Crime Reporting Solution. An integrated NIBRS and SRS Repository makes UCR Reporting simple and complete. The intuitive interface gives local law enforcement and state program managers the ability to efficiently report crime data to the FBI.
- SWIFTCONNECT - Criminal Justice Search Engine - A robust criminal justice search engine that is a one-stop location for multiple crime and law enforcement data sources. It saves you time when looking for persons of interest, uncovering investigative leads, and collaborating with other agencies.
- SWIFTJUVENILE - Juvenile Data Tracking System - A unique data solution that helps government agencies better track juvenile offenders and juveniles under court supervision. It improves collaboration between agencies, and helps to provide consistent services for these youth.
- SWIFTSHARE - Law Enforcement Information Sharing System - An unmatched software solution that helps law enforcement agencies share crime data quickly and securely. Crime unfortunately does not stay contained within a jurisdiction's border. Therefore, crime data needs to be quickly shareable and search-able by RMSs across different jurisdictions.
- SWIFTFORCE – Use-of-Force Data Collection System - An efficient software solution for states and agencies to report Use-of-Force (UOF) incident data to the FBI, in collaboration with its national Use-of-Force database.

Quantifind - Quantifind's Graphyte platform supports intelligence analysts in law enforcement and defense, within a single integrated system. It mines vast troves of open-source data to automate identity intelligence (I2), threat assessments, and knowledge graph creation, revealing the bad actors and networks of influence behind malign activities, domestic and foreign.

Graphyte software helps domestic law enforcement analysts detect and characterize risks associated with individuals and organizations by integrating an expansive, diverse, and customizable array of data sets, from sanctions lists to news media.

Revir Technologies – Scout is an Intelligent digital evidence management system (iDEMS). REVIR Scout is a comprehensive public safety intelligence platform that enhances investigative capabilities through advanced data integration and analytics. The software serves law enforcement and security agencies with a powerful suite of tools designed to streamline complex investigations.

The software provides comprehensive case management functionality that organizes evidence, documents, media, and communications within a secure collaborative environment. This centralized approach ensures all team members maintain access to current case information while preserving chain of custody.

REVIR Scout includes specialized tools for social media monitoring and analysis, enabling investigators to track digital footprints across multiple platforms. The system automatically flags relevant content based on customizable parameters, reducing manual monitoring requirements.

The software integrates seamlessly with existing public safety infrastructure, including Records Management Systems (RMS), Computer-Aided Dispatch (CAD), and evidence management platforms. This interoperability eliminates data silos and creates a more comprehensive operational picture.

Scale Capacity – DRAW is a document repository and workflow software that is used to streamline exhibits for court systems. The software features include:

#### Easy Exhibit Management

Provides an encrypted and secure management system that makes it easy to store and retrieve exhibits—including electronic documents and media such as audio, video, and images.

#### Built-in Security Access

Controls user access to sensitive data by enabling views and data inherent to the role of the requester.

#### Streamlined Workflow

Uses AI and Blockchain, we implement a fast, customized workflow system for processing documents in alignment with specific judicial branch processes.

#### Integration

Integrates DRAW system with other judicial branch systems and applications through

