



**MASTER AGREEMENT #030425**  
**CATEGORY: Public Safety Software**  
**SUPPLIER: TBL Systems, Inc.**

This Master Agreement (Agreement) is between Sourcewell, a Minnesota service cooperative located at 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 (Sourcewell) and TBL Systems, Inc., 1171 E. Rancho Vistoso Blvd #159, Oro Valley, AZ 85755 (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 2. Public Safety Response – Agency Operations, to Participating Entities. In-scope solutions include:
  - a) 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

Complimentary equipment, accessories, and services must be directly related to the offering of systems or solutions described in section 7)a) 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 Sourcwell when offering Included Solutions to Participating Entities. Participating Entities may request adjustments to pricing directly from Supplier during the negotiation and execution of any transaction.
- 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 Sourcwell 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 Sourcwell 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.

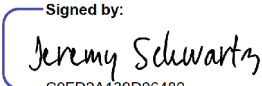
### **Article 3: Supplier Obligations to Participating Entities**

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.

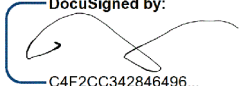
- 6) **Additional Terms and Conditions Permitted.** Participating Entity and Supplier may negotiate and include additional terms and conditions within transaction documentation as mutually agreed. Such terms may supplant or supersede this Master Agreement when necessary and as solely determined by Participating 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 | 9:15 PM CDT

TBL Systems, Inc.

DocuSigned by:  
  
C4F2CC342846496...

By: \_\_\_\_\_  
Jacob Rhoads  
Title: CEO  
Date: 7/23/2025 | 8:53 AM PDT

# RFP 030425 - Public Safety Software

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## Vendor Details

Company Name: TBL Systems, Inc.

Does your company conduct business under any other name? If yes, please state: Thin Blue Line Reporting

Address: 1171 E Rancho Vistoso Blvd  
#159  
Oro Valley, AZ 85755

Contact: Jacob Rhoads

Email: jacob@tblsys.com

Phone: 520-471-2647

Fax: 855-844-6258

HST#: 81-4067458

## Submission Details

Created On: Tuesday January 14, 2025 15:31:31

Submitted On: Monday March 03, 2025 21:48:37

Submitted By: Justin Harris

Email: justin@tblsys.com

Transaction #: 66f0a084-c97d-4e4d-8683-5b7496210f18

Submitter's IP Address: 147.243.246.8

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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.	TBL Systems, Inc.	*
2	In the event of award, is this entity the Responsible Supplier that will execute the master agreement with Sourcewell? Y or N.	Y	*
3	Identify all subsidiaries, D.B.A., authorized affiliates, and any other entity that will be responsible for offering and performing delivery of Solutions within this Proposal (i.e. Responsible Supplier(s) that will execute a master agreement with Sourcewell).	n/a	*
4	Provide your CAGE code or Unique Entity Identifier (SAM):	8GX63	*
5	Provide your NAICS code applicable to Solutions proposed.	513210	
6	Proposer Physical Address:	1171 E Rancho Vistoso Blvd #159 Oro Valley, AZ 85755	*
7	Proposer website address (or addresses):	www.tblsys.com	*
8	Proposer’s Authorized Representative (name, title, address, email address & phone) (The representative must have authority to sign the “Proposer’s Assurance of Compliance” on behalf of the Proposer):	Jacob Rhoads CEO 1171 E Rancho Vistoso Blvd #159 Oro Valley, AZ 85755 jacob@tblsys.com 520-471-2647	*
9	Proposer’s primary contact for this proposal (name, title, address, email address & phone):	Jacob Rhoads CEO 1171 E Rancho Vistoso Blvd #159 Oro Valley, AZ 85755 jacob@tblsys.com 520-471-2647	*
10	Proposer’s other contacts for this proposal, if any (name, title, address, email address & phone):	n/a	*

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

Line Item	Question	Response *
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11	Provide a brief history of your company, including your company's core values, business philosophy, and industry longevity related to the requested Solutions.	<p>TBL Systems, Inc., established in June 2013, is a pioneer in secure mobile data management solutions for first responders and municipalities.</p> <p>Key Milestones: First U.S. company to achieve CJIS compliance for both cloud infrastructure and iOS applications in law enforcement technology. - Consistent growth in providing mission-critical technology to state, local, and federal customers nationwide.</p> <p>Core Values and Business Philosophy: 1. Security-First: Prioritizing CJIS compliance and data protection. 2. Innovation: Leveraging cloud-native and app-enabled platforms. 3. Customer-Centric: Delivering top-tier service and fair, transparent pricing. 4. Rapid Deployment: Offering quick implementation and customizable solutions.</p> <p>Mission: To provide state-of-the-art law enforcement technology that enhances officer and public safety, ultimately saving lives.</p> <p>Industry Longevity: Over a decade of experience in law enforcement technology, we've expanded our offerings to include: - CJIS-compliant cloud and mobile applications - e-Citation systems - Records Management Systems (RMS) - Computer-Aided Dispatch (CAD) - Jail Management Systems (JMS) - Digital Evidence Management</p> <p>Our team has grown organically over the years, supporting clients across the United States. TBL Systems remains committed to innovation, security, and exceptional service in the law enforcement technology sector.</p>
12	What are your company's expectations in the event of an award?	<p>In the event of an award from Sourcewell, TBL Systems' expectations would align with the cooperative purchasing model that Sourcewell facilitates. Our expectations would include:</p> <ol style="list-style-type: none"> <li>1. Expanded Market Reach: We anticipate gaining access to Sourcewell's network of over 50,000 participating entities across the United States and Canada, significantly expanding our potential customer base.</li> <li>2. Streamlined Procurement Process: We expect to benefit from Sourcewell's competitive public solicitation process, which simplifies procurement for participating entities and reduces the administrative burden on both TBL and potential customers.</li> <li>3. Compliance and Credibility: As Sourcewell's process complies with various different laws, policies and trade agreements, we anticipate enhanced credibility and easier compliance navigation in different jurisdictions.</li> <li>4. Collaborative Growth: We look forward to working closely with Sourcewell and its participating entities to understand and meet the evolving needs of public safety agencies, furthering our mission to provide state-of-the-art law enforcement technology.</li> <li>5. Increased Visibility: We expect the award to raise TBL's profile in the public safety software market, highlighting our CJIS-compliant solutions and innovative approach.</li> <li>6. Fair Competition: We anticipate participating in a level playing field where our solutions' merits, including our security-first approach and commitment to customer service, can be fairly evaluated alongside other vendors.</li> <li>7. Long-term Partnerships: We expect to forge lasting relationships with participating entities, supporting them with our comprehensive suite of public safety software solutions and our dedication to top-tier customer service.</li> <li>8. Continuous Improvement: Through increased exposure and feedback from a diverse set of agencies, we anticipate opportunities to refine and enhance our offerings, driving innovation in our product development.</li> </ol> <p>TBL Systems is prepared to meet the high standards set by Sourcewell and to deliver exceptional value to its participating entities, in line with our core values and mission to enhance officer and public safety.</p>

13	Demonstrate your financial strength and stability with meaningful data. This could include such items as financial statements, SEC filings, credit and bond ratings, letters of credit, and detailed reference letters. Upload supporting documents (as applicable) in the document upload section of your response. DO NOT PROVIDE ANY TAX INFORMATION OR PERSONALLY IDENTIFIABLE INFORMATION.	TBL has been continually operating for 12 years with strong internal financial performance. See attached CPA letter	*
14	What is your US market share for the Solutions that you are proposing?	Roughly 2%	*
15	What is your Canadian market share for the Solutions that you are proposing?	TBL does not currently have any customers in Canada but would happily provide them with our solutions.	*
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.	None	*
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>b) TBL Systems maintains a direct and efficient relationship with our sales and service force to deliver the products and services proposed in the Sourcewell RFP. Our approach emphasizes:</p> <ol style="list-style-type: none"> <li>1. Direct Engagement: TBL Systems primarily utilizes an in-house sales and service team, allowing for direct communication and rapid response to customer needs. This model ensures that our team has in-depth knowledge of our products and can provide expert guidance to Sourcewell participating entities.</li> <li>2. Nationwide Coverage: With the ability to serve customers ranging from 2 to 15,000 users across state, local, and federal levels, our sales and service force is equipped to support Sourcewell participants throughout the United States.</li> <li>3. Scalable Deployment: Our app distribution system is designed for sizeable deployments, enabling our team to efficiently roll out solutions to large numbers of users without compromising quality or user experience.</li> <li>4. Rapid Implementation: TBL's cloud-native architecture allows our team to deploy systems in significantly shorter timeframes compared to legacy systems. This capability enables our sales and service force to quickly transition from sale to implementation, enhancing customer satisfaction.</li> <li>5. Ongoing Support: Our platform includes self-service configuration management tools, allowing agency administrators to manage their systems independently. However, our service team remains readily available to assist when needed, ensuring continuous support throughout the product lifecycle.</li> <li>***6. Collaborative Approach: Speak about Dealer Network if needed***</li> <li>7. Expertise in Compliance: Our sales and service teams are well-versed in CJIS and FIPS compliance requirements, ensuring that all deployments and ongoing support adhere to these critical standards.</li> <li>8. Regular Updates and Communication: Our team provides advanced release notices with detailed release notes, keeping customers informed about new features and changes. This proactive communication helps maintain strong relationships with our clients.</li> </ol> <p>By leveraging our direct sales and service model, TBL Systems ensures that Sourcewell participating entities receive expert guidance, efficient implementation, and ongoing support for our cloud-native public safety software solutions.</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>TBL Systems demonstrates its commitment to security and compliance through its adherence to Criminal Justice Information Services (CJIS) standards and Federal Information Processing Standards (FIPS). As a pioneer in the field, TBL was the first U.S.-based technology company serving the law enforcement community to attain CJIS compliance for both its cloud infrastructure and iOS applications.</p> <p>Our CJIS compliance ensures that our systems meet the stringent security requirements for handling sensitive law enforcement data. This compliance covers our entire platform, including our cloud-based portal and native applications, guaranteeing that all data is protected according to the highest standards set by the FBI for criminal justice information systems.</p> <p>In terms of FIPS compliance, TBL utilizes FIPS-certified data encryption for data both in transit and at rest. This has been a standard feature of our systems since 2013, ensuring that all data handled by our solutions meets the cryptographic standards required by the U.S. government for protecting sensitive information.</p> <p>By maintaining both CJIS and FIPS compliance, TBL Systems provides its clients with the assurance that their data is protected by industry-leading security measures, meeting and exceeding the requirements for handling sensitive law enforcement information. This dual compliance underscores our commitment to data security and privacy in all aspects of our operations and service delivery.</p>	*
19	Disclose all current and past debarments or suspensions for Proposer and any included possible Responsible Party within the past seven years. Proposer must provide notice in writing to Sourcewell if it enters a debarment or suspension status any time during the pendency of this RFP evaluation.	None	*
20	Describe any relevant industry awards or recognition that your company has received in the past five years.	None	*
21	What percentage of your sales are to the governmental sector in the past three years?	100%	*
22	What percentage of your sales are to the education sector in the past three years?	0%	*
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?	N/A	*
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?	None	*

**Table 2B: References/Testimonials**

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

Entity Name *	Contact Name *	Phone Number *	
Kansas City Police Department	Major Scott Simons	(816) 413-3420	*
City of Kansas City	Kimberly Mesa	(816) 513-6642	*
Maui Police Department	Sgt Gregg Row	(808) 875-5441	*

