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MASTER AGREEMENT #010826
CATEGORY: IT Managed Workforce and IT Staff Augmentation Solutions
SUPPLIER: Crystal Data LLC

This Master Agreement (Agreement) is between Sourcewell, a Minnesota service cooperative located at 202 12th Street Northeast, Staples, MN 56479 (Sourcewell) and Crystal Data LLC, 1 Eves Drive, Suite 145, Marlton, NJ 08053 (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.

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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 October 20, 2030, 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 #010826) to Participating Entities. In-scope solutions include:

   a) IT Managed Workforce Solutions, such as:
      i) Coordination and oversight of multiple staffing suppliers to meet IT talent needs.
      ii) Management of supplier performance, compliance, and contractual obligations.
      iii) Administration of workforce processes and support of strategic IT workforce planning and alignment.
      iv) Providing tools, resources, and processes to manage statement of work (SOW) engagements with IT staffing suppliers.
   b) IT Staff Augmentation Services, such as:
      i) Providing temporary, project-based, long-term staff augmentation, or direct-hire IT professionals across a full range of IT roles.

   Suppliers may include complementary offerings of related services, software, and technology solutions to the extent that these solutions are directly related to the solutions proposed in 7)a) and 7)b) above.

8) **Included Solutions.** Supplier's Proposal to the above referenced RFP is incorporated into this Master Agreement. Only those Solutions included within Supplier's Proposal and within Scope (Included Solutions) are included within the Agreement and may be offered to Participating Entities.

9) **Indefinite Quantity.** This Master Agreement defines an indefinite quantity of sales to eligible Participating Entities.

10) **Pricing.** Pricing information (including Pricing and Delivery and Pricing Offered tables) for all Included Solutions within Supplier's Proposal is incorporated into this Master Agreement.

11) **Not to Exceed Pricing.** Suppliers may not exceed the prices listed in the current Pricing List on file with Sourcewell when offering Included Solutions to Participating Entities. Participating Entities may request adjustments to pricing directly from Supplier during the negotiation and execution of any transaction.

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12) **Open Market.** Supplier's open market pricing process is included within its Proposal.

13) **Supplier Representations:**

i) **Compliance.** Supplier represents and warrants it will provide all Included Solutions under this Agreement in full compliance with applicable federal, state, and local laws and regulations.

ii) **Licenses.** As applicable, Supplier will maintain a valid status on all required federal, state, and local licenses, bonds, and permits required for the operation of Supplier's business with Participating Entities. Participating Entities may request all relevant documentation directly from Supplier.

iii) **Supplier Warrants.** Supplier warrants that all Included Solutions furnished under this Agreement are free from liens and encumbrances, and are free from defects in design, materials, and workmanship. In addition, Supplier warrants the Solutions are suitable for and will perform in accordance with the ordinary use for which they are intended.

14) **Bankruptcy Notices.** Supplier certifies and warrants it is not currently in a bankruptcy proceeding. Supplier has disclosed all current and completed bankruptcy proceedings within the past seven years within its Proposal. Supplier must provide notice in writing to Sourcewell if it enters a bankruptcy proceeding at any time during the term of this Agreement.

15) **Debarment and Suspension.** Supplier certifies and warrants that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from programs operated by the State of Minnesota, the United States federal government, or any Participating Entity. Supplier certifies and warrants that neither it nor its principals have been convicted of a criminal offense related to the subject matter of this Agreement. Supplier further warrants that it will provide immediate written notice to Sourcewell if this certification changes at any time during the term of this Agreement.

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

i) **EQUAL EMPLOYMENT OPPORTUNITY.** Except as otherwise provided under 41 C.F.R. § 60, all agreements that meet the definition of "federally assisted construction contract" in 41 C.F.R. § 60-1.3 must include the equal opportunity clause provided under 41 C.F.R. § 60-1.4(b), in accordance with Executive Order 11246, "Equal Employment Opportunity" (30 FR 12319, 12935, 3 C.F.R. §, 1964-1965 Comp., p. 339), as amended by Executive Order 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," and implementing

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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

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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.

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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.

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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.

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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.

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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

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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.

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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, 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

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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.

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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	Crystal Data LLC
Signed by: Jeremy Schwartz C0FD2A139D06489...	DocuSigned by: Monika Anand 4838457992C8432...
By: _____	By: _____
Jeremy Schwartz	Monika Anand
Title: Chief Procurement Officer	Title: President & CEO
Date: 10/15/2026 | 4:05 PM CDT	Date: 10/15/2026 | 12:21 PM PDT

Docusign Envelope ID: FB7BBC98-E8A2-847B-8316-AB2343A2363B

RFP 010826 - IT Managed Workforce and Staff Augmentation Solutions

Vendor Details

Company Name:	CRYSTAL DATA LLC
Address:	1 EVES DRIVE SUITE 145 MARLTON, NEW JERSEY 08053
Contact:	ALOKIK MEHTA
Email:	alokik.mehta@crystaldatasystems.net
Phone:	866-237-0101 106
HST#:	

Submission Details

Created On:	Friday November 28, 2025 10:29:36
Submitted On:	Thursday January 08, 2026 15:33:45
Submitted By:	ALOKIK MEHTA
Email:	alokik.mehta@crystaldatasystems.net
Transaction #:	fd6bdb13-cb50-474d-96d4-75a91c9eea89
Submitter's IP Address:	147.243.145.11

Specifications

Responsiveness Criteria

To be considered responsive under this solicitation, a proposer **must meet** the responsiveness criteria for one (1) or both solution categories identified below:

1. IT Managed Workforce
2. IT Staff Augmentation

Proposers that wish to demonstrate compliance with the responsiveness criteria for both solution categories, must submit the required documentation for each applicable category. In such cases, the proposer must submit the required documentation **for each** applicable category. Proposal responses will be evaluated within a collective pool, rather than by individual categories.

Proposals that **do not** include the required documentation for at least one (1) of the responsiveness criteria will be deemed non-responsive and **will not** advance to evaluation.

Summary:

- If you are proposing for **IT Managed Workforce**, provide the documentation listed in Table RC1.
- If you are proposing for **IT Staff Augmentation**, provide the documentation listed in Table RC2.
- If you are proposing for **both IT Managed Workforce** and **IT Staff Augmentation**, you must provide the required documentation listed in both Table RC1 and Table RC2. Submit all documents together in your "Responsiveness" folder, labeled according to the instructions below.

Responsiveness – Pass/Fail:
If any of the requested information is not provided, the proposer is deemed non-responsive and **WILL NOT** advance to evaluation.

Line Item	Acknowledge	Yes / No *	
1	I have read and understand the responsiveness criteria requirements.	(•) Yes ( ) No	*

Table RC1: Responsiveness Criteria - IT Managed Workforce Solutions

Line Item	Category or Type	Offered *
2	Proposers must demonstrate experience managing at least one (1) large-scale state-wide, county-wide, or city-wide public-sector contract. For a city-wide contract, the city must be located within a metropolitan statistical area (MSA) with a population of at least 2.9 million, based on the 2024 U.S. Census Bureau data. Documentation Required (submit one (1) of the following): - PDF copy of a contract award or executed agreement showing contract scope and statewide coverage; - Publicly available procurement portal record confirming contract award and active status; or - Renewal notice, contract extension, or redacted invoice demonstrating the contract is active as of the RFP submission due date. Label the document (in PDF format) as follows: - MW– Statewide Contract Evidence *See submission instructions below.	○ Yes ◉ No

Table RC2: Responsiveness Criteria - IT Staff Augmentation Services

Line Item	Category or Type	Offered *
3	Proposers must demonstrate experience holding at least three (3) active public sector contracts directly as a prime contractor within the last 24 months of the RFP release, for solutions within the scope of this RFP. Documentation Required (submit one [1] of the following for each of the three [3] active public sector contracts): - Contract award letter or notice of award; - Executed agreement clearly naming the proposer as prime contractor; - Purchase order (PO) or equivalent document showing contract start date and scope of services (must include verifiable contract number); or, - Publicly available procurement portal record confirming contract award and active status. Label the documents (in PDF format) as follows: - SA1– Public Sector Contract Evidence - SA2– Public Sector Contract Evidence - SA3– Public Sector Contract Evidence *See submission instructions below.	◉ Yes ○ No

Responsiveness Criteria - Instructions for Submitting Documents

For IT Managed Workforce Solutions, label the document (in PDF format) as follows:

- MW – Statewide Contract Evidence

For IT Staff Augmentation Services, label the documents (in PDF format) as follows:

- SA1 – Public Sector Contract Evidence
- SA2 – Public Sector Contract Evidence
- SA3 – Public Sector Contract Evidence

1. **Add all applicable and appropriately labeled documentation (in PDF format) and place in a folder.**
2. **Label the folder "Responsiveness".**
3. **Zip the folder.**
4. **Upload the zipped folder with your response submission.**

Responsiveness – Pass/Fail:
If any of the requested information is not provided, the proposer is deemed non-responsive and **WILL NOT** advance to evaluation.