		<p>our APIs.</p> <p>Real-Time Tracking Real-time notification, tracking, and reporting of documents and other electronic media processing.</p> <p>In addition to DRAW, Scale Capacity's Race-Blind Charging software leverages advanced AI and natural language processing (NLP) to automatically redact sensitive information from case materials, ensuring that race, ethnicity, and other identifying details are effectively removed. Ensures compliance with stringent requirements of Penal Code Section 741.</p> <p>Speridian - Experience the next level of Case Management Software with CaseXellence, a comprehensive suite designed to meet the diverse needs across various sectors, including government agencies, public safety, housing, education, and child welfare.</p> <p>Justice CX - Empowering the Legal Community with a Seamless, Secure, and Efficient E-Filing Solution</p> <p>Gov CX - Designed exclusively for public sector enterprises, Gov CX- our Government Case Management Software, transforms case management through a suite of pre-built, customizable solutions that cater to diverse governmental needs, including Licensing &amp; Permitting, Business Registration, 311 Solution, Volunteer Management Systems, and Citizen Portals.</p> <p>TextBehind - This software and the companion mobile app for Apple and Android Smartphones enable family and friends to communicate conveniently, consistently, and affordably with incarcerated loved ones. We consistently make internal and external efforts to offer more value and options to our valued customers so they can enjoy using our services.</p> <p>TextBehind® DOCS is the new Document Management and Mailing System for Attorneys, Public Officials and Organizations to send privileged and non-privileged documents to the participating correctional institutions nationwide.</p> <p>Veritone – Veritone iDEMS Suite Investigate, an intelligent digital evidence hub, makes it easy to centralize evidence, enhance overall relevancy, and streamline reporting while maintaining compliance and chain of command. Under one secured CJIS-Compliant cloud environment, Veritone Investigate harnesses digital evidence to streamline evidence handling and extract maximum value from it. Unlike conventional systems, Veritone Investigate is infused with potent AI capabilities, allowing teams the ability to prepare, analyze, and share digital evidence in one place. The software capabilities include: Manage Digital Evidence Manage, organize, share, and distribute audio, video, images, and PDFs on a secure, CJIS-compliant AWS Cloud. Leverage AI Access hundreds of AI engines within Veritone Investigate, such as Transcription, Translation, Facial Recognition, Object Detection, Text Recognition, and more. Control Workflows Harness evidence workflow to automate ingestion and tagging, and use permission settings to improve evidence oversight and security. Customized User Interface Customize the Veritone Investigate user interface with the agency's logos, typography, and preferred color schemes for a seamless integration. Enrich Files with Metadata Instantaneously tag unstructured evidence with metadata for faster, more accurate evidence discovery.</p> <p>Additional public safety software solutions include: Veritone Redact – Intelligent Audio, Image, and Video Redaction Veritone Illuminate – Repaid Evidence Discovery and Analysis Veritone Track – Track persons of interest across multiple video sources Veritone Identify – Rapid suspect identification for law enforcement Veritone Contact – In-the-field stop data collection for law enforcement Veritone Recruitment – AI Powered application to optimize hiring Veritone Automate Studio – low code/no code workflow builder</p>	
77	Within this RFP category there may be subcategories of solutions. List subcategory titles that best describe your products and services.	<p>Emergency Response Systems, Records Management Systems (RMS), Jail Management Systems (JMS), Evidence Management, License Plate Recognition (LPR), Crime Analytics and Predictive Policing, Court Management Systems, Mobile Field Reporting, Community Engagement Platforms, Emergency Medical Services (EMS) Software, Public Safety Recruitment &amp; Training Management, Background Check Systems, Biometric Identification Systems, Disaster Management Solutions, Cybersecurity for Public Safety, Interagency Information Sharing Platforms, Offender Monitoring Systems, Contraband Management</p>	*

**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	Strategic offers a full breadth of CAD, RMS & Mobile software solutions with integrations to video for real time crime and situational awareness platforms.	*

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	Strategic delivers a portfolio of public safety operations software that encompassing incident management, response coordination, and comprehensive reporting capabilities. The software integrates real-time monitoring of environmental factors including weather conditions, traffic patterns, and construction activities to optimize resource deployment. Additionally, the platform provides robust functionality for personnel management, including unit assignment tracking, staffing allocation, and documentation of training activities to ensure operational readiness and regulatory compliance.	*
94	Mapping	Vertical location, indoor, outdoor	<input checked="" type="radio"/> Yes <input type="radio"/> No	Strategic's Computer-Aided Dispatch software suite features comprehensive integration with ESRI geographic information systems and specialized mapping capabilities. These systems incorporate precise three-dimensional positioning through X, Y, and Z coordinates, complemented by detailed floorplans and location-specific data repositories.	*
95	Asset tracking and location	Personnel, vehicles, controlled substances, equipment, etc.	<input checked="" type="radio"/> Yes <input type="radio"/> No	Strategic Communications delivers broad asset management solutions that provide real-time tracking and location services across multiple critical resource categories. The software platforms offer precise monitoring capabilities for personnel movements, enabling enhanced safety protocols and optimal deployment during emergency situations. The different systems extends to vehicle fleet management, providing location data, operational status, and maintenance tracking to ensure resource availability and accountability.	*
96	Community notifications	Evacuations, minor crime reporting, shelter in place, etc.	<input checked="" type="radio"/> Yes <input type="radio"/> No	Strategic Communications provides a suite of emergency alerting software solutions designed to facilitate rapid and effective public communications during critical incidents.	*