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

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

Line Item	Question	Response *	
26	Sales force.	TBL's sales team is made up of both staff and contract workers, all focusing on the U.S. market. The team has 18 inside salespeople who work from the office, handling calls and emails. There are also 16 outside salespeople who travel to meet clients in person. This combination helps TBL reach and serve customers effectively.	*

27	Describe the network of Authorized Sellers who will deliver Solutions, including dealers, distributors, resellers, and other distribution methods.	Our authorized reseller network includes both large national partners and smaller regional organizations. These partners range from major government resellers to smaller businesses with strong local connections and market share.	*
28	Service force.	TBL's service team has experts available 24/7, all year round. We work with top service contractors to ensure our efficiency and effectiveness. Our team is dedicated to providing the best service whenever you need it, using the best resources available.	*
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>TBL Systems' order placement and processing are streamlined to ensure efficiency and clarity for our customers. The process typically involves:</p> <p>Order Placement:</p> <ol style="list-style-type: none"> <li>1. Quote Acceptance: Once the customer has reviewed and approved the detailed quote provided by TBL Systems, they indicate their readiness to proceed.</li> <li>2. Purchase Order Generation: The customer generates a purchase order (PO) based on the approved quote. This PO should include: <ul style="list-style-type: none"> <li>- Specific products and services being ordered</li> <li>- Agreed-upon pricing</li> <li>- Any relevant contract numbers (e.g., Sourcewell contract number)</li> <li>- Customer's billing and shipping information</li> </ul> </li> <li>3. PO Submission: The customer submits the PO to TBL Systems via their preferred method (e.g., email to sales@tblsys.com or as directed by their TBL account representative).</li> </ol> <p>Order Processing:</p> <ol style="list-style-type: none"> <li>1. Receipt Confirmation: Upon receiving the PO, TBL Systems sends an acknowledgment to the customer within five minutes.</li> <li>2. Order Verification: Our order processing team reviews the PO to ensure all details match the approved quote and that all necessary information is included.</li> <li>3. Internal Processing: The order is entered into TBL's system, triggering our internal workflows for: <ul style="list-style-type: none"> <li>- License activation for software components</li> <li>- Scheduling of any necessary hardware shipments</li> <li>- Allocation of implementation resources</li> </ul> </li> <li>4. Order Confirmation: TBL sends a formal order confirmation to the customer, including: <ul style="list-style-type: none"> <li>- Order number for future reference</li> <li>- Itemized list of products and services ordered</li> <li>- Anticipated timelines for implementation</li> <li>- Next steps in the process</li> </ul> </li> <li>5. License Agreement: If not already completed, TBL sends the software license agreement for the customer to review and accept, typically through an electronic signature process.</li> <li>6. Kickoff Scheduling: The order processing team coordinates with the implementation team to schedule a project kickoff meeting with the customer.</li> </ol> <p>Throughout this process, the customer's designated TBL account representative remains available to answer questions and facilitate communication between the customer and TBL's internal teams.</p>	*
30	Describe your product implementation strategy. If utilizing installation partners, describe and define their role in the strategy.	<p>TBL Systems employs a robust and adaptable product implementation strategy, honed over 10+ years of serving the public safety industry. Our approach is designed to ensure successful deployments for a wide range of customers, from small agencies to large organizations with up to 15,000 users. Here's an overview of our implementation strategy:</p> <ol style="list-style-type: none"> <li>1. Clear Project Definition and Scope: <ul style="list-style-type: none"> <li>- We begin by clearly defining the project scope, objectives, and deliverables.</li> <li>- This includes a comprehensive requirements gathering phase to ensure all stakeholder needs are addressed.</li> </ul> </li> <li>2. Stakeholder Engagement: <ul style="list-style-type: none"> <li>- We actively involve all relevant stakeholders throughout the implementation process.</li> <li>- This ensures buy-in and alignment across the organization.</li> </ul> </li> <li>3. Effective Project Planning: <ul style="list-style-type: none"> <li>- We develop a detailed project plan that outlines tasks, milestones, and resource allocation.</li> </ul> </li> </ol>	

- The plan includes timelines for development, testing, deployment, and training.

4. Competent Project Team:

- TBL assigns a dedicated project team with expertise in public safety software implementations.
- The team typically includes project managers, developers, quality assurance specialists, and trainers.

5. Risk Management:

- We identify potential risks early in the project and develop mitigation strategies.
- Regular risk assessments are conducted throughout the implementation process.

6. Development and Customization:

- Our team implements the TBL ecosystem based on the approved design.
- We follow CJIS standards and best practices throughout the development process.
- Regular code reviews and testing ensure quality and maintainability.

7. Testing and Quality Assurance:

- We conduct comprehensive testing, including functional testing, performance testing, and user acceptance testing.
- Our quality assurance processes identify and address any bugs or issues before deployment.

8. Deployment and Integration:

- TBL deploys our ecosystem within the desired environment, ensuring seamless integration with existing systems and data.
- We conduct thorough testing in the production environment to ensure everything functions as expected.

9. Training and Knowledge Transfer:

- We provide comprehensive training to end-users and administrators.
- Training is tailored to different user roles and can be delivered through various methods (e.g., in-person, virtual, train-the-trainer).

10. Effective Communication:

- Regular status meetings and reports keep all stakeholders informed of project progress.
- We maintain open lines of communication to quickly address any concerns or questions.

11. Project Tracking and Monitoring:

- We use project management tools to track progress, resource utilization, and milestone completion.
- Regular reports cover work progress, milestones attained, resources expended, problems encountered, and corrective actions taken.

12. Post-Implementation Support:

- After deployment, we provide ongoing support to ensure smooth operation of the system.
- This includes addressing any issues that arise and providing guidance on system use and optimization.

13. Continuous Improvement:

- We gather feedback post-implementation to identify areas for improvement in our products and processes.
- This information feeds into our product development cycle for future enhancements.

Our cloud-native architecture allows for rapid deployment and easy scalability, enabling us to efficiently implement our solutions across a wide range of agency sizes and types. Throughout the implementation process, TBL remains committed to delivering a high-quality, highly secure product that meets the unique needs of law enforcement and other public safety agencies.

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>TBL Systems is committed to providing top-tier customer service, recognizing its critical importance in the law enforcement technology sector. Our customer service program is designed to ensure rapid, effective support for our clients using our cloud-based solutions. Here's a detailed look at our process and procedures:</p> <ol style="list-style-type: none"> <li>1. Support Channels: <ul style="list-style-type: none"> <li>- Primary contact: support@tblsys.com</li> <li>- Phone support: 855-844-6258</li> </ul> </li> <li>2. Tiered Support Structure: <ul style="list-style-type: none"> <li>- First-level support: Handles initial inquiries and common issues</li> <li>- Escalation to specialized teams: For more complex technical issues or those requiring system-level interventions</li> </ul> </li> <li>3. Types of Support Provided: <ol style="list-style-type: none"> <li>a. Technical Assistance: <ul style="list-style-type: none"> <li>- Help with system operations and troubleshooting</li> <li>- Guidance on using system features and functionalities</li> </ul> </li> <li>b. Maintenance Support: <ul style="list-style-type: none"> <li>- Assistance with tasks such as modifying OS installations, altering user access, and remote system reboots</li> <li>- Coordination of software upgrades and patches</li> </ul> </li> <li>c. Security Support: <ul style="list-style-type: none"> <li>- Help maintaining CJIS and FIPS compliance</li> <li>- Assistance with security-related configurations and best practices</li> </ul> </li> <li>d. Disaster Recovery Support: <ul style="list-style-type: none"> <li>- Coordination of disaster recovery processes when needed</li> <li>- Regular testing of disaster recovery capabilities</li> </ul> </li> </ol> </li> <li>5. Response Time Capabilities and Commitments: <ul style="list-style-type: none"> <li>- TBL will reply to all Support emails within 5 minutes</li> </ul> <p>Average Resolution times listed below:</p> <ul style="list-style-type: none"> <li>- Critical Issues (System Down): Likely within 15-30 minutes</li> <li>- High Priority Issues: Probably within 1-2 hours</li> <li>- Medium Priority Issues: Likely within 4-8 business hours</li> <li>- Low Priority Issues: Probably within 1-2 business days</li> </ul> </li> <li>6. Issue Prioritization: <ul style="list-style-type: none"> <li>- Critical: System-wide outages or security breaches</li> <li>- High: Significant impairment of core functionalities affecting multiple users</li> <li>- Medium: Non-critical issues affecting a limited number of users or functions</li> <li>- Low: Minor issues, feature requests, or general inquiries</li> </ul> </li> <li>7. Proactive Monitoring and Maintenance: <ul style="list-style-type: none"> <li>- Continuous monitoring of system performance and availability</li> <li>- Proactive identification and resolution of potential issues before they impact users</li> <li>- Regular system updates and patches applied transparently to end-users</li> </ul> </li> <li>8. Self-Service Resources: <ul style="list-style-type: none"> <li>- Likely provision of user manuals, FAQs, and knowledge base articles</li> <li>- Training materials and guides for system administrators</li> </ul> </li> <li>9. Customized Support: <ul style="list-style-type: none"> <li>- Tailored support based on agency size and specific needs</li> <li>- Scalable support model to accommodate agencies ranging from 2 to 15,000 users</li> </ul> </li> <li>10. Continuous Improvement: <ul style="list-style-type: none"> <li>- Regular gathering of customer feedback to enhance support processes</li> <li>- Ongoing training for support staff to stay current with system updates and emerging issues</li> </ul> </li> <li>11. Communication and Transparency: <ul style="list-style-type: none"> <li>- Regular updates on ticket status and progress</li> <li>- Clear communication on planned maintenance and system upgrades</li> </ul> </li> <li>12. Security and Compliance: <ul style="list-style-type: none"> <li>- All support interactions adhere to CJIS security policies</li> <li>- Support staff undergo background checks and security clearances as required</li> </ul> </li> </ol> <p>TBL Systems' customer service program is designed to provide rapid, effective support while maintaining the high security standards required in law enforcement technology. Our commitment to top-tier customer service, combined with our cloud-based architecture, allows us to address issues quickly and efficiently, minimizing downtime and ensuring optimal system performance for our clients.</p>
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32	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in the United States.	TBL is fully wiling and able to provide our products and services to Sourcewell participating entities in the US	*
33	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in Canada.	TBL is fully wiling and able to provide our products and services to Sourcewell participating entities in Canada	*
34	Identify any geographic areas of the United States or Canada that you will NOT be fully serving through the proposed agreement.	None	*
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.	None	*
36	Define any specific requirements or restrictions that would apply to our participating entities in Hawaii and Alaska and in US Territories.	No specific requirements or restrictions. TBL currently has customers in Hawaii for example	*
37	Will Proposer extend terms of any awarded master agreement to nonprofit entities?	No	*

Table 4: Marketing Plan (100 Points)