Line Item	Acknowledge	Yes / No *	
4	I have read, acknowledged, labeled, and uploaded the organization's responsiveness criteria.	(•) Yes ( ) No	*

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 *	
5	Provide the legal name of the Proposer authorized to submit this Proposal.	Crystal Data LLC	*
6	In the event of award, is this entity the Responsible Supplier that will execute the master agreement with Sourcewell? Y or N.	Y	*
7	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).	Crystal Data LLC is the sole legal entity submitting this Proposal and will be fully responsible for offering, delivering, and performing all Solutions under any resulting Master Agreement with Sourcewell. Crystal Data LLC does not have any subsidiaries, "doing business as" (D.B.A.) names, authorized affiliates, joint ventures, or related entities that will participate in or be responsible for the delivery of Solutions under this Proposal. All contractual obligations, service delivery, compliance requirements, and performance responsibilities will be executed exclusively by Crystal Data LLC.	*
8	Provide your CAGE code or Unique Entity Identifier (SAM):	Cage Code: 6UQN7 UEI: N8FTRX9HEAG6	*
9	Provide your NAICS code applicable to Solutions proposed.	NAICS: 541511, 541512, 541513, 541519, 518210	
10	Proposer Physical Address:	1 Eves Dr, Suite 145, Marlton, NJ 08053	*
11	Proposer website address (or addresses):	https://www.crystaldatasystems.net	*
12	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):	Name: Monika Anand Title: President & CEO Address: 1 Eves Dr, Suite 145, Marlton, NJ 08053 Phone: 1866-237-0101 Xtn-101 Email: monika.anand@crystaldatasystems.net	*
13	Proposer's primary contact for this proposal (name, title, address, email address & phone):	Name: Monika Anand Title: President & CEO Address: 1 Eves Dr, Suite 145, Marlton, NJ 08053 Phone: 1866-237-0101 Xtn-101 Email: monika.anand@crystaldatasystems.net	*
14	Proposer's other contacts for this proposal, if any (name, title, address, email address & phone):	Name: Anuj Anand Title: Accounts Manager Address: 1 Eves Dr, Suite 145, Marlton, NJ 08053 Phone: 1866-237-0101 Xtn-7 Email: anuj.anand@crystaldatasystems.net	*

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

Line Item	Question	Response *	

15	Provide a brief history of your company, including your company's core values, business philosophy, and industry longevity related to the requested Solutions.	Crystal Data LLC is a certified Minority/Women-Owned Business Enterprise (M/WBE) and a privately held Limited Liability Corporation, incorporated in 2008 in the State of New Jersey. For more than 15 years, Crystal Data has provided high-performing staffing, consulting, and workforce support solutions to public sector and commercial clients across the United States, with a strong focus on compliance-driven government environments. As an independent firm with no parent company or subsidiaries, Crystal Data maintains full control over service delivery, accountability, and performance. This structure allows for direct oversight, rapid decision-making, and consistent quality across all engagements—key attributes for successfully delivering the Solutions requested under this Proposal. Crystal Data's business philosophy is built on reliability, accountability, and operational precision. The company prioritizes long-term client partnerships by delivering qualified personnel, maintaining transparent communication, and ensuring strict adherence to contractual, regulatory, and operational requirements. Our operating model is intentionally flexible, enabling us to support short-term, long-term, temporary, temp-to-hire, and direct-hire staffing needs with equal efficiency and scalability. Our core values center on service integrity, workforce quality, compliance, and responsiveness. Crystal Data has earned a strong reputation for performing in high-demand environments where staffing continuity, background compliance, and performance oversight are critical. We have successfully supported agencies at the state, municipal, and federal levels, including departments of education, revenue, housing, health, and public safety across New Jersey, Minnesota, South Carolina, North Carolina, Florida, Michigan, Pennsylvania, Connecticut, Arkansas, Delaware, and other jurisdictions. This combination of industry longevity, public sector experience, and disciplined delivery positions Crystal Data LLC as a reliable and experienced provider capable of meeting Sourcewell members' ongoing and evolving staffing and workforce support needs.
16	What are your company's expectations in the event of an award?	Execute a Master Agreement with Sourcewell as an approved supplier for IT Staff Augmentation Services in full compliance with RFP requirements and cooperative purchasing policies. Partner with Sourcewell to gain visibility and access to Participating Entities seeking compliant, cost-effective IT staff augmentation solutions. Work collaboratively with Sourcewell and Participating Entities to understand staffing requirements, timelines, and agency-specific compliance standards. Provide temporary, project-based, long-term, and direct-hire IT professionals across a broad range of IT roles to support Participating Entities' operational and project needs. Deliver timely and scalable staffing support using an established recruiting infrastructure and nationwide IT talent network. Maintain full compliance with all applicable federal, state, and local employment laws, public sector staffing regulations, and Sourcewell contractual requirements. Ensure background checks, onboarding, documentation, and recordkeeping are audit-ready and aligned with Participating Entity standards. Offer competitive, transparent, and cooperative pricing that delivers measurable value and administrative efficiency to Participating Entities. Actively support contract utilization through joint marketing efforts, outreach, and education on Master Agreement usage. Approach the award as a long-term partnership focused on reliability, responsiveness, and consistent service quality for Sourcewell members.
17	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.	Crystal Data is a financially stable staffing and consulting firm, demonstrating robust financial health with a revenue exceeding $7.1 million in 2024. This impressive revenue milestone underscores our strong market presence, consistent client trust, and our capability to deliver high-quality services efficiently. Our financial stability is a testament to our well-established business model, strategic planning, and the ability to adapt to market demands, ensuring we continue to meet and exceed our clients' expectations. We have uploaded the supporting documents in the document upload section for your reference.

18	Tell us your US market share for your proposed Solutions. OR, provide the number of US Education and Government entities you have served over the past three (3) years, your retention rates, along with the total number of states where you have made sales.	Please refer below for representative list of U.S. government entities that Crystal Data LLC has worked with or is currently supporting through IT staff augmentation and professional IT services engagements. City of Philadelphia State of PA Sourcewell /CAI – State of NH Sourcewell/ CAI-State of AR State of GA State of Indiana State of NJ State of CT State of DE State of NJ Multnomah County- State of OR Ramsey County- State of MN Hennepin County Univerisity of Iowa- IA State of Florida State of North Carolina Seminole County, Florida Oakland County, MI State of Michigan State of South Dakota Houston City School District Maryland Judiciary Philadelphia Gas Works State of Vermont University of Arizona Hennepin County, State of MN State of Minnesota US Educational Entities worked with: University of Arizona University of Iowa State of NJ - Department of Education -Trenton State of PA – Department of Education- Harrisburg University of CT at Storrs There are 12 States where we made sales Retention Rate for all are 100% except Multnomah County.	*

19	Tell us your Canadian market share for your proposed Solutions. OR, provide the number of US Education and Government entities you have served over the past three (3) years, your retention rates, along with the total number of provinces where you have made sales.	We don't have and sales or presence in Canadian market but we are looking to expand globally and has the capability to explore Canadian market. Please refer below for representative list of U.S. government entities that Crystal Data LLC has worked with or is currently supporting through IT staff augmentation and professional IT services engagements. City of Philadelphia State of PA Sourcewell /CAI – State of NH Sourcewell/ CAI- State of AR State of GA State of Indiana State of NJ State of CT State of DE State of NJ Multnomah County- State of OR Ramsey County- State of MN Hennepin County Univerisity of Iowa- IA State of Florida State of North Carolina Seminole County, Florida Oakland County, MI State of Michigan State of South Dakota Houston City School District Maryland Judiciary Philadelphia Gas Works State of Vermont University of Arizona Hennepin County, State of MN State of Minnesota US Educational Entities worked with: University of Arizona University of Iowa State of NJ - Department of Education -Trenton State of PA – Department of Education- Harrisburg University of CT at Storrs There are 12 States where we made sales Retention Rate for all are 100% except Multnomah County.	*
20	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.	Crystal Data LLC has not been involved in any current or completed bankruptcy proceedings within the past seven (7) years, nor have any included Responsible Parties been subject to bankruptcy proceedings during this period or ever before. Crystal Data LLC affirms that it will provide prompt written notice to Sourcewell should the company or any Responsible Party enter into a bankruptcy proceeding at any time during the pendency of this RFP evaluation or during the term of any resulting Master Agreement.	*
21	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?	Crystal Data delivers IT Staff Augmentation services directly through its internal sales, recruitment, and service delivery teams, which are employees of the company and operate under centralized management and oversight. These teams are responsible for client engagement, candidate sourcing, screening, onboarding, compliance management, and ongoing performance coordination for all assignments under this RFP. In addition to its internal workforce, Crystal Data may engage qualified subcontractors or staffing partners on a limited and controlled basis to support specialized skill requirements, geographic coverage, or surge capacity. Any such partners operate under Crystal Data's direction and oversight and are required to comply fully with all contractual, regulatory, and performance requirements applicable to the Master Agreement. Crystal Data retains sole contractual responsibility for service delivery, quality assurance, compliance, invoicing, and client satisfaction, regardless of whether resources are provided directly by Crystal Data employees or through approved partner relationships. This model ensures accountability, consistency, and continuity of IT staffing services for Sourcewell Participating Entities.	*

