Docusign Envelope ID: CF665B1B-39E6-8E3A-8252-BA51943B372D

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

This Master Agreement (Agreement) is between Sourcewell, a Minnesota service cooperative located at 202 12th Street Northeast, Staples, MN 56479 (Sourcewell) and Maddisoft LLC, 2900 Wilcrest Dr., Suite 405, Houston, TX 77042 (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.

Docusign Envelope ID: CF665B1B-39E6-8E3A-8252-BA51943B372D

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.

Docusign Envelope ID: CF665B1B-39E6-8E3A-8252-BA51943B372D

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

Docusign Envelope ID: CF665B1B-39E6-8E3A-8252-BA51943B372D

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

Docusign Envelope ID: CF665B1B-39E6-8E3A-8252-BA51943B372D

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.

Docusign Envelope ID: CF665B1B-39E6-8E3A-8252-BA51943B372D

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.

Docusign Envelope ID: CF665B1B-39E6-8E3A-8252-BA51943B372D

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.

Docusign Envelope ID: CF665B1B-39E6-8E3A-8252-BA51943B372D

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.

Docusign Envelope ID: CF665B1B-39E6-8E3A-8252-BA51943B372D

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

Docusign Envelope ID: CF665B1B-39E6-8E3A-8252-BA51943B372D

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.

Docusign Envelope ID: CF665B1B-39E6-8E3A-8252-BA51943B372D

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

Docusign Envelope ID: CF665B1B-39E6-8E3A-8252-BA51943B372D

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.

Docusign Envelope ID: CF665B1B-39E6-8E3A-8252-BA51943B372D

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	Maddisoft LLC
Signed by: Jeremy Schwartz C0FD2A139D06489...	Signed by: Ashish Sawhney EF0DD0A943AE47F...
By: _____	By: _____
Jeremy Schwartz	Ashish Sawhney
Title: Chief Procurement Officer	Title: Director - Sales
Date: 10/15/2026 | 7:02 PM CDT	Date: 10/15/2026 | 12:14 PM CDT

Docusign Envelope ID: CF665B1B-39E6-8E3A-8252-BA51943B372D

RFP 010826 - IT Managed Workforce and Staff Augmentation Solutions

Vendor Details

Company Name:	Maddisoft LLC
Address:	2900 Wilcrest Dr. Suite 405 Houston, Texas 77042
Contact:	Ashish Sawhney
Email:	ashish.s@maddisoft.com
Phone:	713-231-6644
HST#:	

Submission Details

Created On:	Tuesday December 16, 2025 15:17:10
Submitted On:	Wednesday January 07, 2026 17:29:07
Submitted By:	Ashish Sawhney
Email:	ashish.s@maddisoft.com
Transaction #:	4c4212fe-6908-4b23-9240-bc90a2e6a15a
Submitter's IP Address:	147.243.190.77

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.	Ashish Sawhney	*
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).	N/A	*
8	Provide your CAGE code or Unique Entity Identifier (SAM):	6ZR01	*
9	Provide your NAICS code applicable to Solutions proposed.	541511,518210,541512,541513, 541519,541611,541612,561320, 611420,611430	
10	Proposer Physical Address:	2900 Wilcrest Dr., Suite 405, Houston, TX 77042	*
11	Proposer website address (or addresses):	https://maddisoft.com/	*
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):	Ashish Sawhney Director – Sales Address: 2900 Wilcrest Dr., Suite 405, Houston, TX 77042 Email : Ashish.S@Maddisoft.com Mobile : 713-231-6644	*
13	Proposer's primary contact for this proposal (name, title, address, email address & phone):	Ashish Sawhney Director – Sales Address: 2900 Wilcrest Dr., Suite 405, Houston, TX 77042 Email : Ashish.S@Maddisoft.com Mobile : 713-231-6644	*
14	Proposer's other contacts for this proposal, if any (name, title, address, email address & phone):	Ramesh Maddi President Address: 2900 Wilcrest Dr., Suite 405, Houston, TX 77042 Email : Ramesh@Maddisoft.com Mobile : 713-449-1535	*