Line Item	Question	Response *
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38	<p>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>	<p>TBL Systems' Marketing Strategy for Promoting the Sourcewell Opportunity:</p> <ol style="list-style-type: none"> <li>1. Leverage Existing Customer Base: <ul style="list-style-type: none"> <li>- Reach out to current state, local, and federal customers to inform them about the Sourcewell contract.</li> <li>- Highlight the benefits of purchasing through Sourcewell, such as streamlined procurement processes and potentially better pricing.</li> </ul> </li> <li>2. Targeted Digital Marketing: <ul style="list-style-type: none"> <li>- Create a dedicated landing page on tblsys.com about the Sourcewell contract and its benefits.</li> <li>- Develop targeted email campaigns for public safety agencies, emphasizing the ease of procurement through Sourcewell.</li> <li>- Utilize social media platforms (LinkedIn, Twitter) to share information about the Sourcewell partnership and its advantages.</li> </ul> </li> <li>3. Industry Event Participation: <ul style="list-style-type: none"> <li>- Promote the agreement at the many law enforcement and public safety trade shows and conferences that TBL attends.</li> <li>- Highlight the Sourcewell contract in booth displays and presentations.</li> <li>- Offer live demonstrations of TBL's solutions, emphasizing how they can be easily procured through Sourcewell.</li> </ul> </li> <li>4. Webinar Series: <ul style="list-style-type: none"> <li>- Host webinars showcasing TBL's solutions available through Sourcewell.</li> <li>- Include sessions on procurement best practices and the benefits of cooperative purchasing.</li> </ul> </li> <li>5. Content Marketing: <ul style="list-style-type: none"> <li>- Develop case studies of successful implementations, emphasizing the ease of procurement through Sourcewell.</li> <li>- Create whitepapers on topics like "Streamlining Public Safety Technology Procurement" that highlight the Sourcewell opportunity.</li> </ul> </li> <li>6. Direct Outreach: <ul style="list-style-type: none"> <li>- Utilize TBL's sales team to directly contact potential customers, introducing the Sourcewell contract as a new, efficient way to procure TBL's solutions.</li> <li>- Offer personalized demonstrations and consultations to interested agencies.</li> </ul> </li> <li>7. Partnership with Sourcewell: <ul style="list-style-type: none"> <li>- Collaborate with Sourcewell on joint marketing initiatives.</li> <li>- Participate in Sourcewell-sponsored events and webinars to reach their existing member base.</li> </ul> </li> <li>8. Emphasize TBL's Unique Selling Points: <ul style="list-style-type: none"> <li>- Highlight TBL's status as the first CJIS-compliant application provider in the U.S.</li> <li>- Emphasize the scalability of TBL's solutions (from 2 to 15,000 users).</li> <li>- Showcase TBL's expertise in cloud-based, app-enabled platforms for law enforcement.</li> </ul> </li> <li>9. Educational Approach: <ul style="list-style-type: none"> <li>- Develop educational materials about cooperative purchasing and its benefits for public safety agencies.</li> <li>- Offer training sessions on how to effectively use the Sourcewell contract for procurement.</li> </ul> </li> <li>10. Referral Program: <ul style="list-style-type: none"> <li>- Implement a referral program encouraging existing customers to refer other agencies to TBL through the Sourcewell contract.</li> </ul> </li> <li>11. Customized Solution Packages: <ul style="list-style-type: none"> <li>- Create bundled solution packages specifically for Sourcewell members, showcasing the comprehensive nature of TBL's offerings (e-Citation, RMS, CAD, etc.).</li> </ul> </li> <li>12. Performance Metrics and Success Stories: <ul style="list-style-type: none"> <li>- Regularly share performance metrics and success stories of agencies using TBL solutions procured through Sourcewell.</li> </ul> </li> <li>13. Compliance and Security Emphasis: <ul style="list-style-type: none"> <li>- Highlight TBL's commitment to CJIS compliance and data security in all marketing materials.</li> <li>- Emphasize how the Sourcewell contract ensures compliance with procurement regulations.</li> </ul> </li> </ol> <p>By implementing this multi-faceted marketing strategy, TBL Systems can effectively promote the Sourcewell opportunity, leveraging its strengths in public safety technology and emphasizing the benefits of cooperative purchasing for potential customers.</p>
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39	Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance marketing effectiveness.	<p>TBL Systems' Use of Technology and Digital Data for Marketing:</p> <ol style="list-style-type: none"> <li>1. Cloud-Native Platform Leverage: <ul style="list-style-type: none"> <li>- TBL's cloud-native architecture allows for seamless integration of marketing technologies across various platforms.</li> <li>- This enables consistent messaging and user experience across different devices and operating systems (iOS, Android, Windows).</li> </ul> </li> <li>2. Data-Driven Marketing: <ul style="list-style-type: none"> <li>- Utilizing the robust data collection capabilities of their systems, TBL employs data analytics to gain insights into customer behavior and preferences.</li> <li>- This data can be used to create targeted marketing campaigns and personalized content for different segments of their public safety market.</li> </ul> </li> <li>3. Social Media Engagement: <ul style="list-style-type: none"> <li>- TBL maintains a presence on professional social media platforms like LinkedIn to engage with decision-makers in law enforcement and government sectors.</li> <li>- We use these platforms to share thought leadership content, case studies, and updates about their CJIS-compliant solutions.</li> </ul> </li> <li>4. Content Marketing and SEO: <ul style="list-style-type: none"> <li>- TBL's website (www.tblsys.com) serves as a hub for content marketing efforts, hosting whitepapers, case studies, and blog posts optimized for search engines.</li> <li>- We use metadata and SEO best practices to ensure our content ranks well for relevant search terms in the law enforcement technology space.</li> </ul> </li> <li>5. Email Marketing: <ul style="list-style-type: none"> <li>- Given our B2B focus, TBL utilizes email marketing campaigns to nurture leads and keep customers informed about product updates and industry trends.</li> <li>- Our cloud-based system allows for easy tracking of email engagement metrics.</li> </ul> </li> <li>6. Webinars and Virtual Demonstrations: <ul style="list-style-type: none"> <li>- TBL's technology stack enables us to host webinars and virtual product demonstrations, showcasing their cloud-native CAD, RMS, and eCitation solutions.</li> <li>- These online events are promoted through targeted digital advertising and email campaigns.</li> </ul> </li> <li>7. Customer Relationship Management (CRM): <ul style="list-style-type: none"> <li>- TBL utilizes a CRM system integrated with our cloud platform to track customer interactions, manage leads, and inform marketing strategies.</li> </ul> </li> <li>8. Predictive Analytics: <ul style="list-style-type: none"> <li>- The same predictive capabilities used in our policing solutions are applied to marketing, predicting which agencies are most likely to need upgrades or new systems.</li> </ul> </li> <li>9. Mobile-First Approach: <ul style="list-style-type: none"> <li>- Given our expertise in mobile applications for law enforcement, TBL ensures all of our marketing materials and digital touchpoints are optimized for mobile devices.</li> </ul> </li> <li>10. Metadata Usage: <ul style="list-style-type: none"> <li>- Given our experience with digital evidence management, we understand the importance of metadata. In marketing, we use metadata to categorize content, improve searchability, and track content performance.</li> </ul> </li> <li>11. Personalization: <ul style="list-style-type: none"> <li>- Leveraging our data processing capabilities, we can personalize marketing content based on an agency's size, current technology stack, and specific needs.</li> </ul> </li> <li>12. Marketing Automation: <ul style="list-style-type: none"> <li>- TBL's cloud infrastructure allows for the implementation of marketing automation tools, enabling timely and relevant communication with prospects and customers throughout their buying journey.</li> </ul> </li> <li>13. Digital Event Tracking: <ul style="list-style-type: none"> <li>- Using web analytics tools, TBL tracks user behavior on their website and digital platforms, informing content strategy and user experience improvements.</li> </ul> </li> <li>14. Secure Information Sharing: <ul style="list-style-type: none"> <li>- Given our focus on security and CJIS compliance, TBL uses secure methods for sharing sensitive marketing materials with potential clients in the law enforcement sector.</li> </ul> </li> </ol> <p>By leveraging these technologies and digital data strategies, TBL Systems is constantly enhancing our marketing effectiveness, ensuring targeted outreach to the law enforcement and government sectors while maintaining the high standards of security and compliance required in our industry.</p>
40	In your view, what is Sourcewell's role	***In your view, what is Sourcewell's role in promoting agreements arising out of this RFP?

in promoting agreements arising out of this RFP? How will you integrate a Sourcewell-awarded agreement into your sales process?

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TBL Systems' Integration of Sourcewell-Awarded Agreement into Sales Process:

1. Sales Team Education and Training:
  - Conduct comprehensive training sessions for the sales team on the Sourcewell agreement terms, benefits, and processes.
  - Develop quick reference guides and FAQs for sales representatives to easily explain the Sourcewell agreement to potential customers.
2. CRM Integration:
  - Update the Customer Relationship Management (CRM) system to include Sourcewell-specific fields and processes.
  - Create Sourcewell-specific opportunity types and sales pipelines within the CRM to track and manage Sourcewell-related leads.
3. Marketing Collateral Development:
  - Create Sourcewell-specific marketing materials, including White Papers, presentation decks, and digital content.
  - Develop case studies highlighting successful implementations through the Sourcewell agreement.
4. Website Integration:
  - Add a dedicated section on TBL's website ([www.tbldsys.com](http://www.tbldsys.com)) about the Sourcewell agreement and its benefits.
  - Include a Sourcewell-specific contact form or inquiry option for interested agencies.
5. Lead Qualification Process:
  - Modify lead qualification criteria to identify Sourcewell member agencies early in the sales process.
  - Train the sales team to quickly determine if a prospect is eligible for purchasing through Sourcewell.
6. Proposal and Quoting Process:
  - Develop Sourcewell-specific proposal templates that highlight the benefits of purchasing through the agreement.
  - Implement a streamlined quoting process for Sourcewell members, leveraging pre-negotiated pricing and terms.
7. Sales Pipeline Management:
  - Create a separate pipeline or stage for Sourcewell opportunities in the sales process.
  - Implement specific KPIs and metrics for tracking Sourcewell-related sales performance.
8. Integration with Existing Product Offerings:
  - Align TBL's modular platform (CAD, RMS, eCitation, etc.) with Sourcewell agreement terms to ensure all relevant products are easily accessible.
  - Create bundled solutions specifically tailored for Sourcewell members.
9. Contract Management:
  - Develop a streamlined process for managing Sourcewell-related contracts, including automated renewals and term tracking.
  - Implement a system to ensure compliance with Sourcewell agreement terms throughout the sales and delivery process.
10. Customer Onboarding:
  - Create a Sourcewell-specific onboarding process that leverages the agreement's terms for faster implementation.
  - Develop guides for customers on how to utilize the Sourcewell agreement for ongoing purchases and expansions.
11. Reporting and Analytics:
  - Implement reporting tools to track the performance and impact of the Sourcewell agreement on overall sales.
  - Use analytics to identify trends and opportunities within the Sourcewell member network.
12. Collaboration with Sourcewell:
  - Establish regular communication channels with Sourcewell to stay updated on member needs and opportunities.
  - Participate in Sourcewell-sponsored events and webinars to promote TBL's solutions.
13. Legal and Compliance Integration:
  - Work with the legal team to ensure all sales processes comply with Sourcewell agreement terms and applicable regulations.
  - Develop a checklist for sales representatives to ensure compliance in all Sourcewell-related transactions.