22	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.	Crystal Data LLC maintains all licenses, registrations, and certifications required to lawfully operate as an IT Staff Augmentation service provider in the jurisdictions where services are delivered. While IT staff augmentation does not require a single federal occupational license, the company ensures full compliance with all applicable business registration, employment, labor, and public-sector contracting requirements at the federal, state, and local levels. Crystal Data LLC is registered and active Limited Liability Company in the State of New Jersey and maintains good standing in all jurisdictions in which it operates including State of Minnesota. The company holds and maintains all required state and local business licenses, employer registrations, and tax accounts necessary to recruit, employ, and place IT professionals. Crystal Data is a certified Minority/Women-Owned Business Enterprise (M/WBE), supporting public sector supplier diversity objectives. All internal staff and placed IT professionals comply with applicable employment eligibility verification, background screening, and onboarding requirements established by Participating Entities. When subcontractors or staffing partners are utilized, Crystal Data requires those entities to maintain all applicable licenses, registrations, and compliance documentation, and to adhere fully to Sourcewell Master Agreement requirements. For reference, Crystal Data has uploaded sample business licenses from multiple states in which it operates in the Documents section of this proposal to demonstrate compliance. Crystal Data maintains audit-ready documentation and continuously monitors regulatory and contractual requirements to ensure ongoing compliance throughout the term of any resulting Master Agreement.	*
23	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.	Crystal Data LLC has not been subject to any debarments or suspensions, nor are there any current or past debarments or suspensions within the past seven (7) years or ever before. Crystal Data LLC affirms that it will provide prompt written notice to Sourcewell should the company or any Responsible Party enter a debarment or suspension status at any time during the pendency of this RFP evaluation or during the term of any resulting Master Agreement.	*

24	Describe any relevant industry awards or recognition that your company has received in the past five years.	Crystal Data LLC has been consistently recognized over the past five years through competitive public sector contract awards, multi-year engagements, and formal supplier diversity certifications. Rather than pursuing commercial accolades, Crystal Data's recognition is demonstrated by repeated selection by state, county, municipal, and educational institutions to deliver IT staff augmentation and professional IT services in highly regulated and performance-driven environments. Relevant awards and recognitions include: Women's Business Enterprise (WBE) certification awarded by the Women's Business Enterprise Centre East, renewed through successive certification cycles. Certification as a Minority/Women Business Enterprise (MWBE) by the City of Philadelphia. Certification as a Small Diverse Business (SDB) by the Pennsylvania Department of General Services. Selection as a Statewide IT Staffing Support vendor for the State of Louisiana. Award of Staff Augmentation and Professional Consulting Services contract for the Maryland Administrative Office of Courts. Award of IT Implementation and Consulting Services contract for the City of Philadelphia, Pennsylvania. Award of IT Contracted Staffing Services for Seminole County, Florida. Award of IT Professional Services contract for the Oakland County Information Technology Department, Michigan. Award of Statement of Work (SOW) for Ramsey County, Minnesota. Award of long-term IT Professional Services contracts supporting multiple state agencies, including the State of Vermont, the State of Minnesota, the State of South Dakota, the State of North Carolina, etc. Award of IT Professional Services contract for Philadelphia Gas Works. Award of IT Consulting Services Program contract for Hennepin County, Minnesota. Prequalification and award for Information Technology Staff Augmentation Services for the State of Florida Department of Management Services. Award of Temporary Professional and Scientific Staffing Services contract for the University of Iowa. These awards and certifications reflect Crystal Data's sustained marketplace success, compliance posture, and trusted reputation as a provider of IT staff augmentation and professional services to public sector organizations nationwide.	*
25	What percentage of your sales are to the governmental sector in the past three years?	Crystal Data LLC's primary focus is the governmental sector, and approximately 95% of the company's total sales over the past three (3) years have been derived from state, local, and other public sector entities.	*
26	What percentage of your sales are to the education sector in the past three years?	Crystal Data has proudly partnered with a wide range of educational organizations, including: •Higher Education Institutions such as UConn Health, University of Iowa, and State Universities across New Jersey, Connecticut, and Pennsylvania. •K-12 school districts, including Houston Independent School District, The Beaufort County School District, and The School Board of Broward County. •State Education Agencies such as the New Jersey Department of Education and Connecticut Department of Children and Families. On an average 10%-20% of our sales comes from Education sector.	*

27	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?	1) State of NJ, NASPO cooperative purchasing agreement via CAI Annual Sales: 45,99,426.18(2025) 39,99,717.17(2024) 36,38,481.07(2023) 2) State of PA via Computer Aid Inc Annual Sales: 71,873.51 (2025) 69,918.12 (2024) 23,988.92 (2023) 3) State of CT- NASPO purchasing agreement via Covendis Annual Sales: 90,160.00 (2025) 45,052.01 (2024) 0.00 (2023) 4) State of DE via Knowledge Services Annual Sales: 2,35,044.17 (2025) 2,29,338.59 (2024) 3,69,716.10 (2023) 5) State of NJ via Mathtech Inc Annual Sales: 61,100.00 (2025) 45,250.00 (2024) 25,161.50 (2023) 6) State of CT via On-Line Systems, Inc Annual Sales: 2,07,575.00 (2025) 2,47,373.40 (2024) 1,91,205.64 (2023) 7) State of PA via OST, Inc Annual Sales: 14,41,017.65 (2025) 12,34,051.32 (2024) 13,42,305.50 (2023) 8) State of Indiana via Computer Aid Inc Annual Sales: 2,39,542.02 (2025) 2,42,822.41(2024) 1,52,678.64 (2023)
28	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?	Crystal Data LLC does not currently hold any GSA Multiple Award Schedule contracts or Canadian Standing Offers and Supply Arrangements (SOSA). The company primarily delivers IT staff augmentation services through state and local government contracts, cooperative purchasing vehicles, and direct public-sector engagements, which have constituted the majority of its annual revenue over the past three years. Crystal Data is actively expanding its participation in national cooperative and federal contracting vehicles and views this Sourcewell Master Agreement as a strategic mechanism to broaden access for public agencies while maintaining compliant, cost-effective service delivery.

Table 2B: References/Testimonials

Line Item 29. Supply reference information from three customers who are eligible to be Sourcewell participating entities.

Entity Name *	Contact Name *	Phone Number *
State of NJ through Mathtech Inc	Ken Hawkins EMAIL: khawkins@mathtechinc.com	703-294-5825
State of CT through On-Line Systems	Robert Richter EMAIL: robert@on-linesystems.com	(860)678 1300 X-5
State of PA through OST Inc.	Gary Koppenhaver EMAIL: GKoppenhaver@ostglobal.com	717-639-9749