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.	Company history and foundation Maddisoft LLC was established in 2004 as a technology consulting and services firm by IT enthusiasts and experts with over 30 years of experience in the field of technology. Founded in Houston, Texas, the company was built on a foundation of deep technical expertise and a commitment to helping organizations leverage cutting-edge technology to achieve their business objectives. Over the past two decades, Maddisoft has grown into a profitable, debt-free, and financially sound organization with global operations and a team of 500+ IT professionals. Today, we serve Fortune-200 companies, major governmental organizations, utilities, and educational institutions across the United States and internationally, delivering IT staff augmentation, managed services, and technology implementation solutions. Core values Maddisoft's core values guide our interactions with clients, partners, employees, and	

the communities we serve:
Transparency:
We operate with complete transparency in our pricing, processes, and performance, ensuring clients have full visibility into what they are paying for and how we deliver value.
Commitment:
We deliver with commitment and strive to exceed expectations. At our company, each client's project receives our undivided attention—we limit the number of concurrent projects to ensure focused service delivery and accountability.
Trust:
We build trust and long-term relationships by consistently delivering on our promises, maintaining integrity in all dealings, and treating our clients' challenges as our own.
Diversity:
We believe in equality and diversity, fostering an inclusive workplace and providing diverse candidate pools that reflect the communities we serve.
Ethics:
We uphold high ethical and corporate governance standards in all aspects of our business, from recruiting and employment practices to client engagements and financial management.
Corporate Social Responsibility (CSR):
We give back to society through our CSR activities, supporting local communities and contributing to causes that align with our values.
Business philosophy and approach
Maddisoft's business philosophy centers on three core principles that differentiate us from other IT staffing and services providers:
Reliability:
We are a delivery-focused company with a long history of successful project completions. Our teams are certified, well-experienced, and reliable partners that clients can trust to handle critical IT initiatives.
Flexibility:
We recognize that as projects evolve, client demands and requirements may change. We accommodate these changes and work collaboratively with clients, always keeping their objectives in focus.
Commitment:
Each client's project is not just one of many ongoing engagements—we take on a limited number of projects to provide undivided attention and deliver what we promise.
Our mission is clear: Enabling customers to become future-ready businesses by simplifying and unlocking the potential of cutting-edge technology. We concentrate on our clients' demands to assist them in achieving customer-centric objectives, and we bring an understanding of the unique challenges within their industries through our deep sector experience.
Through partnerships with major technology providers like SAP, Oracle, AWS, Microsoft, Salesforce, and Google Cloud Platform, we enable our customers to access best-of-breed technology and accelerate their digital transformation. Unlike many staffing agencies, Maddisoft is totally focused on the IT industry—our recruiters have the requisite domain experience and expertise to ensure high-quality, timely delivery.
Industry longevity and IT staff augmentation expertise
With over 20 years of continuous operation in IT services and staff augmentation, Maddisoft brings unmatched industry longevity and institutional knowledge to Sourcewell participating entities.
Two decades of IT staffing excellence:
Since 2004, Maddisoft has been providing IT staff augmentation services to large enterprises, government agencies, and commercial clients across various industries including energy, utilities, healthcare, manufacturing, and the public sector. Our hiring process has been developed and refined over the years through continuous improvement, incorporating industry best practices and lessons learned from thousands of successful placements.
Proven track record with government and education:
Maddisoft has extensive experience serving federal, state, and local government agencies, as well as K-12 and higher education institutions. We currently hold cooperative contracts including the Texas Department of Information Resources (DIR) contract, and we maintain active relationships with public-sector clients including Houston Independent School District and major municipal utilities.
Core service offerings aligned with Sourcewell scope:
Maddisoft is a full-service IT company offering:
- Staff augmentation services: Temporary, project-based, long-term, and direct-hire IT professionals across all technology domains
- Managed services: Application support, infrastructure management, help desk, and security operations
- Project implementations: ERP deployments, cloud migrations, application development, and modernization initiatives
- IT consulting and advisory services: Strategy, architecture, and transformation planning

Our "Sure Performance Business Strategy" builds on our expertise in consulting, technology implementations, and IT outsourcing to help clients perform at the highest levels and create sustainable value. We design and deliver "right-sized" technical