		<p>14. Feedback Loop:</p> <ul style="list-style-type: none"><li>- Implement a process to gather feedback from sales team and customers about the Sourcewell purchasing experience.</li><li>- Use this feedback to continuously refine and improve the integration of the Sourcewell agreement into the sales process.</li></ul> <p>By integrating the Sourcewell-awarded agreement into these aspects of their sales process, TBL Systems can effectively leverage the partnership to expand their market reach, streamline sales operations, and provide added value to public sector clients.</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.	TBL handles its orders internally via orders being placed through sales@tblsys.com and through an internal TRAC system for managing the order process	*

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>TBL Systems' Product Training Programs for Sourcewell Participating Entities:</p> <ol style="list-style-type: none"> <li>1. Training Approach: TBL Systems employs a comprehensive "train-the-trainer" approach for deploying their systems. This strategy ensures that participating entities can maintain in-house expertise and conduct ongoing training as needed.</li> <li>2. Training Programs Offered:             <ol style="list-style-type: none"> <li>a. Project Implementation Team Training</li> <li>b. Application Administrator Training</li> <li>c. End-User Support Training</li> <li>d. Post-Implementation Training for Ongoing End-Users</li> </ol> </li> <li>3. Training Delivery Methods:             <ul style="list-style-type: none"> <li>- In-person training for the full team</li> <li>- In-person train-the-trainer sessions</li> <li>- Virtual training options</li> <li>- Online, interactive training tools</li> </ul> </li> <li>4. Standard vs. Optional Training: The core training program is standard and occurs during the system deployment. This includes:             <ul style="list-style-type: none"> <li>- Initial training for all roles</li> <li>- Trouble-shooting guides</li> <li>- Ongoing upgrade/update training</li> </ul> </li> <li>5. Training Providers: Training is provided directly by TBL Systems' team. We have dedicated resources to conduct comprehensive training sessions for all aspects of our software.</li> <li>6. Training Resources:             <ul style="list-style-type: none"> <li>- Comprehensive guides are provided, covering system use, troubleshooting, and updates</li> <li>- Includes access to online resources and documentation</li> </ul> </li> <li>7. Ongoing Support and Training:             <ul style="list-style-type: none"> <li>- TBL offers post-implementation training for ongoing end-users</li> <li>- Continuous training and skill development programs are available to keep users updated on new features and best practices</li> </ul> </li> <li>8. Customization: Training programs can be customized to the specific modules and configurations implemented for each participating entity (e.g., CAD, RMS, eCitation, Wrecker Dispatch).</li> <li>9. Costs: Most training options will a cost associated with them, however, Sourcewell participating entities will benefit from preferential pricing on training services</li> <li>10. Training for Updates and New Releases: TBL provides training for future version releases, ensuring that users stay current with the latest features and improvements.</li> <li>11. Performance Monitoring: TBL implements monitoring tools to track support team performance, which likely extends to evaluating the effectiveness of their training programs.</li> <li>12. Flexibility: We keep our training programs flexible, accommodating different learning styles and organizational needs. This is evidenced by the variety of training methods offered.</li> <li>13. CJIS Compliance: Given TBL's focus on CJIS compliance, our training programs include specific modules on maintaining compliance and security best practices.</li> </ol> <p>For Sourcewell participating entities, TBL Systems' training programs offer a comprehensive approach to ensuring effective implementation and ongoing use of their public safety software solutions. The inclusion of standard training in the deployment process, coupled with options for ongoing and specialized training, provides a robust support structure for users at all levels within an organization.</p>	
43	Describe any technological advances that your proposed solutions offer.	<p>Technological Advances in TBL Systems' Proposed Solutions:</p> <ol style="list-style-type: none"> <li>1. Cloud-Native Architecture:             <ul style="list-style-type: none"> <li>- TBL offers a modern, cloud-native platform that provides optimal security and flexibility.</li> <li>- This architecture allows for seamless and timely feature upgrades and bug fixes, delivered transparently to end-users.</li> <li>- The cloud-based system minimizes on-premises infrastructure requirements, reducing IT complexity and costs.</li> </ul> </li> <li>2. App-Enabled Platform:             <ul style="list-style-type: none"> <li>- TBL's solutions are built on an app-enabled platform, allowing for greater mobility and accessibility.</li> <li>- The app-based approach enables efficient data collection in the field, including citations, reports, and digital evidence.</li> </ul> </li> </ol>	

3. Multi-Platform Compatibility:
    - Native applications for iOS, Windows, and Mac operating systems.
    - This multi-platform approach provides maximum flexibility for agencies to use their preferred devices and operating systems.
  4. Advanced Security and Compliance:
    - First U.S.-based technology company to attain CJIS compliance for both cloud infrastructure and iOS app
    - Implements FIPS-certified data encryption for data in transit and at rest.
  5. Modular and Customizable System:
    - The platform is highly modular, allowing agencies to use it for various purposes beyond e-Citations, including Crash Reports, Incident Reports, Field Interviews, Case Reports, and Analytics.
    - Agencies can add future modules and capabilities without costly system integrations or risky whole-system customizations.
  6. Integrated Suite of Solutions:
    - Offers a complete adjudication suite built and hosted in the U.S.A.
    - Integrates CAD, RMS, JMS, eCitation, and Digital Evidence Management in a single, cohesive platform.
  7. Advanced Integration Capabilities:
    - Utilizes modern RESTful Application Programming Interfaces (APIs) and web services.
    - Also supports "legacy" interfaces like SFTP, XML, and CSV, ensuring compatibility with existing systems.
  8. Store-and-Forward Technology:
    - The system uses a store-forward mechanism, allowing data to be collected offline and synced when a connection is available.
    - This feature ensures uninterrupted operation in areas with limited connectivity.
  9. Comprehensive Data Aggregation:
    - The app allows for the creation of citations and reports, import of data from various input systems, and attachment of multimedia evidence (images, videos, signatures).
  10. Real-Time Data Transmission and Analysis:
    - Data collected in the field can be immediately transmitted to the cloud for storage, processing, and analysis.
    - Enables real-time insights for command staff and other stakeholders.
  11. Scalable Deployment:
    - The app distribution system is designed for sizeable deployments, supporting agencies with 2 to 15,000 users without compromising user experience or quality.
  12. Advanced Analytics and Predictive Policing:
    - Incorporates robust analytics capabilities, providing valuable insights into traffic and criminal trends.
    - Offers predictive policing features to enhance proactive law enforcement strategies.
  13. Seamless Workflow Integration:
    - Allows stakeholders (including PD Command Staff, Court Employees, and Prosecutors) to access data in the cloud according to established workflows.
  14. Mobile Printing Capabilities:
    - Enables citations and reports to be printed directly in the field, improving efficiency and reducing administrative overhead.
  15. Embedded Command Line (for Windows):
    - The native Windows application includes an embedded command line, optimizing user experience for legacy desktops, MDTs, and laptop users.
  16. Continuous Innovation:
    - As an industry leader in cloud-native public safety solutions, TBL consistently introduces new features and capabilities to keep pace with evolving law enforcement needs.
- These technological advances position TBL Systems' solutions at the forefront of public safety software, offering a comprehensive, secure, and flexible platform that can adapt to the diverse needs of law enforcement agencies while leveraging the latest in cloud and mobile technologies.

44	Demonstrate your solution's capabilities in data privacy, integrity, storage and protection standards, and the adherence of your products and services to applicable cybersecurity and industry standards, such as but not limited to the requirements of the Criminal Justice Information Services (CJIS), the Health Insurance Portability and Accountability Act (HIPAA), etc.	<p>1. CJIS Compliance:</p> <ul style="list-style-type: none"> <li>- TBL Systems has developed a proprietary law enforcement cloud solution called "TBL Cloud" and a mobile application that are designed to meet CJIS compliance requirements.</li> <li>- We focus on three main components for CJIS compliance: <ul style="list-style-type: none"> <li>a. FBI's CJIS Security Policy – Cloud Computing G.3</li> <li>b. CJIS Mobile Addendum</li> <li>c. FIPS PUB 140-2 Federal Information Processing Standards Publication</li> </ul> </li> </ul> <p>2. Data Privacy and Protection:</p> <ul style="list-style-type: none"> <li>- The TBL Cloud and mobile application are specifically designed for law enforcement purposes, providing a high level of data privacy and protection measures.</li> <li>- Our solution adheres to the FBI's CJIS Security Policy, which mandates strict data protection standards for Criminal Justice Information (CJI).</li> </ul> <p>3. Data Integrity and Storage:</p> <ul style="list-style-type: none"> <li>- TBL Systems' solution is built to appropriately generate, store, and disseminate CJI data, ensuring data integrity throughout its lifecycle.</li> <li>- The use of a proprietary cloud infrastructure provides a controlled and secure environment for data storage and management.</li> </ul> <p>4. Cybersecurity Standards:</p> <ul style="list-style-type: none"> <li>- The solution incorporates FIPS PUB 140-2 cryptographic algorithm and physical security requirements, which are federal standards for information security.</li> <li>- This adherence to FIPS 140-2 ensures a commitment to using validated cryptographic modules for protecting sensitive information.</li> </ul> <p>5. Mobile Security:</p> <ul style="list-style-type: none"> <li>- The inclusion of the CJIS Mobile Addendum in our compliance focus reiterates that TBL Systems has taken specific measures to address the unique security challenges associated with mobile applications in law enforcement contexts.</li> </ul> <p>6. Collaboration with Interface Agencies:</p> <ul style="list-style-type: none"> <li>- TBL Systems acknowledges that the Interfacing Agency is ultimately responsible for validating implementation, administration, and enforcement of CJIS Security Policies, indicating a collaborative approach to ensuring ongoing compliance and security.</li> </ul>
45	Describe your data backup and recovery solutions.	<p>TBL Systems employs a robust and secure cloud-based infrastructure for data backup and recovery. The system is designed with redundancy and failover mechanisms to ensure data integrity and continuous operation. Here are the key aspects of our solution:</p> <p>Cloud Infrastructure:</p> <ul style="list-style-type: none"> <li>- TBL utilizes a cloud datastore primarily based on the Percona distribution of MySQL 8.</li> <li>- The system runs on Ubuntu 22.04 LTS, ensuring a stable and up-to-date operating environment.</li> </ul> <p>Database Architecture:</p> <ul style="list-style-type: none"> <li>- The database employs a GTID-enabled master-slave architecture.</li> <li>- All write operations are directed to a set of sharded primary databases.</li> </ul> <p>Redundancy:</p> <ul style="list-style-type: none"> <li>- For each write shard, there are dual slave instances in the primary datacenter.</li> <li>- Additionally, dual slave instances are maintained in a secondary location for replication.</li> </ul> <p>Failover Mechanisms:</p> <p>a. Primary Failover:</p> <ul style="list-style-type: none"> <li>- In case of a primary write shard failure, a well-defined process is in place: <ol style="list-style-type: none"> <li>1) The primary backup slave in the primary datacenter is promoted to the write master.</li> <li>2) The secondary slave in the primary datacenter and both slaves in the secondary datacenter switch to replication from the new primary failover.</li> </ol> </li> </ul> <p>b. Catastrophic Failover:</p> <ul style="list-style-type: none"> <li>- In the event of a total failure at the primary datacenter, TBL has a backup datacenter ready to take over operations.</li> </ul> <p>This architecture demonstrates our commitment to maintaining data integrity and ensuring business continuity. The multi-layered approach to data replication and the presence of a secondary datacenter for catastrophic scenarios highlights our focus on robust backup and recovery solutions.</p> <p>It's worth noting that this infrastructure aligns with TBL's emphasis on security and our specialization in CJIS-compliant applications. The use of multiple replication instances and geographically distributed datacenters suggests a strong focus on data protection and availability, which is crucial for our target market of first responders and municipalities dealing with sensitive information.</p>