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 *

30	Sales force (see instructions above).	Crystal Data LLC maintains a centralized, national sales organization dedicated to supporting public sector, education, nonprofit, and other government-affiliated clients. The sales team is composed of experienced business development and account management professionals who are direct employees of Crystal Data and are responsible for client engagement, contract utilization, pricing discussions, and ongoing account support. Crystal Data's sales force operates on a national basis and is not limited by geographic territories, allowing the company to support Sourcewell Participating Entities of varying sizes across multiple regions. Sales personnel work in close coordination with internal recruiting and service teams to ensure accurate requirements intake and timely fulfillment, while maintaining clear separation between sales functions and service delivery responsibilities.	*
31	Describe the network of Authorized Sellers who will deliver Solutions, including dealers, distributors, resellers, and other distribution methods.	Crystal Data LLC serves as the sole and authorized provider of the proposed IT Staff Augmentation Solutions and delivers all services directly to Sourcewell Participating Entities. Crystal Data does not utilize dealers, distributors, resellers, or third-party sales organizations in the sale or delivery of its solutions. Crystal Data acts as the prime contractor for all engagements under a resulting Sourcewell master agreement and retains full responsibility for client contracting, pricing, invoicing, compliance, and service delivery. This direct delivery model ensures consistent pricing, uniform contractual terms, and clear accountability across all Participating Entities. Crystal Data's internal recruiting, account management, and service support teams are structured to support concurrent engagements across multiple Participating Entities, enabling the firm to scale delivery while maintaining quality, responsiveness, and compliance. Where subcontracted personnel or specialized talent resources are utilized, Crystal Data remains fully accountable for performance and service outcomes. Participating Entities benefit from a single point of contact and streamlined coordination throughout the engagement lifecycle.	*
32	Service force (see instructions above).	Crystal Data LLC maintains a dedicated service organization responsible for the full lifecycle delivery of its IT Staff Augmentation Solutions. The service force includes recruiters, talent acquisition specialists, compliance and onboarding personnel, account support staff, and administrative resources who collectively support sourcing, screening, onboarding, payroll, and ongoing engagement management. Crystal Data's service force is primarily composed of direct employees and typically includes multiple recruiters and service support personnel supporting active client engagements at any given time. The service organization is structured to support dozens of concurrent placements and multiple Participating Entities simultaneously, with the ability to scale service capacity in response to increased demand. Service teams operate independently from the sales organization while maintaining structured coordination to ensure accurate requirements intake and effective delivery. IT professionals provided to Participating Entities may be engaged as W-2 employees or independent contractors depending on engagement structure; however, Crystal Data retains full responsibility for service delivery, compliance, and performance throughout each engagement.	*
33	Describe the ordering process. If orders will be handled by distributors, dealers or others, explain the respective roles of the Proposer and others.	Sourcewell Participating Entities may order IT Staff Augmentation Services directly from Crystal Data LLC by referencing the awarded Sourcewell master agreement. Crystal Data utilizes a structured, repeatable ordering and fulfillment process designed to support public-sector procurement requirements while ensuring timely, accurate, and compliant delivery of qualified IT professionals. Upon receipt of a staffing request via Email,VMS, phone call or any other agreed upon method, a dedicated Account Manager serves as the single point of contact for the Participating Entity and leads the engagement. The Account Manager works with the Participating Entity to clarify role requirements, required and preferred technical skills, anticipated duration, start date, and any assignment-specific considerations. This intake process ensures a clear and shared understanding of the staffing need prior to candidate sourcing and order confirmation. Once requirements are confirmed, the Account Manager coordinates internally with aligned Resource Managers and technical recruiting teams to initiate candidate sourcing. Staffing requirements are documented and distributed electronically, enabling coordinated searches across Crystal Data's internal recruiting resources and a large pool of pre-vetted candidates. Recruiting efforts focus on identifying candidates who meet both technical qualifications and role-specific expectations, supporting efficient candidate review and selection by the Participating Entity. Crystal Data supports responsive ordering and engagement management through extended availability of its account and service teams, including access via phone, email, and electronic communication channels to accommodate varying agency schedules and time zones. This approach helps ensure continuity of communication throughout the ordering, onboarding, and assignment initiation phases.	*

34	Describe in detail the process and procedure of your customer service and issue resolution 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.	Crystal Data LLC maintains a structured customer service and issue resolution program designed to ensure continuity of service, rapid response, and clear accountability throughout the lifecycle of each IT staff augmentation engagement. Customer service responsibilities are led by a designated Project Manager who serves as the primary point of contact for each Sourcewell Participating Entity and is supported by account support staff, recruiting leadership, and executive management as needed. Participating Entities are provided multiple channels of access to Crystal Data's customer service team, including phone, email, and electronic communication tools, to accommodate varying schedules, time zones, and urgency levels. Crystal Data's service model emphasizes accessibility and responsiveness, enabling timely acknowledgment of service requests, concerns, or performance issues. Upon receipt of a service request or reported issue, the PM acknowledges the matter promptly and initiates resolution activities. Issues are documented within Crystal Data's internal issue tracking system, where a service ticket is generated to provide visibility, traceability, and an audit trail of all actions taken. Crystal Data employs a tiered escalation process to ensure timely resolution. Please refer to the uploaded Technical Proposal for detailed process we follow for issue resolution.	*
35	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in the United States.	With more than a 15 years of experience delivering IT staff augmentation and workforce support services, Crystal Data LLC has established the operational maturity, infrastructure, and processes required to reliably support Sourcewell Participating Entities throughout the United States. This experience includes serving public-sector, education, nonprofit, and other regulated organizations with varying procurement structures, staffing volumes, and operational environments. Our consultants have worked in environments like New Jersey, Minnesota, Ohio, Texas, Florida, Michigan, Connecticut, Arkansas, Iowa, Pennsylvania, Delaware, County of Columbus, State of Michigan and almost everywhere in US. Crystal Data's nationwide service capability is supported by a centralized recruiting and service delivery model that enables consistent execution across geographic regions while remaining responsive to local agency requirements.	*
36	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in Canada.	Crystal Data LLC is not currently registered as a business entity in Canada; however, the company is fully willing to complete all required registrations and compliance steps necessary to operate in Canada. In parallel, Crystal Data is prepared to deliver IT Staff Augmentation Services to Sourcewell Participating Entities through compliant service delivery models aligned with applicable Canadian federal and provincial labor, employment, and tax requirements. Crystal Data approaches Canadian engagements with a compliance-first framework and is prepared to utilize appropriate employment, subcontracting, or partner-supported delivery structures, as permitted by jurisdictional requirements, while registration activities are completed. Under all delivery scenarios, Crystal Data retains full responsibility for service delivery, performance management, client coordination, and contractual accountability.	*
37	Identify any geographic areas of the United States or Canada that you will NOT be fully serving through the proposed agreement.	Crystal Data LLC does not exclude any geographic areas within the United States from service under the proposed Sourcewell master agreement and is prepared to support Participating Entities nationwide. Crystal Data does not identify any permanent geographic exclusions within Canada. Delivery of services to Canadian Participating Entities will be subject to completion of applicable registration and compliance requirements, as described in the response to Question 36, rather than geographic limitations.	*
38	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.	Crystal Data LLC does not restrict access to its IT Staff Augmentation Solutions based on Participating Entity type. If awarded a Sourcewell master agreement, Crystal Data will make its services available to all eligible Sourcewell Participating Entities, including federal, state, and local government agencies, educational institutions, nonprofit organizations, tribal entities, and other qualifying public-sector organizations. Service delivery is based on the specific staffing needs, scope, and requirements of each Participating Entity rather than on account type. Crystal Data's standardized delivery model enables the firm to support entities of varying sizes and operational complexity under consistent terms and conditions in accordance with the Sourcewell master agreement	*
39	Define any specific requirements or restrictions that would apply to our participating entities in Hawaii and Alaska and in US Territories.	Crystal Data LLC does not impose specific restrictions on providing IT Staff Augmentation Services to Sourcewell Participating Entities located in Hawaii, Alaska, or U.S. Territories. Services are offered under the same terms, conditions, and ordering processes as those provided to Participating Entities in the continental United States. Crystal Data's service delivery model supports remote, hybrid, and on-site staffing arrangements based on Participating Entity requirements. For on-site engagements in Hawaii, Alaska, or U.S. Territories, Crystal Data coordinates staffing logistics and onboarding requirements in alignment with local considerations while maintaining consistent service quality, pricing, and accountability under the Sourcewell master agreement.	*

40	Will Proposer extend terms of any awarded master agreement to nonprofit entities?	Yes. Crystal Data LLC will extend the terms and conditions of any awarded Sourcewell master agreement to eligible nonprofit entities. Nonprofit Participating Entities will have full access to Crystal Data's IT Staff Augmentation Services under the same pricing structures, terms, and service delivery processes available to other Sourcewell Participating Entities. Crystal Data's service model is designed to support organizations of varying sizes and missions, including nonprofit entities, while maintaining consistent service quality, accountability, and compliance in accordance with the Sourcewell master agreement	*

Table 4: Marketing Plan (75 Points)