		solutions and personnel services that align with customer needs and reflect the urgency of their challenges. ISO certification and quality commitment Maddisoft is ISO 9001:2015 certified, demonstrating our commitment to maintaining the highest standards of quality, efficiency, and customer satisfaction. This certification reflects our dedication to continuous improvement and adherence to internationally recognized best practices. By choosing to work with Maddisoft, Sourcewell participating entities can be confident they are partnering with a company that prioritizes excellence and delivers consistent, reliable results.	
16	What are your company's expectations in the event of an award?	Upon being awarded the agreement for IT Staff Augmentation services, Maddisoft expects to proactively market the Sourcewell contract across our existing sales network and deploy dedicated resources to engage Participating Entities throughout the United States and Canada. Maddisoft will leverage our 20+ years of IT services experience and established presence serving governmental, educational, and public sector clients to drive contract utilization.	*
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.	Financial stability and organizational maturity As a profitable, debt-free, and financially sound organization, Maddisoft possesses the management, financial, and technical capabilities to meet every requirement of a Sourcewell master agreement. Our organizational maturity, coupled with 20+ years of operational history, provides participating entities with confidence that we will be a stable, long-term partner throughout the agreement term and beyond. Please find attached document regarding financial stability as requested.	*
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.	Around 90% of our overall business is US based. Remaining around 10% is from Canada, Mexico, India and Europe.	*
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.	Canadian market share is around 5%.	*
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.	Not Applicable.	*
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?	Maddisoft is best described as a service provider specializing in IT consulting, managed services, and staff augmentation solutions. b) Maddisoft operates with a direct employee model across our global operations. Our sales force consists of Maddisoft employees, including dedicated business development professionals, directors of sales, and account management teams who maintain direct relationships with clients. All IT professionals, consultants, technical staff, and project managers who deliver solutions to clients are Maddisoft employees. Maddisoft does not utilize a dealer network, independent contractors, or third-party subcontractors as our primary delivery model. We maintain complete operational control and direct employment relationships with all personnel who deliver services under our contracts.	*

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.	Organizational Certifications Currently Held - ISO 27001:2022 – Information Security Management System (ISMS) - ISO 9001:2015 – Quality Management System (QMS) Technology Platform Certifications and Partnerships SAP Oracle Microsoft Databricks Snowflake Splunk	*
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.	Not Applicable	*
24	Describe any relevant industry awards or recognition that your company has received in the past five years.	Professional and Operational Excellence - Trusted Service Provider Status - Diversity and Inclusion Recognition - Global Service Delivery Recognition Community and Social Responsibility Recognition - Houston Food Bank Partnership - Indo-American Charity Foundation Sponsorship - Katy Premier League Sponsorship - Houston Minority Supplier Development Council Sponsorship	*
25	What percentage of your sales are to the governmental sector in the past three years?	10%	*
26	What percentage of your sales are to the education sector in the past three years?	3%	*
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?	DIR - Information Technology Staff Augmentation Contract (ITSAC) – Texas Statewide State of Oklahoma - IT Staffing Oakland County - I.T. Professional Services Ramsey County - Information Technology Professional Services Douglas County School District - Information Technology (“IT”) Staff Augmentation Harris County - Information Technology (IT) Consulting, Recruitment and Staff Augmentation Services for the Harris County Toll Road Authority Houston Independent School District, Houston - IT Contractors	*
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?	We do not hold GSA contract. However we plan to respond to those RFPs in this year.	*

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 Texas - DIR	Cheryl Dukes	512-475-4717	*
State of Oklahoma	Amy Cullen	405-521-2183	*
Oakland County	Andy Krumwiede	(248) 858-7678	*