46	<p>Demonstrate your connectivity, interoperability and integration capabilities between your offered solution(s) and other software systems.</p>	<ol style="list-style-type: none"> <li>1. API-Driven Integration: <ul style="list-style-type: none"> <li>- TBL Systems utilizes robust API frameworks to facilitate seamless integration with various external systems.</li> <li>- Our RESTful APIs enable real-time data exchange and system interoperability across diverse platforms.</li> <li>- We support both JSON and XML data formats, ensuring compatibility with a wide range of legacy and modern systems.</li> </ul> </li> <li>2. Database Integration: <ul style="list-style-type: none"> <li>- Our solutions are designed to integrate with multiple database management systems, including SQL Server, Oracle, and PostgreSQL.</li> <li>- We employ advanced ETL (Extract, Transform, Load) processes to ensure efficient data migration and synchronization between disparate systems.</li> </ul> </li> <li>3. Cloud Integration: <ul style="list-style-type: none"> <li>- TBL's proprietary U.S.-based cloud infrastructure serves as a central integration hub, allowing for scalable and secure connections between on-premises and cloud-based systems.</li> <li>- We leverage cloud-native technologies such as containerization and microservices architecture to enhance integration flexibility and performance.</li> </ul> </li> <li>4. Security-Focused Integration: <ul style="list-style-type: none"> <li>- All integrations adhere to CJIS security standards, ensuring data protection throughout the integration process.</li> <li>- We implement robust encryption protocols for data in transit and at rest, maintaining the integrity and confidentiality of integrated information.</li> </ul> </li> <li>5. Legacy System Integration: <ul style="list-style-type: none"> <li>- TBL Systems has developed specialized adapters and middleware solutions to bridge the gap between modern applications and legacy systems commonly found in government and law enforcement agencies.</li> <li>- Our integration methodologies include the use of web services and custom connectors to facilitate communication with older, non-API-enabled systems.</li> </ul> </li> <li>6. Mobile Integration: <ul style="list-style-type: none"> <li>- Our mobile applications are designed with built-in integration capabilities, allowing seamless data exchange between field devices and central systems.</li> <li>- We support various mobile operating systems and can integrate with device-specific features such as biometric authentication and GPS functionality.</li> </ul> </li> <li>7. Real-Time Data Synchronization: <ul style="list-style-type: none"> <li>- TBL's integration solutions include real-time data synchronization mechanisms, ensuring that all connected systems have access to the most up-to-date information.</li> <li>- We employ advanced queuing and message broker technologies to manage high-volume data transfers and ensure system reliability.</li> </ul> </li> <li>8. Customizable Integration Workflows: <ul style="list-style-type: none"> <li>- Our integration platform allows for the creation of customized workflows to meet specific agency requirements.</li> <li>- We offer graphical interface tools for designing and implementing complex integration processes without extensive coding.</li> </ul> </li> <li>9. Compliance and Audit Trail: <ul style="list-style-type: none"> <li>- All integration activities are logged and can be audited, ensuring compliance with regulatory requirements and providing a clear trail of data movement between systems.</li> </ul> </li> <li>10. Scalable Integration Architecture: <ul style="list-style-type: none"> <li>- TBL's integration solutions are built on a scalable architecture that can handle increasing data volumes and additional system connections as agencies grow and evolve.</li> </ul> </li> <li>11. Third-Party Software Integration: <ul style="list-style-type: none"> <li>- We have experience integrating with a wide range of third-party software commonly used in law enforcement and government sectors, including CAD systems, RMS platforms, and judicial case management systems.</li> </ul> </li> <li>12. Interagency Data Sharing: <ul style="list-style-type: none"> <li>- Our integration capabilities extend to facilitating secure data sharing between different agencies, supporting collaborative law enforcement efforts while maintaining strict access controls and data segregation.</li> </ul> </li> </ol> <p>These expanded integration capabilities demonstrate our comprehensive approach to system connectivity and interoperability. Our solutions are designed to seamlessly integrate with a diverse ecosystem of technologies, ensuring that agencies can leverage their existing investments while benefiting from our advanced, secure, and efficient data management platforms. By employing a combination of industry-standard protocols, proprietary technologies, and flexible integration methodologies, we enable our clients to create cohesive, interconnected systems that enhance operational efficiency and information sharing across</p>
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		various domains of public safety and government operations.
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>1. Paperless Solutions:</p> <ul style="list-style-type: none"> <li>- Our eCitation system and Records Management System (RMS) significantly reduce paper usage by digitizing processes that traditionally relied on physical documents.</li> <li>- This transition to digital formats decreases the environmental impact associated with paper production, transportation, and disposal.</li> </ul> <p>2. Cloud-Based Infrastructure:</p> <ul style="list-style-type: none"> <li>- TBL's use of cloud-based infrastructure for our solutions directly contributes to energy efficiency. Cloud data centers are proven to have better energy management and utilization rates compared to on-premises server rooms.</li> <li>- Centralized cloud services allow for optimized resource allocation, reducing the overall energy consumption compared to multiple, distributed on-site systems.</li> </ul> <p>3. Digital Data Management:</p> <ul style="list-style-type: none"> <li>- Our secure mobile data management solutions facilitate the digital storage and retrieval of information, reducing the need for physical storage spaces and the environmental impact associated with maintaining paper records.</li> </ul> <p>4. System Integration and Efficiency:</p> <ul style="list-style-type: none"> <li>- By integrating various systems and streamlining data management processes, our solutions can help organizations operate more efficiently, potentially reducing overall resource consumption.</li> </ul> <p>5. Hardware Flexibility:</p> <ul style="list-style-type: none"> <li>- Our cross-platform compatibility (iOS, Android, Mobile Data Terminals) allows agencies to use existing hardware or choose energy-efficient devices, potentially extending the life cycle of electronic equipment and reducing e-waste.</li> </ul> <p>6. Sustainable Software Development:</p> <ul style="list-style-type: none"> <li>- Our software development practices include optimization for efficiency, which can translate to lower processing power requirements and, consequently, reduced energy consumption for end-users.</li> </ul> <p>7. Indirect Environmental Benefits:</p> <ul style="list-style-type: none"> <li>- By improving the efficiency of public safety and municipal operations, our solutions indirectly contribute to broader environmental initiatives within the communities we serve.</li> </ul>
48	Identify any third-party issued eco-labels, ratings or certifications that your company has received for the solutions included in your Proposal related to energy efficiency or conservation, life-cycle design (cradle-to-cradle), or other green/sustainability factors.	n/a
49	What unique attributes does your company, your products, or your services offer to Sourcewell participating entities? What makes your proposed solutions unique in your industry as it applies to Sourcewell participating entities?	<p>1. Decade-Long Public Safety Expertise:</p> <ul style="list-style-type: none"> <li>- TBL has over 10 years of experience serving the Public Safety industry, providing a depth of knowledge unmatched by newer entrants in the field.</li> <li>- This extensive experience translates into solutions that are finely tuned to the specific needs of law enforcement and public safety agencies.</li> </ul> <p>2. Highly Secure, CJIS-Compliant Solutions:</p> <ul style="list-style-type: none"> <li>- Our products are designed with a primary focus on security, adhering to Criminal Justice Information Services (CJIS) standards.</li> <li>- This commitment to security is crucial for Sourcewell entities handling sensitive law enforcement data, setting us apart in an industry where data protection is paramount.</li> </ul> <p>3. Comprehensive Stakeholder-Centric Approach:</p> <ul style="list-style-type: none"> <li>- Our implementation process is uniquely designed to address the needs of all stakeholders within public safety operations.</li> <li>- This inclusive approach ensures buy-in across departments and roles, facilitating smoother adoption and more effective use of our solutions.</li> </ul> <p>4. Innovative eCitation System:</p> <ul style="list-style-type: none"> <li>- Our eCitation system uniquely separates input interfaces from output formats, a distinctive feature in the industry.</li> <li>- This design allows for efficient data entry while meeting diverse state and court requirements, offering unparalleled flexibility to Sourcewell entities dealing with varying jurisdictional needs.</li> </ul> <p>5. U.S.-Based Proprietary Cloud Infrastructure:</p> <ul style="list-style-type: none"> <li>- We offer a proprietary cloud infrastructure based in the U.S., specifically designed for law enforcement purposes.</li> <li>- This dedicated, secure cloud environment sets us apart from competitors who may use generic cloud services, ensuring data sovereignty and compliance for Sourcewell participants.</li> </ul>

		<p>6. Cross-Platform Mobile Solutions:</p> <ul style="list-style-type: none"> <li>- Our applications are compatible with iOS, Android devices, and Mobile Data Terminals, offering exceptional flexibility.</li> <li>- This cross-platform approach allows Sourcewell entities to leverage existing hardware investments or choose from a wide range of devices, a unique offering in an often platform-restricted industry.</li> </ul> <p>7. Specialized Public Safety Mobile Data Management:</p> <ul style="list-style-type: none"> <li>- We specialize in CJIS-secure mobile applications for first responders, focusing on real-time data access and management.</li> <li>- This mobile-first approach tailored for public safety is distinctive in an industry often dominated by desktop-centric solutions.</li> </ul> <p>8. Agile and Evolving Deployment Methodology:</p> <ul style="list-style-type: none"> <li>- Our deployment methods are continually evolving, incorporating: <ul style="list-style-type: none"> <li>- Clear Project Definition and Scope</li> <li>- Stakeholder Engagement</li> <li>- Effective Project Planning</li> <li>- Competent Project Team</li> <li>- Risk Management</li> <li>- Effective Communication</li> <li>- Project Tracking and Monitoring</li> <li>- Quality Assurance</li> </ul> </li> <li>- This adaptive methodology ensures that our implementations stay current with the latest best practices, a unique attribute in an industry often resistant to change.</li> </ul> <p>9. Integrated Records Management System (RMS):</p> <ul style="list-style-type: none"> <li>- Our cloud-based RMS offers seamless integration with our other solutions, providing a cohesive ecosystem for law enforcement agencies.</li> <li>- This integrated approach streamlines operations in ways that piecemeal solutions from multiple vendors cannot match.</li> </ul> <p>10. Fiscal Stability and Reliability:</p> <ul style="list-style-type: none"> <li>- TBL's absence of ongoing litigation indicates financial and operational stability, a crucial factor for long-term partnerships in public sector procurement.</li> <li>- This stability offers Sourcewell entities assurance of continued support and product development, setting us apart from less established or financially volatile competitors.</li> </ul> <p>11. Customization Capabilities:</p> <ul style="list-style-type: none"> <li>- Our solutions are designed to be adaptable to the specific needs of different agencies and jurisdictions.</li> <li>- This flexibility allows Sourcewell participating entities to tailor our products to their unique requirements, a level of customization not always available from larger, more rigid solution providers.</li> </ul> <p>12. Focus on Interoperability:</p> <ul style="list-style-type: none"> <li>- Our expertise in system integration across various domains (law enforcement, fire services, civil government, defense) offers unparalleled interoperability.</li> <li>- This capability is crucial for Sourcewell entities looking to create seamless information flow across different departments and agencies.</li> </ul>	*
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**Table 5B: Value-Added Attributes**

Line Item	Question	Certification	Offered	Comment	
50	Select any Women or Minority Business Entity (WMBE), Small Business Entity (SBE), or veteran owned business certifications that your company or hub partners have obtained. Upload documentation and a listing of dealerships, HUB partners or resellers if available. Select all that apply.		<input type="radio"/> Yes <input checked="" type="radio"/> No	n/a	*
51		Minority Business Enterprise (MBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	n/a	*
52		Women Business Enterprise (WBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	n/a	*
53		Disabled-Owned Business Enterprise (DOBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	n/a	*
54		Veteran-Owned Business Enterprise (VBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	n/a	*
55		Service-Disabled Veteran-Owned Business (SDVOB)	<input type="radio"/> Yes <input checked="" type="radio"/> No	n/a	*
56		Small Business Enterprise (SBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	n/a	*
57		Small Disadvantaged Business (SDB)	<input type="radio"/> Yes <input checked="" type="radio"/> No	n/a	*
58		Women-Owned Small Business (WOSB)	<input type="radio"/> Yes <input checked="" type="radio"/> No	n/a	*

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

Provide detailed pricing information in the questions that follow below.