Line Item	Question	Response *	
41	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.	Crystal Data LLC's marketing strategy for promoting a Sourcewell-awarded agreement will be focussed on targeted outreach, relationship-driven engagement, and clear communication with eligible Participating Entities. Crystal Data approaches cooperative contracts as an active sales channel and integrates Sourcewell agreements directly into its public-sector marketing and business development efforts. Internally, Crystal Data will enable its sales and account management teams through training on Sourcewell cooperative purchasing, contract scope, pricing structures, and ordering procedures. Sales personnel are equipped to clearly explain how Participating Entities can leverage the Sourcewell agreement to simplify procurement while accessing IT staff augmentation services under pre-negotiated terms. Externally, Crystal Data will promote the Sourcewell agreement through direct selling and targeted communication with public-sector, education, nonprofit, and other eligible organizations. Outreach methods include account manager–led engagement, targeted email communications, and professional digital networking channels used to reach procurement officials, hiring managers, and IT leadership. All outreach activities clearly reference the Sourcewell contract and emphasize ease of use, compliance with public procurement requirements, and contract accessibility. Crystal Data will also develop Sourcewell-specific, co-branded marketing materials—such as capability statements, service overviews, and rate summaries—that clearly explain available services and ordering steps. These materials are designed to support informed decision-making by Participating Entities and to reinforce the value of cooperative purchasing. Representative samples of our marketing materials will be uploaded in the document upload section of this response, as applicable.	*
42	Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance marketing effectiveness.	Crystal Data LLC uses technology and digital data to enhance the effectiveness, relevance, and precision of its marketing efforts in support of public-sector and cooperative purchasing customers. Digital tools are applied intentionally to ensure that Sourcewell Participating Entities can easily identify, understand, and engage Crystal Data's IT staff augmentation services through appropriate and professional channels. Crystal Data utilizes targeted, permission-based email marketing platforms to communicate with public-sector stakeholders, including procurement officials, IT leadership, and hiring managers. Outreach is segmented based on organization type, role, and service needs to ensure messaging is relevant and timely. Engagement metrics such as open rates, response activity, and inquiries are monitored to continuously refine messaging and improve outreach effectiveness. Professional digital networking platforms, including LinkedIn, are used to support contract awareness and visibility within public-sector and education communities. Digital content is structured to emphasize service capabilities, cooperative purchasing options, and public-sector applicability rather than consumer-focused promotion. Engagement trends are reviewed to assess reach and inform future content strategy. Crystal Data also leverages digital data and metadata practices to improve content discoverability and usability. Marketing materials and online content utilize structured keywords, consistent service descriptions, and standardized terminology to help Participating Entities efficiently locate relevant staffing solutions. Analytics and performance insights are reviewed on an ongoing basis to ensure digital outreach efforts remain aligned with Participating Entity needs and support effective promotion of Sourcewell-awarded agreements.	*

43	In your view, what is Sourcewell's role in promoting agreements arising out of this RFP? How will you integrate a Sourcewell-awarded agreement into your sales process?	In Crystal Data LLC's view, Sourcewell's role is to competitively solicit, award, and promote cooperative purchasing agreements that enable participating entities to procure compliant IT Staff Augmentation services efficiently, while reducing administrative burden, procurement timelines, and cost. Sourcewell also serves as a trusted national platform that increases visibility of awarded agreements and facilitates adoption through outreach, education, and marketing support to its member base. Crystal Data proposes to integrate a Sourcewell-awarded agreement into its sales and account management process in the following ways: Position the Sourcewell agreement as a preferred procurement vehicle when engaging with eligible governmental and educational entities seeking IT staff augmentation services. Train internal sales and account management staff on Sourcewell contract scope, pricing structure, ordering procedures, and compliance requirements to ensure accurate and consistent communication with Participating Entities. Reference the Sourcewell agreement in marketing materials, outreach campaigns, and client discussions to highlight streamlined procurement and pre-competitively awarded pricing. Coordinate with Sourcewell's marketing and outreach efforts, including contract listings, webinars, and member communications, to increase awareness and utilization. Support Participating Entities through contract walkthroughs and engagement guidance, ensuring agencies can efficiently initiate and manage staffing engagements under the agreement. Crystal Data views Sourcewell as a strategic partner in expanding access to cooperative procurement and is committed to actively supporting agreement visibility, education, and utilization for the benefit of Sourcewell Participating Entities.	*
44	Are your Solutions available through an e-Procurement or e-Commerce ordering process? If so, describe your system(s) and provide one (1) example of how governmental and educational customers have used them.	Crystal Data LLC's IT Staff Augmentation Solutions are compatible with e-Procurement and electronic ordering processes commonly used by governmental and educational entities. While staffing services are not ordered through traditional e-commerce shopping cart models, Crystal Data supports electronic procurement workflows that align with public-sector purchasing requirements. Crystal Data routinely accepts and processes electronic purchase orders and authorized ordering documents issued through customer e-procurement systems, procurement portals, or ERP platforms. Orders may be transmitted electronically via procurement systems, secure email, or other approved digital channels in accordance with Participating Entity policies. Crystal Data's internal systems support electronic intake, order confirmation, invoicing, and documentation to ensure efficient and auditable transaction processing. For example, governmental and educational customers have utilized Crystal Data's services by issuing electronic purchase orders through their internal procurement systems after selecting Crystal Data via an approved cooperative contract. Crystal Data receives the electronic order, confirms scope and pricing in alignment with the contract, and initiates recruiting and onboarding activities while maintaining full electronic records for compliance and reporting purposes. This approach enables Participating Entities to leverage existing e-procurement processes while accessing IT staff augmentation services through the Sourcewell master agreement in a streamlined, compliant, and low-administrative-burden manner.	*

Table 5A: Value-Added Attributes (75 Points, applies to Table 5A and 5B)

Line Item	Question	Response *	

45	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.	Crystal Data LLC will provide contract utilization and engagement training to Sourcewell Participating Entities to ensure agencies can effectively access and use the awarded Master Agreement for IT Staff Augmentation services. Crystal Data offers standard, no-cost orientation and walkthrough sessions to Participating Entities covering contract scope, eligible services, ordering procedures, pricing structures, and engagement models under the Sourcewell Master Agreement. Training is delivered by Crystal Data's sales and account management personnel, who are experienced in public-sector cooperative purchasing and staffing engagements. Sessions may be conducted virtually or in coordination with Sourcewell outreach efforts, based on agency preference. Training includes guidance on requesting resources, defining role requirements, onboarding timelines, and compliance expectations, enabling agencies to efficiently utilize the contract. Optional, agency-specific briefings or deeper process reviews can be provided upon request at no additional cost, unless custom documentation or extended support is requested. Crystal Data views contract enablement and education as a critical component of successful Master Agreement utilization and works collaboratively with Sourcewell and its Participating Entities to maximize value, efficiency, and adoption. Apart from this, we do offer onboarding and training services to our contractors. Please refer to the uploaded technical Proposal for detailed training process.	*
46	Describe any technological advances that your proposed Solutions offer.	Crystal Data LLC's IT Staff Augmentation Solutions incorporate technology-enabled processes that improve speed, visibility, compliance, and workforce management for Sourcewell Participating Entities. Use of modern applicant tracking and candidate management platforms to accelerate sourcing, screening, and submission of qualified IT professionals. Data-driven matching of candidates to roles using skills taxonomy, experience mapping, and availability tracking to improve placement accuracy and reduce time-to-fill. Secure digital onboarding workflows, including electronic document management, employment eligibility verification, and background screening coordination. Centralized time reporting and invoicing processes that support accuracy, transparency, and audit readiness for public sector engagements. Technology-enabled communication and status tracking that provides Participating Entities with real-time visibility into candidate pipelines, onboarding progress, and active assignments. Secure handling of candidate and workforce data using role-based access controls and industry-standard data protection practices. These technology-enabled capabilities enhance the effectiveness of Crystal Data's IT Staff Augmentation Solutions by reducing administrative burden, improving compliance oversight, and enabling Participating Entities to respond more efficiently to evolving IT workforce needs.	*