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).	Maddisoft maintains comprehensive coverage across the United States through our Headquarters in Houston, Texas, combined with a distributed sales and service delivery model that enables us to effectively serve Sourcewell Participating Entities nationwide. Our United States footprint includes: Headquarters: Houston, Texas - serving as the primary hub for North American operations, contract administration, and regional coordination Sales Force: 20 full-time equivalent (FTE) sales professionals strategically distributed across major metropolitan areas and regions throughout the United States Service Delivery Capability: Nationwide deployment capability for IT professionals to Participating Entity locations across all major states	*
31	Describe the network of Authorized Sellers who will deliver Solutions, including dealers, distributors, resellers, and other distribution methods.	Maddisoft does not utilize a dealer network, independent contractors, or third-party subcontractors. Our sales force consists of Maddisoft employees, including dedicated business development professionals, directors of sales, and account management teams who maintain direct relationships with clients.	*
32	Service force (see instructions above).	Maddisoft employs over 500+ IT professionals, consultants, technical staff, and project managers who deliver solutions to clients. All service and delivery team members are Maddisoft employees.	*
33	Describe the ordering process. If orders will be handled by distributors, dealers or others, explain the respective roles of the Proposer and others.	Orders will be handled directly by Maddisoft employees. Sales team will receive the order from client and be responsible for client communication and commercials. Sales team will forward the order and client requirements to delivery team for further processing and day to day client coordination.	*
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.	Maddisoft operates a structured customer service and issue resolution program designed to ensure rapid response, effective problem resolution, and continuous improvement in service delivery. Our approach integrates proactive communication, tiered escalation protocols, and performance accountability mechanisms to maintain the highest standards of client satisfaction. We will assign a dedicated Account Executive who will serve as the primary point of contact. For this contract, Ashish Sawhney serves as the primary liaison, responsible for day-to-day communication, requirement gathering, and overall relationship management. The Delivery Head, Neha Gada, oversees project-specific execution and ensures that service delivery aligns with contractual requirements, performance expectations, and customer needs. Issues that cannot be resolved at the account or delivery management level are escalated to Maddisoft's President and CEO, Ramesh Maddi, who retains final responsibility for resolving customer concerns and addressing formal escalations. Response-time capabilities and commitments Maddisoft brings 20+ years of experience serving Fortune-200 and public-sector clients, supported by a mature, SLA-driven service model. • Rapid fulfillment: For most IT staff augmentation requests, Maddisoft can present qualified candidates and fill roles within one week, depending on the required skills and market availability. • Efficient resource deployment: Staffing requisitions are routed to recruiters based on domain and technology expertise to ensure prompt, high quality shortlisting and selection. • Proactive communication: A dedicated Account Manager coordinates closely with the customer and internal delivery teams to clarify requirements, provide regular status updates, and surface issues early. • Focused delivery: Maddisoft actively manages workload and limits overlapping commitments so each engagement receives the attention necessary to meet agreed service levels. Maddisoft maintains strong internal controls and development practices to sustain service quality over the life of each engagement. • Continuous learning: Consultants receive targeted training and upskilling through Maddisoft's partnerships with major technology providers such as SAP, Oracle, Microsoft, and AWS, ensuring skills stay current with project needs. • Clear accountability: A defined management structure links recruitment, delivery, and account management, enabling rapid decision-making and ownership for resolving issues. • Performance tracking: Maddisoft maintains detailed profiles of consultant skills, certifications, assignments, and training history, enabling precise resource alignment and continuous performance monitoring.	*
35	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in the United States.	Maddisoft is fully able and willing to provide IT staffing and related services to Sourcewell participating entities throughout the United States. Maddisoft is prepared to honor Sourcewell contract terms, including pricing, service levels, and administrative reporting, for any eligible participating entity in the United States. Having been incorporated in 2004, the company has over 21+ years of experience delivering top-tier IT staff augmentation and project-based solutions to large organizations in diverse sectors. Maddisoft is already serving its fortune 500 customers and large govt. sector organizations throughout US.	*

36	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in Canada.	We confirm that we have both the ability and willingness to provide IT Staff Augmentation services to Sourcewell Participating Entities in Canada by leveraging our global service model, established recruitment processes, and extensive experience in the IT services industry. Maddisoft already supports its global customers with operations in Canada.	*
37	Identify any geographic areas of the United States or Canada that you will NOT be fully serving through the proposed agreement.	Maddisoft does not exclude or intentionally limit service to any geographic areas in the United States or Canada under the proposed agreement. Accordingly, we do not foresee any specific areas that we would be unable to fully serve.	*
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.	Maddisoft does not anticipate restricting access to its solutions for any particular account type of Sourcewell Participating Entity if awarded an agreement. All eligible participating entities including cities, counties, school districts, higher education, special districts, and other public or nonprofit organizations recognized by Sourcewell would have full access to our services under the contract, and we do not foresee any category that would be excluded.	*
39	Define any specific requirements or restrictions that would apply to our participating entities in Hawaii and Alaska and in US Territories.	No specific requirements or restrictions would apply to participating entities in Hawaii and Alaska and in US Territories.	*
40	Will Proposer extend terms of any awarded master agreement to nonprofit entities?	Yes	*