Line Item	Question	Response *	
59	Describe your payment terms and accepted payment methods.	Our standard payment terms are Net 30, although we will work with a customer to ensure a smooth procurement transaction. We accept Check and ACH	*
60	Describe any leasing or financing options available for use by educational or governmental entities.	TBL provides a leasing and hardware usage program for all customers. This program allows both large and small agencies to start big projects without spending too much money upfront. With TBL's program, customers can manage thier budget better because thier payments will be affordable and regular.	*

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>1) Master Agreement: This is the primary contract between Sourcewell and TBL which outlines the general terms and conditions of the relationship.</p> <p>2) Order Forms: Participating Entities typically access the master agreement through purchase orders issued directly to TBL. These order forms include:</p> <ul style="list-style-type: none"> <li>- Specific products or services being ordered</li> <li>- Quantities</li> <li>- Pricing (based on the master agreement)</li> <li>- Delivery details</li> <li>- Any additional terms specific to the Participating Entity's needs</li> </ul> <p>3) Terms and Conditions: The master agreement should contain the overarching terms and conditions.</p> <p>4) Software Warranty and SLA - See attached</p> <p>5) Interconnection Security Agreement - See attached</p> <p>6) Disaster Recovery Plan - See attached</p>	*
62	Explain your licensing process and the service agreements required of end users.	After licenses are purchased via direct or indirect contract, TBL applies annual license to all users. License is due in full on the anniversary of the signed contract. See attached SLA and license agreement	*
63	Do you accept the P-card procurement and payment process? If so, is there any additional cost to Sourcewell participating entities for using this process?	We have not any customers request P-card procurement but we are open to obtaining it	*
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.	See attached pricing list	*
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.	<p>22% Discount on software licensing and support</p> <p>13% Discount on engineering hours</p>	*
66	Describe any quantity or volume discounts or rebate programs that you offer.	Contracts over 250 licenses include a quantity discount of 9%	*
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.	N/A	*
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.	<p>- Training is \$180/hr for online or in-person training. In-person trainings require a minimum for small and large deployments</p> <p>- Project Management is \$180/hr</p> <p>- Level 1 Engineering Services are \$350/hr</p> <p>- Level 2 Engineering Services are \$180/hr</p> <p>- Annual Maintenance/Support is \$220/hr</p> <p>- 1TB CJIS Compliant Additional Storage is \$5500</p> <p>- Database 1 Setup Fee is \$30,000</p> <p>- Database 2 Setup Fee is \$145,000</p>	*
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.	Shipping is charged at shipping rates with 0 markup	*
70	Specifically describe freight, shipping, and delivery terms or programs available for the Alaska, Hawaii, Canada, or any offshore delivery.	Market rate shipping is available at cost	*

71	Describe any unique distribution and/or delivery methods or options offered in your proposal.	N/A	*
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>A comprehensive self-audit process for TBL Systems to verify compliance with a Sourcewell agreement, including ensuring proper pricing for participating entities, will include the following components:</p> <ol style="list-style-type: none"> <li>1) Regular Internal Audits: <ul style="list-style-type: none"> <li>- Conduct quarterly internal audits of all Sourcewell-related transactions.</li> <li>- Review a sample of orders to ensure compliance with the master agreement terms.</li> <li>- Verify that the correct pricing structure is applied to each participating entity.</li> </ul> </li> <li>2) Staff Training and Awareness: <ul style="list-style-type: none"> <li>- Provide regular training to sales and customer service teams on the Sourcewell agreement terms and pricing structure.</li> <li>- Ensure all relevant staff members understand the importance of compliance and the potential consequences of non-compliance.</li> </ul> </li> <li>3) Designated Compliance Officer: <ul style="list-style-type: none"> <li>- Appointing a dedicated compliance officer or team responsible for overseeing Sourcewell agreement compliance.</li> <li>- This individual/team will be responsible for conducting audits, addressing discrepancies, and reporting to management.</li> </ul> </li> <li>4) Documentation and Record-Keeping: <ul style="list-style-type: none"> <li>- Maintain detailed records of all Sourcewell-related transactions, including order forms, invoices, and any communication regarding pricing or terms.</li> <li>- Implementing a system for easy retrieval and review of these documents during audits.</li> </ul> </li> <li>5) Reporting Mechanisms: <ul style="list-style-type: none"> <li>- Developing monthly reports that summarize Sourcewell agreement activity, including total sales, participating entities served, and any pricing exceptions or discrepancies.</li> <li>- Presenting these reports to management for review and discussion.</li> </ul> </li> <li>6) Corrective Action Procedures: <ul style="list-style-type: none"> <li>- Establishing a clear process for addressing any non-compliance issues identified during self-audits.</li> <li>- This will include steps for rectifying pricing errors, compensating affected participating entities, and implementing measures to prevent future occurrences.</li> </ul> </li> <li>7) External Audit Readiness: <ul style="list-style-type: none"> <li>- Maintain all records in a state of readiness for potential external audits by Sourcewell or participating entities.</li> <li>- Conduct mock external audits to ensure preparedness.</li> </ul> </li> <li>8) Customer Verification Process: <ul style="list-style-type: none"> <li>- Implementing a system that allows participating entities to easily verify that they are receiving the correct pricing under the Sourcewell agreement.</li> <li>- This will include providing detailed breakdowns of pricing on all invoices and order confirmations.</li> </ul> </li> <li>9) Annual Compliance Certification: <ul style="list-style-type: none"> <li>- Conducting an annual comprehensive review of all Sourcewell-related activities.</li> <li>- Preparing and submitting a compliance certification to Sourcewell, affirming adherence to the agreement terms and accurate pricing.</li> </ul> </li> <li>10) Continuous Improvement: <ul style="list-style-type: none"> <li>- Regularly reviewing and updating the self-audit process based on findings, changes in the Sourcewell agreement, or evolving best practices in contract compliance.</li> </ul> </li> </ol>	*

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>We will focus on three key examples of internal metrics that we will track to measure the success of our Sourcewell agreement:</p> <p>1) Sales Performance:</p> <ul style="list-style-type: none"> <li>- Total revenue generated through the Sourcewell agreement</li> <li>- Number of participating entities placing orders</li> <li>- Revenue growth rate compared to pre-Sourcewell agreement periods</li> </ul> <p>2) Customer Adoption and Satisfaction:</p> <ul style="list-style-type: none"> <li>- Number of new customers acquired through the Sourcewell agreement</li> <li>- Customer satisfaction scores for Sourcewell participating entities</li> <li>- Renewal rates for subscription-based services</li> </ul> <p>3) Operational Efficiency and Compliance:</p> <ul style="list-style-type: none"> <li>- Average time from order placement to fulfillment for Sourcewell orders</li> <li>- Percentage of Sourcewell transactions passing internal compliance audits</li> <li>- Number of pricing or contract term discrepancies identified in self-audits</li> </ul> <p>These three categories of metrics will provide us with a comprehensive view of our financial performance, customer engagement, and operational effectiveness in relation to the Sourcewell agreement. By tracking these metrics, TBL will assess the overall impact of the agreement on our business, ensure customer satisfaction, and maintain compliance with the agreement terms.</p>	*
74	Provide a proposed Administration Fee payable to Sourcewell. The Fee is in consideration for the support and services provided by Sourcewell. The propose an Administrative Fee will be payable to Sourcewell on all completed transactions to Participating Entities utilizing this Agreement. The Administrative Fee will be calculated as a stated percentage, or flat fee as may be applicable, of all completed transactions utilizing this Master Agreement within the preceding Reporting Period defined in the agreement.	<p>Year 1 - 4% flat fee on full transaction</p> <p>Year 2+ - 2.2% flat fee on full renewal</p>	*

**Table 6B: Pricing Offered**

Line Item	The Pricing Offered in this Proposal is: *	Comments	
75	The pricing offered is as good as or better than pricing typically offered through existing cooperative contracts, state contracts, or agencies.	The pricing offered in this Sourcewell proposal is discounted to offer better pricing than typically offered through existing pricing agreements	*

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

Line Item	Question	Response *	
76	Provide a detailed description of all the Solutions offered, including used Solutions if applicable, offered in the proposal.	<p>TBL Systems specializes in secure mobile data management solutions for first responders and municipalities. Here's a detailed description of the solutions we offer in our Sourcewell proposal:</p> <p>a. Pre-incident planning software:</p> <p>i. Fire prevention related inspections and enforcement: TBL offers a full suite of Fire reporting tools to handle both the inspection and enforcement sides of the workflow. These reports include, but are not limited to, Incident Reporting, Inspection Reporting, Patient Care Reporting and eCitation.</p> <p>ii. Operational management (scheduling, training, compliance, etc.): TBL does not currently offer these products, however, we specialize in creating custom reports and systems for our customers, something legacy providers are unable to do. Operational Management has come up many times and we plan to begin production for this suite of products in the next 6-9 months.</p>	

iii. Data and analytics to inform staffing, deployment, station location, budget, and other management decisions: As mentioned above, this is not currently offered but this would be included with the above suite. TBL prides itself on its robust offering of Analytical tools and Operational Management would be able to benefit from our built in Data Analytics Package.

b. Incident/post-incident software:

i. CAD, RMS for law enforcement, fire, and EMS: TBL supports LE, Fire and EMS

1) CAD - TBL Systems offers a flexible and modern Computer Aided Dispatch (CAD) solution designed to meet the needs of law enforcement and emergency services:

- Core Functionality:

- o Incident Creation and Management: Allows dispatchers to create, update, and manage incident reports in real-time.
- o Unit Status Tracking: Monitors the status and availability of all units in the field.
- o Call Taking: Supports efficient call intake and prioritization.
- o Dispatch: Facilitates quick and accurate dispatch of appropriate resources to incidents.

- Deployment Options:

a. TBL Portal CAD Function:

- o Integrated CAD functionality within the TBL portal
- o Provides a comprehensive dispatch solution directly through TBL's platform

b. Third-Party CAD Integration:

- o Ability to integrate with existing third-party CAD systems
- o Allows agencies to maintain their current CAD infrastructure while benefiting from TBL's mobile capabilities

- Mobile Integration:

- o Dispatch data is formatted and made available to officers via the TBL App
- o Enables real-time access to dispatch information on mobile devices
- o TBL is one of only two companies in the world to offer CAD on CarPlay, utilizing the 12 inch in-dash screens in the squad cars

- Mapping and Location Services:

- o Advanced mapping capabilities including vertical location (for multi-story buildings)
- o Indoor and outdoor mapping support
- o Asset tracking and location for personnel, vehicles, controlled substances, and equipment

- Data Flexibility:

- o Can receive and process data from both the department's existing CAD system or TBL's own CAD
- o Ensures seamless data flow regardless of the CAD source

- Interoperability:

- o Integrates with other TBL modules such as RMS and e-Citation
- o Potential integration with other law enforcement tools and databases (e.g., NCIC)

- User Interface:

- o Intuitive, user-friendly interface for dispatchers
- o Customizable dashboards and layouts to meet agency-specific needs
- o Mobile interface for field officers through the TBL App

- Real-time Information Sharing:

- o Instant updates between dispatch and field units
- o Real-time situational awareness support for all connected personnel

- Reporting and Analytics:

- o Comprehensive reporting tools for call statistics, response times, and other key metrics
- o Data analytics capabilities for identifying trends and optimizing resource allocation

- Security and Compliance:

- o CJIS-compliant data handling and storage
- o Role-based access control to ensure data security
- o Audit trails for all system actions