47	Describe any “green” initiatives that relate to your company or to your Solutions, and include a list of the certifying agency for each.	Crystal Data LLC supports environmentally responsible practices through operational sustainability initiatives embedded within its IT Staff Augmentation Solutions. While IT staffing services do not require formal environmental certifications, Crystal Data incorporates environmentally conscious practices aligned with public sector sustainability goals. Key green initiatives include: Digital-first operations, including electronic recruiting, onboarding, document management, time reporting, and invoicing, which significantly reduce paper usage and physical storage needs. Remote and hybrid staffing models that reduce commuting, fuel consumption, and associated greenhouse gas emissions while supporting agency workforce flexibility. Virtual collaboration and training enablement to minimize travel for interviews, onboarding, and contract utilization support. Electronic records retention and secure digital workflows to reduce printing, mailing, and physical document handling. Responsible equipment lifecycle practices, including coordination with Participating Entities for secure return, reuse, or proper disposal of IT equipment at assignment completion. At this time, Crystal Data does not hold formal third-party environmental certifications specific to green operations. However, these initiatives align with widely recognized sustainability principles promoted by public sector organizations and cooperative procurement entities. Crystal Data remains committed to continuously improving environmentally responsible practices as part of its service delivery and operational model.	*
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.	Crystal Data LLC has not received any third-party issued eco-labels, ratings, or environmental certifications specifically related to energy efficiency, life-cycle design (cradle-to-cradle), or sustainability for the IT Staff Augmentation Solutions included in this Proposal. As a service-based IT staffing provider, Crystal Data’s sustainability efforts are reflected through operational practices—such as digital workflows, remote staffing enablement, and reduced physical resource consumption—rather than through product-based eco-labels or environmental certifications. Crystal Data remains committed to environmentally responsible operations and will continue to align its practices with public-sector sustainability goals where applicable.	*
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?	Crystal Data LLC offers a combination of public-sector specialization, cooperative-ready delivery, and proven performance in Minnesota and nationwide that differentiates its IT Staff Augmentation Solutions for Sourcewell Participating Entities. Public-sector–first staffing model: Crystal Data’s operations are purpose-built for government and education environments. Recruiting, screening, and compliance workflows are aligned with public-sector requirements, enabling faster onboarding and reduced administrative burden for Participating Entities. Proven experience serving Minnesota public agencies: Crystal Data has successfully delivered IT staffing and professional services for State of Minnesota agencies and Minnesota counties, providing direct familiarity with state-level procurement expectations, compliance standards, and workforce requirements that are highly relevant to Sourcewell and its member base. Multi-jurisdictional delivery capability: Experience supporting agencies across multiple states enables Crystal Data to quickly adapt to varying labor laws, background check requirements, and agency policies common within Sourcewell’s diverse cooperative membership. Agility of an independent provider: As a privately held firm with no parent company or subsidiaries, Crystal Data provides direct accountability, rapid decision-making, and flexible engagement models—critical advantages for agencies with urgent or evolving IT staffing needs. Cooperative-contract enablement focus: Crystal Data actively supports Sourcewell Participating Entities through contract walkthroughs, utilization guidance, and engagement best practices, accelerating adoption and maximizing value from the Master Agreement. Quality-driven, retention-focused placements: Emphasis on technical alignment, availability confirmation, and organizational fit improves workforce continuity and performance, particularly in long-term and mission-critical assignments. Crystal Data’s IT Staff Augmentation Solutions are uniquely positioned to deliver compliant, responsive, and cooperative-aligned workforce support, backed by real-world experience supporting Minnesota agencies and public entities nationwide.	*

Table 5B: Value-Added Attributes

Line Item	Question	Certification	Offered	Comment	
50	Select any Women or Minority Business Entity (WMBE), Small Business Entity (SBE), or veteran owned business certifications that your company or hub partners have obtained. Upload documentation and a listing of dealerships, HUB partners or re-sellers if available. Select all that apply.		(•) Yes ( ) No	We have uploaded all the relevant certifications in the document section	*
51		Minority Business Enterprise (MBE)	(•) Yes ( ) No	Minority Women-Owned Business (Certification Number 111644, City of Philadelphia)	*
52		Women Business Enterprise (WBE)	(•) Yes ( ) No	WBE Certification by WBENC (Certification Number: 2005124509) and MWBE by City of Philadelphia (Certification Number 111644, City of Philadelphia)	*
53		Disabled-Owned Business Enterprise (DOBE)	( ) Yes (•) No	N/A	*
54		Veteran-Owned Business Enterprise (VBE)	( ) Yes (•) No	N/A	*
55		Service-Disabled Veteran-Owned Business (SDVOB)	( ) Yes (•) No	N/A	*
56		Small Business Enterprise (SBE)	(•) Yes ( ) No	Small and Diverse Business (Certification Number 410194-2024-03-SDB-W, State of Pennsylvania)	*
57		Small Disadvantaged Business (SDB)	( ) Yes (•) No	N/A	*
58		Women-Owned Small Business (WOSB)	( ) Yes (•) 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.	Crystal Data LLC offers net 30 payment terms unless otherwise agreed upon with client. Accepted payment methods include- Credit cards, Checks or Electronic Funds Transfer (ACH). Crystal Data works collaboratively with its clients to accommodate agency-specific invoicing and payment procedures.	*
60	Describe any leasing or financing options available for use by educational or governmental entities.	Crystal Data LLC does not offer leasing or financing programs, as the Solutions proposed under this RFP consist of IT Staff Augmentation services rather than equipment or capital assets. Services are provided on a time-and-materials or agreed rate basis, with invoicing aligned to hours worked, assignment duration, or engagement terms established by the clients. Crystal Data works collaboratively with educational and governmental entities to structure flexible engagement terms, phased staffing, and scalable resource deployment that align with agency budget cycles and funding constraints.	*

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.	In connection with a potential award under this RFP, Crystal Data LLC proposes to use standard transaction documents commonly utilized for public-sector IT staff augmentation engagements. These documents are intended to support Participating Entities while remaining fully consistent with the Sourcewell Master Agreement. The proposed transaction documents include: Participating Entity Purchase Orders (POs) issued under the Sourcewell Master Agreement to authorize services. Assignment or Order Forms identifying role descriptions, staffing quantities, rates, duration, work location, and reporting requirements. Statements of Work (SOWs), when applicable, for project-based or defined-scope staffing engagements. Service-level expectations addressing responsiveness, replacement timelines, and engagement management, where required by the Participating Entity. Time reporting and invoicing templates to support accurate billing, transparency, and audit readiness. All proposed transaction documents are intended to be supplemental to and governed by the Sourcewell Master Agreement, and Crystal Data does not propose any documents that would conflict with or supersede Sourcewell's terms and conditions. Templates of the proposed transaction documents have been uploaded in the Documents section of this proposal for review.	*
62	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?	Yes. Crystal Data LLC accepts the P-card procurement and payment process. There is no additional cost to Sourcewell Participating Entities for using this payment method.	*
63	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.	Crystal Data LLC proposes a line-item, role-based pricing model for IT Staff Augmentation Services. Pricing is based on hourly bill rates by IT role category and experience level, which aligns with public-sector procurement and budgeting practices. Standard/List Pricing: Crystal Data maintains standard bill rates for each IT role classification based on market benchmarks, skill requirements, and geographic considerations. Sourcewell Pricing: Sourcewell Participating Entities will receive discounted, not-to-exceed hourly rates under the Master Agreement, reflecting cooperative purchasing volume and administrative efficiencies. Pricing Transparency: All rates are fully burdened and include recruitment, employment, payroll, benefits administration, compliance management, and ongoing workforce support unless otherwise specified. Role-Based Line Items: Pricing is structured by role categories (e.g., software development, infrastructure, cybersecurity, data, project management, IT support), allowing Participating Entities to select and budget for specific resources. SKU Applicability: As a service-based IT staffing provider, Crystal Data does not utilize manufacturer SKUs. Role classifications and rate categories serve as the applicable pricing identifiers. Detailed pricing information—including standard/list rates and Sourcewell discounted rates for each proposed IT role category—has been uploaded in the Pricing section of the document upload area for Sourcewell's review and evaluation.	*
64	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.	We are proposing a discounted Hourly Rates with approximate 3.2% of our usual proposed rates to the public sector entities	*

65	Describe any quantity or volume discounts or rebate programs that you offer.	Crystal Data LLC offers volume-based pricing flexibility for IT Staff Augmentation services to support the cooperative purchasing objectives of Sourcewell Participating Entities. Tiered rate considerations may be applied based on the number of resources engaged, assignment duration, or overall engagement volume, allowing Participating Entities to realize cost efficiencies on larger or longer-term staffing needs. Long-term engagement discounts may be offered for extended assignments, subject to role type, market conditions, and scope. Multi-resource or program-level engagements may qualify for reduced bill rates due to administrative and operational efficiencies. Crystal Data does not offer rebate programs, as services are billed based on actual hours worked or agreed engagement terms to ensure transparency and budget predictability.	*
66	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. Define the costs/fees associated with "sourcing/quoting" products and related services.	Crystal Data LLC proposes a transparent and controlled approach for facilitating “open market” or non-contracted items related to IT Staff Augmentation services, such as specialized or emerging IT roles that may fall outside the standard role categories defined in the Master Agreement. For non-contracted roles or services, Crystal Data will provide role-specific quotes based on market conditions, required skill sets, engagement duration, and geographic considerations. Pricing for open market items will be structured as cost plus a clearly defined and disclosed markup, or as a not-to-exceed quoted rate, subject to Participating Entity approval prior to engagement. All open market requests will be documented, pre-approved, and aligned with Sourcewell Master Agreement principles, ensuring transparency and auditability. Crystal Data does not charge a separate sourcing or quoting fee for preparing open market role quotes; sourcing and pricing development are included as part of standard service delivery. Any agreed-upon rates for non-contracted items will be communicated in writing and confirmed before candidate submission or placement. This approach ensures Participating Entities maintain flexibility to address unique or evolving IT staffing needs while preserving pricing transparency, cost control, and compliance consistent with Sourcewell’s cooperative purchasing objectives.	*
67	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 background checks, pre-delivery inspection, installation, set up, mandatory training, or initial inspection. Identify any parties that impose such costs and their relationship to the Proposer.	Crystal Data LLC’s submitted pricing for IT Staff Augmentation services is fully inclusive of the total cost of acquisition. There are no additional charges beyond the rates provided in this proposal. All costs associated with service delivery are included in the proposed pricing, including but not limited to: Recruitment, sourcing, and candidate screening Background checks and employment eligibility verification Onboarding, payroll, benefits administration, and compliance management Time reporting, invoicing, and workforce administration Any standard administrative or operational costs required to deliver the services No third-party fees, surcharges, or supplemental costs are imposed on Sourcewell Participating Entities outside of the pricing submitted with this response.	*
68	If freight, delivery, or shipping is an additional cost to the Sourcewell participating entity, describe in detail the complete freight, shipping, and delivery program.	Not applicable. Crystal Data LLC’s IT Staff Augmentation services do not involve the delivery of physical products or materials. Accordingly, there are no freight, shipping, or delivery costs associated with the Solutions proposed under this RFP. All services are delivered through personnel placement and workforce support, and no additional freight, delivery, or shipping charges are incurred by Sourcewell Participating Entities.	*