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	Strategic Communications delivers comprehensive interoperable communication solutions designed to facilitate seamless information exchange across multiple channels and configurations. The software platforms enable both individual and group-based communications, supporting operational coordination during routine activities and emergency situations.	*
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	Strategic Communications offers specialized analytics software solutions engineered specifically for public safety operations. These purpose-built applications transform complex datasets into actionable intelligence, enabling evidence-based decision-making across law enforcement, emergency management, and homeland security functions.	*
99	Category 2 - Public Safety Response Agency Operations		<input checked="" type="radio"/> Yes <input type="radio"/> No	Strategic Communications provides comprehensive operational management platforms specifically engineered for emergency response organizations. These specialized software solutions optimize the full spectrum of public safety agency functions, from incident command and resource deployment to personnel management and regulatory compliance. The systems integrate seamlessly with existing infrastructure to enhance situational awareness, streamline administrative processes, and improve coordination across jurisdictional boundaries during both routine operations and large-scale emergency events.	*
100	Pre-incident planning software	Fire prevention related inspections and enforcement	<input type="radio"/> Yes <input checked="" type="radio"/> No	N/A	*
101		Operational management (scheduling, training, compliance, etc.)	<input checked="" type="radio"/> Yes <input type="radio"/> No	Strategic provides a comprehensive software suite dedicated to pre-incident planning that streamlines operational management, including scheduling, training, and compliance tracking. Their integrated platform helps organizations efficiently coordinate preparedness activities while ensuring regulatory requirements are met.	*

102		Data analytics to inform staffing, deployment, station location, budget, and other management decisions.	<input checked="" type="radio"/> Yes <input type="radio"/> No	Strategic offers a sophisticated software suite focused on pre-incident planning that features powerful data analytics capabilities. Their solutions enable evidence-based decision-making for staffing optimization, strategic deployment planning, station location analysis, budget allocation, and other critical management decisions.	*
103	Incident/post-incident software	CAD, RMS for law enforcement, fire, and EMS	<input checked="" type="radio"/> Yes <input type="radio"/> No	Strategic delivers a comprehensive suite of incident and post-incident software solutions, including Computer-Aided Dispatch (CAD) and Records Management Systems (RMS) specifically designed for law enforcement, fire departments, and Emergency Medical Services. Their integrated platform streamlines emergency response management and documentation across all public safety disciplines.	*
104		Electronic Patient Care Reporting (ePCR) and data transfer to hospitals	<input checked="" type="radio"/> Yes <input type="radio"/> No	Strategic provides a robust suite of incident and post-incident software solutions featuring advanced Electronic Patient Care Reporting (ePCR) capabilities with seamless data transfer functionality to hospital systems. Their specialized platform ensures accurate, efficient documentation and communication of patient information from field to healthcare facility.	*
105		Digital and physical evidence management	<input checked="" type="radio"/> Yes <input type="radio"/> No	Strategic offers a comprehensive suite of incident and post-incident software solutions specializing in both digital and physical evidence management. Their integrated platform provides secure collection, storage, tracking, and analysis capabilities to maintain chain of custody and enhance investigative processes.	*
106		E-citation systems	<input type="radio"/> Yes <input checked="" type="radio"/> No	N/A	*

107		Law enforcement case management	<input checked="" type="radio"/> Yes <input type="radio"/> No	Strategic provides a comprehensive suite of incident and post-incident software solutions specializing in law enforcement case management. Their integrated platform streamlines investigation workflows, evidence tracking, report documentation, and case progression through the justice system.	*
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Table 8: Exceptions to Terms, Conditions, or Specifications Form