- Scalability:

- o Cloud-based architecture allows for easy scaling to accommodate agencies of various sizes
- o Ability to handle multi-agency environments

- Reliability and Redundancy:
    - o High availability design to ensure system uptime
    - o Data backup and disaster recovery features
  - Customization:
    - o Configurable to meet specific agency workflows and policies
    - o Ability to add custom fields and modify screens as needed
- TBL's CAD system is designed to enhance the efficiency and effectiveness of emergency response operations. By providing a flexible, feature-rich platform that can either stand alone or integrate with existing systems, TBL offers a solution that can be tailored to the specific needs of various public safety agencies. Our system's emphasis on mobile accessibility, real-time information sharing, and integration with other law enforcement tools makes it a comprehensive solution for modern public safety operations.
- 2) RMS- TBL Systems offers a modern, cloud-native Record Management System (RMS) designed specifically for law enforcement and government sectors:
- Cloud-Native Architecture:
    - o Built on a modern, cloud-native platform
    - o Leverages nimble architecture for scalability and flexibility
    - o CJIS-compliant cloud infrastructure, ensuring data security and integrity
  - Mobile Accessibility:
    - o App-enabled platform allows access from various devices
    - o Real-time data synchronization between field units and the central system
  - Modular Design:
    - o Customizable and expandable to meet agency-specific needs
    - o Ability to add future modules without costly system integrations
    - o Supports various law enforcement functions including incident reporting, case management, and evidence tracking
  - Integration Capabilities:
    - o Utilizes RESTful Application Programming Interfaces (APIs) and web services for modern system integration
    - o Supports "legacy" interfaces (SFTP, XML, CSV) for compatibility with older systems
    - o Seamless integration with TBL's CAD, JMS, and eCitation modules
  - Reporting and Analytics:
    - o Robust reporting capabilities for crime statistics and operational metrics
    - o Data analytics tools to support intelligence-led policing and resource allocation
    - o Customizable dashboards for command staff
  - NIBRS/UCR Reporting:
    - o Automated generation of required FBI crime statistics reports
    - o Data validation to ensure accuracy of submitted reports
  - Public Information Sharing:
    - o Tools for generating public-facing crime maps and statistics
    - o Redaction capabilities for public records requests
  - Security Features:
    - o Role-based access control
    - o Audit trails for all system actions
    - o Data encryption in transit and at rest
  - Compliance:
    - o CJIS compliance for data handling and storage
    - o Adaptable to meet state and local regulatory requirements
  - Interoperability:
    - o Information sharing capabilities with other law enforcement agencies
    - o Integration with state and federal databases (e.g., NCIC)
  - Customization:
    - o Configurable fields and forms to match agency-specific workflows
    - o Custom report builder for agency-specific reporting needs
  - Search Capabilities:
    - o Advanced search functionality across all modules
    - o Full-text search of narratives and attached documents
  - Data Migration:

- o Tools and services for migrating data from legacy systems
- o Data cleansing and normalization during migration process

- Scalability:

- o Designed to accommodate agencies of all sizes
- o Ability to handle multi-agency deployments

TBL's RMS is designed to be a comprehensive, secure, and user-friendly solution for law enforcement agencies. Our cloud-native architecture, mobile accessibility, and integration capabilities make it a modern and flexible choice for managing law enforcement records and operations. Our system's modular design allows agencies to start with core functionalities and expand as needed, providing a scalable solution that can grow with the agency's needs.

ii. Electronic Patient Care Reporting (ePCR) and data transfer to hospitals: As mentioned above, TBL has an ePCR module which can be customized per agency. This module supports LE, Fire and EMS, with each entity being able to configure it's own formats and required fields. Offering this report in a mobile environment allows the user to capture more accurate and real-time data which also includes a full suite of digital evidence capabilities. Integrations are also available for merging/pulling data from existing Hospital systems.

iii. Digital and physical evidence management:

- Unified Platform:

- o Integrated solution for managing both digital and physical evidence
- o Seamless connection with TBL's RMS, CAD, and other modules
- o Cloud-native architecture ensuring scalability and accessibility

- Digital Evidence Management:

- o Support for various digital evidence types (photos, videos, audio files, documents)
- o Secure upload and storage of digital files
- o Automated metadata extraction and tagging
- o Built-in media player for reviewing audio and video evidence

- Physical Evidence Tracking:

- o Barcode or RFID tagging for physical evidence items
- o Detailed logging of evidence locations and movements
- o Integration with property and inventory management systems
- o Automated alerts for evidence requiring action (e.g., lab testing, disposal)

- Chain of Custody:

- o Comprehensive tracking of evidence from collection to disposition
- o Electronic signatures for evidence transfers
- o Detailed audit trails of all interactions with evidence items
- o Customizable chain of custody workflows to match agency procedures

- Evidence Intake:

- o Mobile app for field collection and documentation of evidence
- o Streamlined evidence submission process for officers
- o Bulk upload capabilities for large volumes of digital evidence
- o Integration with body-worn cameras and in-car video systems

- Storage and Retention:

- o CJIS-compliant cloud storage for digital evidence
- o Automated retention policies based on evidence type and case status
- o Lifecycle management tools for long-term evidence preservation

- Search and Retrieval:

- o Advanced search capabilities across all evidence types
- o Full-text search of document contents and metadata
- o Filtered searches based on case number, evidence type, date, etc.
- o Quick retrieval of evidence for investigations and court proceedings

- Access Control and Security:

- o Role-based access control for evidence viewing and management
- o Multi-factor authentication for sensitive evidence access
- o Encryption of data in transit and at rest
- o Detailed logging of all system accesses and actions

- Integration Capabilities:

- o APIs for integration with court systems and prosecutor offices
- o Compatibility with forensic analysis tools
- o Integration with lab information management systems (LIMS)
- o Data sharing capabilities with other law enforcement agencies

- Reporting and Analytics:
  - o Comprehensive reporting on evidence inventory and status
  - o Analytics tools for identifying trends in evidence collection and processing
  - o Customizable dashboards for evidence management metrics
  - o Automated generation of evidence-related reports for audits and court
- Case Management Integration:
  - o Linking of evidence to specific cases in the RMS
  - o Case-centric view of all associated evidence
  - o Automated notifications for case status changes affecting evidence
- Compliance and Legal Hold:
  - o Tools for implementing and managing legal holds on evidence
  - o Compliance with evidence handling regulations and best practices
  - o Audit-ready system with comprehensive logging and reporting
- Mobile Accessibility:
  - o Secure mobile app for evidence documentation and retrieval in the field
  - o Real-time synchronization between mobile devices and the central system
- Evidence Sharing:
  - o Secure portals for sharing evidence with prosecutors and defense attorneys
  - o Redaction tools for sensitive information in shared evidence
  - o Tracking of all evidence shares and accesses
- Physical Evidence Processing:
  - o Integration with evidence processing workflows (e.g., lab submissions)
  - o Tracking of evidence dispositions (e.g., return to owner, destruction)
- Data Migration:
  - o Tools for migrating existing evidence records from legacy systems
  - o Data validation to ensure integrity of migrated evidence information
- Customization:
  - o Configurable fields and workflows to match agency-specific procedures
  - o Custom report builder for agency-specific evidence reporting needs

TBL's digital and physical evidence management system is designed to provide a comprehensive, secure, and efficient solution for law enforcement agencies. By leveraging cloud technology and integrating with other TBL modules, our system would aim to streamline evidence management processes, ensure compliance with legal requirements, and enhance the overall effectiveness of evidence handling throughout the criminal justice process.

#### iv. E-citation System:

- System Architecture:
  - o Store-forward, cloud-based system
  - o Two primary components: the App (field operations) and the Portal (backend management)
  - o Designed for optimal security and flexibility
  - o Enables seamless and timely feature upgrades and bug fixes
  - o Updates delivered transparently to end users, minimizing operational disruptions
- Field Operations (App):
  - a. Data Aggregation:
    - o Creation of citations and other reports in real-time
    - o Import capabilities from various input systems (e.g., license scanners, vehicle databases)
    - o Multimedia evidence attachment (images, videos)
    - o Electronic signature capture
  - b. Field Printing:
    - o On-site printing of citations and reports
    - o Likely supports various mobile printer models for flexibility
- Cloud Integration:
  - o Real-time data transmission to cloud storage
  - o Facilitates immediate data processing, analysis, and distribution
  - o Enables command staff to access field data in near-real-time
- Data Management (Portal):
  - o Centralized data storage and management
  - o Advanced data processing capabilities
  - o Analytical tools for trend analysis and reporting
  - o Distribution features for sharing data with relevant stakeholders (courts, other agencies)

- Security Features:
  - o CJIS-compliant security measures
  - o Utilizes U.S.-based cloud data centers dedicated to law enforcement
  - o Likely implements end-to-end encryption for data transmission
  - o Robust user authentication and access control mechanisms
- Offline Functionality:
  - o Store-forward capability suggests the system can operate offline
  - o Data likely syncs automatically when connection is restored
- Integration Capabilities:
  - o Interfaces with various law enforcement and court systems
  - o Potential API availability for custom integrations
- User Interface:
  - o Intuitive design for efficient field use
  - o Customizable input forms to match jurisdictional requirements
  - o Likely supports touch-screen input for ease of use in vehicle-mounted setups
- Output Flexibility:
  - o Separation of input interfaces from output formats
  - o Customizable citation formats to meet diverse state and court requirements
  - o Potential for digital citation delivery in addition to printed formats
- Scalability:
  - o Cloud-based architecture allows for easy scaling to accommodate agencies of various sizes
  - o Ability to handle increasing data volumes and user loads without significant infrastructure changes
- Compliance and Reporting:
  - o Built-in features to ensure compliance with legal and procedural requirements
  - o Comprehensive reporting tools for agency performance metrics and auditing purposes
- System Maintenance:
  - o Regular updates and patches managed through the cloud infrastructure
  - o Minimal downtime for system maintenance due to the distributed architecture
- Mobile Device Compatibility:
  - o Support for iOS, Android devices, and Mobile Data Terminals
  - o Responsive design to accommodate various screen sizes and device types

TBL's eCitation system leverages modern cloud technologies to provide a comprehensive, secure, and flexible solution for law enforcement agencies. The store-forward architecture ensures reliability even in areas with poor connectivity, while the cloud-based backend facilitates real-time data access and analysis. Our system's design emphasizes user efficiency in the field, with features like multimedia attachment and electronic signatures streamlining the citation process. The separation of input interfaces from output formats is a standout feature, allowing agencies to customize their citation formats without altering the core application. Security is a primary focus, with CJIS compliance and dedicated law enforcement cloud infrastructure ensuring data protection. Our ability to integrate with various existing law enforcement and court systems makes it a versatile solution for agencies looking to modernize their citation processes. Overall, TBL's eCitation system represents a forward-thinking approach to law enforcement technology, balancing the needs for field efficiency, data security, and administrative insight.