69	Specifically describe freight, shipping, and delivery terms or programs available for Alaska, Hawaii, Canada, or any offshore delivery.	Not applicable. Crystal Data LLC's IT Staff Augmentation Solutions are service-based and do not involve the shipment or delivery of physical products or materials. As such, there are no freight, shipping, or delivery programs applicable to Alaska, Hawaii, Canada, or offshore locations. Services are delivered through the placement of qualified IT personnel, either remotely or on-site, in accordance with Participating Entity requirements, without any associated shipping or delivery costs.	*
70	Describe any unique distribution, delivery, and/or deployment methods or options offered in your proposal.	Crystal Data LLC's IT Staff Augmentation pricing is structured to support direct, efficient deployment of personnel without additional distribution or delivery charges to Sourcewell Participating Entities. Direct deployment at no added cost: IT professionals are deployed directly to Participating Entities (on-site, remote, or hybrid) with no separate delivery, mobilization, or deployment fees beyond the agreed bill rates. Remote and hybrid delivery efficiency: Remote and hybrid deployment options are priced equivalently where feasible, allowing agencies to avoid travel or relocation costs while maintaining service quality. Scalable deployment without surcharges: Staffing resources may be scaled up or down based on workload or project phase without volume penalties or incremental deployment fees. Geographic neutrality in pricing: Pricing is role-based rather than location-based wherever possible, minimizing regional price variability and supporting predictable budgeting across jurisdictions. Single-rate transparency: All deployment-related costs (recruitment, onboarding, coordination, and placement) are included in the proposed rates, ensuring transparent and predictable total cost of acquisition. These pricing-aligned deployment methods ensure Sourcewell Participating Entities receive cost-efficient, predictable, and cooperative-friendly access to IT Staff Augmentation services without hidden or ancillary fees.	*
71	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.	If Crystal Data LLC is awarded an agreement, the company will implement a structured self-audit and compliance program to verify ongoing adherence to Sourcewell Master Agreement requirements, including correct pricing for all Sourcewell Participating Entities. Pricing compliance reviews: Periodic internal reviews will be conducted to confirm that all invoiced rates align with the approved Sourcewell pricing schedule and that no Participating Entity is billed above the not-to-exceed rates established under the agreement. Contract identification controls: Engagements initiated under the Sourcewell agreement will be clearly flagged within internal systems to ensure Sourcewell pricing, terms, and administrative requirements are consistently applied. Invoice and time validation checks: Invoices will be cross-validated against approved rate sheets, time records, and engagement documentation prior to submission to Participating Entities. Documentation and audit readiness: Supporting documentation—including rate approvals, time records, onboarding checklists, and compliance files—will be maintained in an audit-ready format and retained in accordance with contract requirements. Issue identification and corrective action: Any discrepancies identified through self-audits will be documented, corrected promptly, and reviewed to prevent recurrence. Management oversight: Compliance results and pricing adherence will be reviewed by management as part of routine performance and contract governance reviews. This self-audit program is designed to ensure pricing integrity, transparency, and consistent compliance with the Sourcewell Master Agreement while protecting Participating Entities from billing errors or contractual deviations.	*

72	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.	If Crystal Data LLC is awarded an agreement, the following internal metrics will be tracked to measure success and continuous improvement: Contract utilization metrics, including number of Participating Entities served, number of engagements initiated, and repeat agency usage. Time-to-fill and placement timelines, measuring responsiveness from request receipt to candidate start date. Candidate retention and assignment completion rates, indicating quality of placements and organizational fit. Client satisfaction indicators, based on structured feedback, performance reviews, and issue resolution outcomes. Compliance and audit metrics, including documentation accuracy, onboarding completion, and adherence to agency requirements. Revenue and volume performance, tracked against cooperative pricing assumptions to ensure sustainability and value delivery. These metrics are reviewed regularly to assess performance, identify improvement opportunities, and ensure the agreement delivers measurable value to Sourcewell Participating Entities.	*
73	Provide a proposed Administration Fee payable to Sourcewell. The Fee is in consideration for the support and services provided by Sourcewell. The proposed 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.	We propose Administration fee of 1.89% to Sourcewell on all the completed transactions to Participating Entities utilizing this Agreement.	*

Table 6B: Pricing Offered

Line Item	The Pricing Offered in this Proposal is: *	Comments	
74	The pricing offered is as good as or better than pricing typically offered through existing cooperative contracts, state contracts, or agencies.	We are proposing a discounted price to Sourcewell. Please refer to the uploaded Pricing Document and Table 6A Questions for the proposed discounted rates	*

Table 7A: Depth and Breadth of Offered Solutions (250 Points, applies to Table 7A - 7C)

Line Item	Question	Response *	

75	Provide a detailed description of all the Solutions offered in the proposal.	Crystal Data LLC offers comprehensive IT Staff Augmentation Solutions designed to support Sourcewell Participating Entities with flexible, compliant, and scalable access to qualified IT professionals. The proposed solutions enable public sector organizations to rapidly augment their internal IT teams to meet operational, project-based, and strategic technology needs without assuming long-term employment risk. Crystal Data provides IT professionals on a temporary, project-based, long-term, and direct-hire basis to support a broad range of IT functions. These services are structured to integrate seamlessly into Participating Entities' existing environments, operating under agency direction while Crystal Data retains responsibility for recruitment, employment, payroll, compliance, and workforce administration. The IT Staff Augmentation solutions cover a wide spectrum of technical and functional roles, including but not limited to infrastructure support, systems administration, application development, cybersecurity, data and analytics, cloud services, database administration, network engineering, quality assurance, project coordination, and IT support services. Resources may be deployed for single-position needs, team-based project support, or enterprise-scale staffing requirements. Crystal Data's solution includes end-to-end workforce support, encompassing candidate sourcing, technical screening, background checks, onboarding, time and attendance tracking, payroll administration, benefits management, and ongoing performance coordination. All placements comply with applicable federal, state, and local employment laws, public sector requirements, and Participating Entity policies. The proposed solution emphasizes responsiveness and scalability, allowing Participating Entities to adjust staffing levels based on workload, funding, or project timelines. Crystal Data leverages a nationwide recruiting network and public-sector-focused sourcing model to ensure timely fulfillment and continuity of service across diverse geographic locations. Pricing is structured to support Sourcewell's cooperative purchasing model, offering transparent, competitive, and volume-based rates that provide measurable value and administrative efficiency to Participating Entities. Crystal Data maintains audit-ready documentation and supports reporting requirements to ensure transparency and accountability throughout the engagement lifecycle. Through these IT Staff Augmentation Solutions, Crystal Data enables Sourcewell Participating Entities to maintain operational continuity, accelerate IT initiatives, and respond effectively to evolving technology demands while minimizing administrative burden and risk.	*
76	Within this RFP category there may be subcategories of solutions. List subcategory titles that best describe your products and services.	Crystal Data LLC is submitting a proposal only for the following subcategory within this RFP: IT Staff Augmentation Services Crystal Data is not proposing solutions under the IT Managed Workforce Solutions subcategory.	*