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

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

Documents

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

- 1. Documents in PDF format are preferred. Documents in Word, Excel, or compatible formats may also be provided.
- 2. Documents should NOT have a security password, as Sourcewell may not be able to open the file. It is your sole responsibility to ensure that the uploaded document(s) are not either defective, corrupted or blank and that the documents can be opened and viewed by Sourcewell.
- 3. Sourcewell may reject any response where any document(s) cannot be opened and viewed by Sourcewell.
- 4. If you need to upload more than one (1) document for a single item, you should combine the documents into one zipped file. If the zipped file contains more than one (1) document, ensure each document is named, in relation to the submission format item responding to. For example, if responding to the Marketing Plan category save the document as “Marketing Plan.”
  - [Pricing](#) - 6 Pricing Additional Documentation.zip - Tuesday March 04, 2025 12:47:55
  - [Financial Strength and Stability](#) - Financial Viability and Marketplace Succes - Reseller Agreements.zip - Tuesday March 04, 2025 12:58:17
  - [Marketing Plan/Samples](#) - 4 Marketing Plan Additional Documents.zip - Tuesday March 04, 2025 11:28:10
  - [WMBE/MBE/SBE or Related Certificates](#) - 5 Value Added Attributes - WMBE Certifications.zip - Tuesday March 04, 2025 11:42:19
  - Standard Transaction Document Samples (optional)
  - Requested Exceptions (optional)
  - Upload Additional Document (optional)

## Addenda, Terms and Conditions

### PROPOSER AFFIDAVIT OF COMPLIANCE

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

1. The Proposer is submitting this Proposal under its full and complete legal name, and the Proposer legally exists in good standing in the jurisdiction of its residence.
2. The Proposer warrants that the information provided in this Proposal is true, correct, and reliable for purposes of evaluation for award.
3. The Proposer certifies that:
  - (1) The prices in this Proposal have been arrived at independently, without, for the purpose of restricting competition, any consultation, communication, or agreement with any other Proposer or competitor relating to-
    - (i) Those prices;
    - (ii) The intention to submit an offer; or
    - (iii) The methods or factors used to calculate the prices offered.
  - (2) The prices in this Proposal have not been and will not be knowingly disclosed by the Proposer, directly or indirectly, to any other Proposer or competitor before award unless otherwise required by law; and
  - (3) No attempt has been made or will be made by Proposer to induce any other concern to submit or not to submit a Proposal for the purpose of restricting competition.
4. To the best of its knowledge and belief, and except as otherwise disclosed in the Proposal, there are no relevant facts or circumstances which could give rise to an organizational conflict of interest. An organizational conflict of interest is created when a current or prospective supplier is unable to render impartial service to Sourcewell due to the supplier's: a. creation of evaluation criteria during performance of a prior agreement which potentially influences future competitive opportunities to its favor; b. access to nonpublic and material information that may provide for a competitive advantage in a later procurement competition; c. impaired objectivity in providing advice to Sourcewell.
5. Proposer will provide to Sourcewell Participating Entities Solutions in accordance with the terms, conditions, and scope of a resulting master agreement.
6. The Proposer possesses, or will possess all applicable licenses or certifications necessary to deliver Solutions under any resulting master agreement.
7. The Proposer will comply with all applicable provisions of federal, state, and local laws, regulations, rules, and orders.
8. Proposer its employees, agents, and subcontractors are not:
  1. Included on the "Specially Designated Nationals and Blocked Persons" list maintained by the Office of Foreign Assets Control of the United States Department of the Treasury found at: <https://www.treasury.gov/ofac/downloads/sdnlist.pdf>;
  2. Included on the government-wide exclusions lists in the United States System for Award Management found at: <https://sam.gov/SAM/>; or
  3. Presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from programs operated by the State of Minnesota; the United States federal government, as applicable; or any Participating Entity. Vendor certifies and warrants that neither it nor its principals have been convicted of a criminal offense related to the subject matter of this solicitation.

☒ By checking this box I acknowledge that I am bound by the terms of the Proposer's Affidavit, have the legal authority to submit this Proposal on behalf of the Proposer, and that this electronic acknowledgment has the same legal effect, validity, and enforceability as if I had hand signed the Proposal. This signature will not be denied such legal effect, validity, or enforceability solely because an electronic signature or electronic record was used in its formation. - Chris Mills, Chief Revenue Officer, Strategic Communications, 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