#### v. Law Enforcement Case Management:

- Cloud-Native Architecture:
  - o TBL's RMS is built on a modern, cloud-native infrastructure
  - o Leverages nimble architecture for flexibility and scalability
  - o First U.S.-based technology company to attain CJIS compliance for both cloud infrastructure and iOS app
- Modular Design:
  - o Highly modular system allowing for customization and expansion
  - o Can be utilized for various law enforcement functions beyond basic case management
- Comprehensive Functionality:
  - o e-Citations module
  - o Crash Reports
  - o Incident Reports
  - o Field Interviews

- o Case Reports
- o Analytics capabilities
- Integration Capabilities:
  - o Utilizes modern Application Programming Interfaces (APIs) and web services
  - o Supports "legacy" interfaces including SFTP, XML, CSV
  - o Designed to integrate with both modern and legacy systems
- Scalability:
  - o Modular system allows for addition of future modules and capabilities
  - o Avoids costly system integrations and risky whole-system customizations
- Security Features:
  - o CJIS compliant cloud infrastructure
  - o Rigorous employee background checks, fingerprinting, and ongoing testing
  - o Enforced need-to-know access levels company-wide
- Mobile Accessibility:
  - o App-enabled platform, likely supporting iOS (confirmed CJIS compliant) and potentially other mobile operating systems
- Customization:
  - o Ability to tailor the system to specific agency needs
  - o Customizable without compromising core functionality or security
- Digital Evidence Management:
  - o Integrated capabilities for managing digital evidence associated with cases
- CAD Integration:
  - o Seamless integration with Computer Aided Dispatch (CAD) systems
  - o Provides a unified platform for dispatch and records management
- Jail Management System (JMS) Integration:
  - o Capability to integrate with or include Jail Management System functionalities
- Analytics and Reporting:
  - o Advanced analytics tools for data-driven decision making
  - o Comprehensive reporting capabilities for case analysis and department performance metrics
- Cloud-Based Advantages:
  - o Real-time updates and access to case information
  - o Enhanced collaboration capabilities among officers and departments
  - o Reduced IT infrastructure costs for law enforcement agencies
- U.S. Law Enforcement Focus:
  - o Exclusively serves U.S. law enforcement AND government sectors
  - o Tailored to meet specific needs and compliance requirements of U.S. agencies

TBL's law enforcement case management system, as part of their comprehensive RMS, offers a modern, secure, and flexible solution for law enforcement agencies. The cloud-native architecture ensures that agencies have access to cutting-edge technology without the need for extensive on-premises infrastructure. The modular nature of the system is a significant advantage, allowing agencies to start with core case management functionalities and expand as needed. This approach also facilitates easier updates and customizations without disrupting the entire system. The integration capabilities of our system are particularly noteworthy. By supporting both modern APIs and legacy interfaces, the system can seamlessly connect with a wide range of existing law enforcement technologies, ensuring a smooth transition and interoperability. Security is a top priority, with CJIS compliance and strict access controls ensuring that sensitive case information is protected. The mobile accessibility of the platform enhances field operations, allowing officers to access and update case information in real-time. Overall, TBL's law enforcement case management capabilities offer a comprehensive, secure, and adaptable solution that can grow and evolve with the needs of modern law enforcement agencies.

The above section covers the items mentioned in the proposal. The section below offers additional highlights of the system that may not have been covered above:

TBL Systems is a sophisticated, cloud-based solution designed primarily for law enforcement and public safety agencies which boast the following features:

- Core Architecture:
  - o Store-forward, cloud-based system
  - o Composed of two primary components: the App and the Portal
  - o Utilizes a distributed architecture for enhanced reliability and performance

- Key Components:
  - a. The App:
    - o Field-based application for end-users (e.g., law enforcement officers)
    - o Supports data aggregation, citation creation, and report generation
    - o Enables import of data from various input systems
    - o Allows attachment of multimedia evidence (images, videos)
    - o Captures electronic signatures
    - o Supports field printing of citations and reports
  - b. The Portal:
    - o Backend system for data management, analysis, and distribution
    - o Provides administrative controls and system management capabilities
    - o Offers analytical tools for data processing and reporting
- Cloud Integration:
  - o Seamless data transmission from the App to cloud storage
  - o Facilitates real-time data processing, analysis, and distribution
  - o Enables remote access to data for authorized personnel
- Security Features:
  - o Designed for optimal security, likely including encryption and access controls
  - o Compliant with relevant law enforcement data security standards (e.g., CJIS)
- Flexibility and Upgradability:
  - o Allows for seamless and timely feature upgrades
  - o Bug fixes delivered transparently to end-users
  - o Adaptable to changing regulatory requirements and agency needs
- Data Management Capabilities:
  - o Comprehensive data aggregation from various sources
  - o Support for multiple data types including text, images, videos, and signatures
  - o Advanced data processing and analysis tools
- Field Functionality:
  - o Creation of citations and other reports in real-time
  - o On-site printing capabilities
  - o Offline functionality with store-forward technology
- Integration Capabilities:
  - o Interfaces with various input systems used in law enforcement
  - o Potential for integration with other agency systems (e.g., CAD, RMS)
- User Experience:
  - o Intuitive interface designed for efficient field use
  - o Transparent update process minimizing disruption to end-users
- Scalability:
  - o Cloud-based architecture allows for easy scaling to accommodate agencies of various sizes
  - o Capable of handling increasing data volumes and user loads
- Reporting and Analytics:
  - o Advanced tools for data analysis and report generation
  - o Supports informed decision-making and strategic planning for agencies
- Compliance:
  - o Designed to meet legal and procedural requirements for law enforcement agencies
  - o Adaptable to varying jurisdictional needs

TBL Systems represents a comprehensive, modern solution for law enforcement and public safety agencies. Our cloud-based, store-forward architecture ensures reliability and accessibility, even in challenging field conditions. Our system's dual-component structure - the App for field operations and the Portal for backend management - provides a seamless workflow from data collection to analysis and reporting. Key strengths of the TBL System include our flexibility, security features, and ability to handle diverse data types. Our system's design allows for easy upgrades and customization, ensuring that we can adapt to evolving agency needs and regulatory requirements. The integration of multimedia evidence capture, electronic signatures, and field printing capabilities makes us a versatile tool for law enforcement officers. The cloud-based infrastructure not only facilitates real-time data transmission and analysis but also reduces the need for extensive on-premises IT infrastructure. This approach results in cost savings and improved scalability for agencies of various sizes. Our system's focus on user-friendly design and transparent updates demonstrates a strong emphasis on user experience and minimal disruption to daily operations. Overall, the TBL System is a robust, secure, and adaptable solution designed to meet the complex needs of modern law enforcement and public safety agencies, streamlining processes from field operations to data analysis and reporting.

77	Within this RFP category there may be subcategories of solutions. List subcategory titles that best describe your products and services.	Answer to Question #76 should adequately cover the products and services offered in this RFP and their subsequent uses in multiple environments	*
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**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 checked="" type="radio"/> Yes <input type="radio"/> No	See TBL answer to Question #76 for product details	*
85		Operational management (scheduling, training, compliance, etc.)	<input type="radio"/> Yes <input checked="" type="radio"/> No	See TBL answer to Question #76 for product details	*
86		Data analytics to inform staffing, deployment, station location, budget, and other management decisions.	<input checked="" type="radio"/> Yes <input type="radio"/> No	See TBL answer to Question #76 for product details	*
87	Incident/post-incident software	CAD, RMS for law enforcement, fire, and EMS	<input checked="" type="radio"/> Yes <input type="radio"/> No	See TBL answer to Question #76 for product details	*
88		Electronic Patient Care Reporting (ePCR) and data transfer to hospitals	<input checked="" type="radio"/> Yes <input type="radio"/> No	See TBL answer to Question #76 for product details	*
89		Digital and physical evidence management	<input checked="" type="radio"/> Yes <input type="radio"/> No	See TBL answer to Question #76 for product details	*
90		E-citation systems	<input checked="" type="radio"/> Yes <input type="radio"/> No	See TBL answer to Question #76 for product details	*
91		Law enforcement case management	<input checked="" type="radio"/> Yes <input type="radio"/> No	See TBL answer to Question #76 for product details	*

**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 type="radio"/> Yes <input type="radio"/> No		*
93	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		*
94	Mapping	Vertical location, indoor, outdoor	<input type="radio"/> Yes <input type="radio"/> No		*
95	Asset tracking and location	Personnel, vehicles, controlled substances, equipment, etc.	<input type="radio"/> Yes <input type="radio"/> No		*
96	Community notifications	Evacuations, minor crime reporting, shelter in place, etc.	<input type="radio"/> Yes <input type="radio"/> No		*
97	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		*
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 type="radio"/> Yes <input type="radio"/> No		*
99	Category 2 - Public Safety Response Agency Operations		<input type="radio"/> Yes <input type="radio"/> No		*
100	Pre-incident planning software	Fire prevention related inspections and enforcement	<input type="radio"/> Yes <input type="radio"/> No		*
101		Operational management (scheduling, training, compliance, etc.)	<input type="radio"/> Yes <input type="radio"/> No		*
102		Data analytics to inform staffing, deployment, station location, budget, and other management decisions.	<input type="radio"/> Yes <input type="radio"/> No		*
103	Incident/post-incident software	CAD, RMS for law enforcement, fire, and EMS	<input type="radio"/> Yes <input type="radio"/> No		*
104		Electronic Patient Care Reporting (ePCR) and data transfer to hospitals	<input type="radio"/> Yes <input type="radio"/> No		*
105		Digital and physical evidence management	<input type="radio"/> Yes <input type="radio"/> No		*
106		E-citation systems	<input type="radio"/> Yes <input type="radio"/> No		*
107		Law enforcement case management	<input type="radio"/> Yes <input type="radio"/> No		*

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](#) - TBL Sourcewell Pricing.pdf - Monday March 03, 2025 21:24:06
  - [Financial Strength and Stability](#) - 03.03.2025 TBL Viability Letter.pdf - Monday March 03, 2025 21:47:48
  - [Marketing Plan/Samples](#) - Marketing.zip - Monday March 03, 2025 21:38:19
  - WMBE/MBE/SBE or Related Certificates (optional)
  - [Standard Transaction Document Samples](#) - Standard Transaction Docs.zip - Monday March 03, 2025 21:40:33
  - 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. - Jacob Rhoads, CEO, TBL Systems, Inc.

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

☒ Yes    ☐ No

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

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

File Name	I have reviewed the below addendum and attachments (if applicable)	Pages
Addendum_12_Public_Safety_Software_RFP030425 Mon February 24 2025 04:31 PM	<input checked="" type="checkbox"/>	4
Addendum_11_Public_Safety_Software_RFP030425 Fri February 21 2025 08:25 AM	<input checked="" type="checkbox"/>	2
Addendum_10_Public_Safety_Software_RFP030425 Wed February 19 2025 02:57 PM	<input checked="" type="checkbox"/>	2
Addendum_9_Public_Safety_Software_RFP030425 Wed February 12 2025 04:18 PM	<input checked="" type="checkbox"/>	2
Addendum_8_Public_Safety_Software_RFP030425 Mon February 10 2025 10:04 AM	<input checked="" type="checkbox"/>	2
Addendum_7_Public_Safety_Software_RFP030425 Mon February 3 2025 04:39 PM	<input checked="" type="checkbox"/>	4
Addendum_6_Public_Safety_Software_RFP030425 Fri January 31 2025 10:29 AM	<input checked="" type="checkbox"/>	2
Addendum_5_Public_Safety_Software_RFP030425 Wed January 29 2025 03:58 PM	<input checked="" type="checkbox"/>	2
Addendum_4_Public_Safety_Software_RFP030425 Fri January 24 2025 11:47 AM	<input checked="" type="checkbox"/>	2
Addendum_3_Public_Safety_Software_RFP030425 Tue January 21 2025 02:21 PM	<input checked="" type="checkbox"/>	3
Addendum_2_Public_Safety_Software_030425 Fri January 17 2025 03:35 PM	<input checked="" type="checkbox"/>	1
Addendum_1_Public_Safety_Software_030425 Fri January 17 2025 10:38 AM	<input checked="" type="checkbox"/>	1