77	Describe how candidates are: 1) qualified for the role; 2) authorized to work; 3) available and placed on time; and, 4) a suitable fit for the organization they are placed in. Clarify how responsibility for verifying work authorization is defined and managed.	Candidate qualification: Candidates are qualified through resume screening, skills alignment, role-specific technical evaluations, and validation against the Participating Entity's stated requirements. Work authorization: Crystal Data verifies employment eligibility in accordance with applicable federal and state laws (including I-9 requirements) prior to placement. Crystal Data retains full responsibility for work authorization verification and documentation. Availability and timely placement: Candidate availability is confirmed during the screening process, and placements are managed through structured recruiting workflows to meet agency timelines and start-date requirements. Organizational fit: Candidates are assessed for alignment with the Participating Entity's technical environment, project needs, communication requirements, and organizational culture. Crystal Data maintains centralized accountability for candidate vetting, work authorization verification, onboarding, and compliance management. A detailed description of recruiting, screening, compliance, and placement processes is provided in the uploaded Technical Proposal and may be referenced for additional detail.	*
78	Describe your process for ensuring candidates have the necessary proprietary or organization-specific equipment to perform their role. Include details on how equipment is prepared (e.g., configured, secured, and imaged), delivered, and supported, particularly when the candidate is working remotely.	Crystal Data coordinates closely with Clients to ensure candidates have the required proprietary or organization-specific equipment necessary to perform their assigned roles. Equipment responsibility and provisioning models are defined at the outset of each engagement based on agency policy, security requirements, and work location. When equipment is provided by the client, Crystal Data facilitates onboarding coordination to ensure timely issuance, system access, and compliance with agency security standards. When Crystal Data is responsible for equipment, devices are configured, secured, and imaged in accordance with role requirements and applicable security protocols prior to deployment. For remote assignments, equipment is securely delivered to the candidate using tracked shipment methods, with confirmation of receipt and setup verification. Candidates are required to comply with all data security, acceptable use, and endpoint protection policies established by the Client. Ongoing support is provided through coordinated escalation procedures with the client's IT team to address access issues, equipment malfunctions, or security concerns. Crystal Data maintains accountability for equipment tracking, return, and de-provisioning at assignment completion. Additional technical details regarding equipment provisioning, security controls, and remote support workflows are included in the uploaded Technical Proposal and may be referenced for further information.	*

Table 7B: Depth and Breadth of Offered Solutions - IT Managed Workforce Solutions

Indicate below if the listed types or classes of Solutions are offered within your proposal. Provide additional comments in the text box provided, as necessary.

☑ We will not be submitting for Table 7B: Depth and Breadth of Offered Solutions - IT Managed Workforce Solutions

Line Item	Category or Type	Comments	
79	Describe the range of IT managed workforce programs your organization has overseen in the government (GOV) sector within the last three (3) years. Provide one (1) example for each of the following: - small - average - large Include the following for each example in the comments field: 1) annual revenue; 2) duration; and, 3) a brief scope of services summary including IT roles managed.		*
80	Describe the range of IT managed workforce programs your organization has overseen in the education (EDU) sector within the last three (3) years. Provide one (1) example for each of the following: - small - average - large Include the following for each example in the comments field: 1) annual revenue; 2) duration; and, 3) a brief scope of services summary including IT roles managed.		*
81	Does your company currently operate a multi-tenant Vendor Management System (VMS) to support IT Managed Workforce programs? If yes, briefly describe your system's capabilities in the following areas: 1) Requisition management (e.g., request creation, approval workflows); 2) Candidate management (e.g., submission, screening, selection tracking); 3) Time and expense tracking (e.g., approvals, compliance controls); 4) Invoicing and payment (e.g., integration, reconciliation, automation); and, 5) Reporting and analytics (e.g., dashboards, KPIs, data exports). If no, describe whether your company partners with a third-party VMS provider or uses a proprietary alternative.		*

Table 7C: Depth and Breadth of Offered Solutions - IT Staff Augmentation Services

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: Depth and Breadth of Offered Solutions - IT Staff Augmentation Services

Line Item	Category or Type	Comments	
82	Describe your organization's IT staff augmentation services provided in the government (GOV) sector within the past 24 months. Include one (1) representative example (not a list of contracts) and describe the following areas: 1) Contract duration (start and end dates or ongoing) 2) Types of staffing solutions (e.g., temporary, project-based, long-term, or direct-hire) 3) Approximate number and types of IT roles staffed	Representative Example: State of Pennsylvania (via OST, Inc.) Contract duration: Start Date-September 2015; End Date: Ongoing Types of staffing solutions provided: Temporary and long-term IT staff augmentation, Project-based staffing support for application modernization, system maintenance, and data initiatives Approximate number and types of IT roles staffed: 30+ IT professionals actively deployed Roles include, but are not limited to: Software and application developers Systems analysts and business analysts Database administrators and data analysts Infrastructure engineers and systems administrators Network engineers Quality assurance and testing specialists IT support and service desk professionals Project coordinators and technical leads This engagement demonstrates Crystal Data's capability to deliver scalable, multi-role IT staffing solutions for state government clients, while maintaining workforce continuity, compliance alignment, and consistent service quality over an extended contract lifecycle.	*
83	Describe your organization's IT staff augmentation services provided in the education (EDU) sector within the past 24 months. Include one (1) representative example (not a list of contracts) and describe the following areas: 1) Contract duration (start and end dates or ongoing) 2) Types of staffing solutions (e.g., temporary, project-based, long-term, or direct-hire) 3) Approximate number and types of IT roles staffed	Representative Example: New Jersey Department of Education (via Computer Aid Inc. State of NJ Contract) Contract duration: Start Date: 2012; End Date: Ongoing Types of staffing solutions provided: Temporary and long-term IT staff augmentation, Project-based staffing support for education data systems, application support, and reporting initiatives Approximate number and types of IT roles staffed: 15+ IT professionals deployed Roles include, but are not limited to: Application developers Data analysts and reporting specialists Systems analysts Database administrators Quality assurance and testing specialists Application support and IT support staff Technical leads supporting education platforms This engagement demonstrates Crystal Data's ability to support large-scale education agencies with sustained, compliant IT staffing services while maintaining continuity, data sensitivity, and alignment with public-sector education requirements.	*

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

Line Item 84. NOTICE: To identify any exception, or to request any modification, to Sourcewell standard Master Agreement terms, conditions, or specifications, a Proposer must submit the proposed exception(s) or requested modification(s) via redline in the Master Agreement Template provided in the "Bid Documents" section. Proposer must upload the redline in the "Requested Exceptions" upload field. All exceptions and/or proposed modifications are subject to review and approval by Sourcewell and will not automatically be included in the Master Agreement.

Do you have exceptions or modifications to propose?	Acknowledgement *
	○ Yes ◉ 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."

- Responsiveness - Responsiveness.zip - Thursday January 08, 2026 13:29:11
- Pricing - Pricing.xlsx - Thursday January 08, 2026 14:34:20
- Financial Strength and Stability - Financial Strength and Stability.zip - Thursday January 08, 2026 14:36:22
- Marketing Plan/Samples - Marketing Plan Samples.zip - Thursday January 08, 2026 15:33:08
- WMBE/MBE/SBE or Related Certificates - MWBE, MBE, SBE or Related certificates.zip - Thursday January 08, 2026 05:17:59
- Standard Transaction Document Samples - Standard Transaction Document Samples.zip - Thursday January 08, 2026 14:47:38
- Requested Exceptions (optional)
- Upload Additional Document - Additional Documents.zip - Thursday January 08, 2026 13:31:00

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. - Monika Anand, President & CEO, Crystal Data LLC

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

○ **Yes** ◉ **No**

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

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

File Name	I have reviewed the below addendum and attachments (if applicable)	Pages
Addendum_8_IT_Managed_Workforce_Staff_Augmentation_RFP010826 Wed December 31 2025 04:33 PM	☑	2
Addendum_7_IT_Managed_Workforce_Staff_Augmentation_RFP010826 Wed December 24 2025 11:59 AM	☑	4
Addendum_6_IT_Managed_Workforce_Staff_Augmentation_RFP010826 Fri December 19 2025 01:06 PM	☑	4
Addendum_5_IT_Managed_Workforce_Staff_Augmentation_RFP010826 Tue December 16 2025 03:23 PM	☑	3
Addendum_4_IT_Managed_Workforce_Staff_Augmentation_RFP010826 Fri December 12 2025 11:47 AM	☑	3
Addendum_3_IT_Managed_Workforce_Staff_Augmentation_RFP010826 Tue December 2 2025 02:57 PM	☑	7
Addendum_2_IT_Managed_Workforce_Staff_Augmentation_RFP010826 Wed November 26 2025 08:59 AM	☑	5
Addendum_1_IT_Managed_Workforce_Staff_Augmentation Fri November 21 2025 02:24 PM	☑	10
Amendment_1_IT_Managed_Workforce_Staff_Augmentation_RFP010826 Thu November 20 2025 03:08 PM	☑	1