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.	Maddisoft will execute a coordinated, sales-driven, multi-channel marketing program to actively promote the Sourcewell agreement to participating entities throughout the United States and Canada. • Dedicated Sourcewell focus: Assign a Program Lead and dedicate a portion of the existing sales force to promote the contract as a primary procurement path for public-sector prospects and existing customers. • Targeted account planning: Build Sourcewell-specific account plans for key segments—state and local government, K 12, higher education, utilities, and healthcare—identifying priority entities by size, IT spend, and alignment with our core skill sets. • Integrated in sales motions: Embed Sourcewell language, contract number, and value proposition in standard pitch decks and marketing materials. • Digital campaigns: Run email and LinkedIn campaigns targeting public-sector decision makers (CIOs, IT directors, procurement, HR/talent) that emphasize speed-to-contract, compliance with competitive solicitation requirements, and our ability to fill roles within approximately one week depending on skill requirements. • Conferences and webinars: Present at or sponsor relevant public-sector and education conferences (e.g., state IT association events) and host webinars focused on “Using cooperative contracts to accelerate IT staffing,” specifically referencing the Sourcewell agreement and real case examples. • Regional briefings: Offer virtual and on-site briefings for clusters of participating entities (e.g., state or regional groups of cities, school districts, or higher-ed systems) to explain contract use, SLAs, and our staffing process. • Sales enablement: Provide all sales and delivery personnel with a Sourcewell playbook covering eligibility, ordering steps, approved rate structures, and key talking points so the contract is consistently positioned. • Continuous refinement: Use feedback from participating entities and Sourcewell staff to adjust messaging, refine target segments, and develop additional materials (e.g., role catalogs, rate cards, and case studies) most relevant to public-sector buyers.	*

42	Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance marketing effectiveness.	Maddisoft approaches marketing with a blend of traditional relationship-building and modern digital tools. We've learned over time that effective outreach to public-sector clients requires understanding what they care about and meeting them where they already spend their time online. Our digital presence and social media strategy Our website (maddisoft.com) serves as the central resource for prospects to explore our capabilities. We've organized content by service area—staff augmentation, cloud, data analytics, cybersecurity—and by industry so that a school district IT director or county CIO can quickly find what's relevant to them without wading through irrelevant material. LinkedIn is where we invest most of our social media effort. With over 18,000 followers, we use it to share insights on IT trends, highlight real project examples (especially in government and utilities), and post open roles that might interest public-sector entities. We pay attention to what gets engagement—which posts get comments or shares, which topics drive the most profile visits—and use those signals to refine what we talk about next. How we use data to sharpen our focus We track basic but useful metrics through our website analytics: which pages get the most traffic from .gov or .edu domains, how long visitors stay, and which resources they download. When we see multiple visitors from state agencies looking at our SAP or Oracle staffing content, that tells us there's interest we should follow up on. For email campaigns, we segment by audience—K-12 versus higher ed, state government versus municipalities, IT leadership versus procurement—and look at open rates and click-throughs to see what resonates. If a campaign aimed at county IT directors gets twice the response of a general blast, we learn from that and do more targeted outreach going forward. We also use metadata in a straightforward way: tagging campaign sources, content types, and technologies so our CRM can connect the dots between a LinkedIn post about data modernization and an eventual RFP from a city that engaged with that content. It's not sophisticated AI; it's just disciplined tracking so our sales team knows which entities have shown genuine interest and what they care about. The point of all this isn't to generate vanity metrics. We use the data to help our account managers have better conversations. If someone from a participating entity has visited our staff augmentation page three times and downloaded a case study, our sales rep can reference that interest and offer something specific rather than a generic pitch. For the Sourcewell agreement specifically, we'll tag all related digital activity including web pages, email campaigns, LinkedIn posts, webinars etc. so we can measure how well those efforts drive actual utilization. We'll review that data quarterly and adjust our approach based on what's working. The bottom line is that we treat digital marketing as a way to be more relevant and helpful to participating entities, not as a substitute for genuine relationship-building. Technology and data help us scale those relationships and make better decisions about where to focus our time.	*
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?	Sourcewell's role is to provide a trusted, compliant contract vehicle and awareness across its membership. Our job is to make that vehicle easy to use, embed it into our sales rhythm, and actively promote it to every participating entity that can benefit from a faster, simpler way to access IT staff augmentation services. Sourcewell's role in promotion Sourcewell provides the foundation that makes this agreement attractive to public-sector buyers. It runs the competitive solicitation, awards a compliant cooperative contract, and makes that contract visible to its network of 50,000+ participating entities in the US and Canada. In practical terms, that means: • Listing the awarded agreement in Sourcewell's contract directories and procurement portal so buyers can easily find and reference it during their internal approvals. • Offering education and outreach to member agencies through webinars, newsletters, and its field team so procurement, finance, and IT leaders understand how to use the contract as a compliant alternative to running their own RFP. We do not view Sourcewell as our "sales team," but as a trusted channel partner that gives public agencies a faster, lower risk way to do business with us. How we will integrate the agreement into our sales process If awarded, the Sourcewell contract will be built into our day to day sales motions rather than treated as an add on. • Formal sales playbook: We will create a concise Sourcewell playbook for our salespeople and public-sector facing team members, covering eligibility, contract number, scope (IT staff augmentation), basic terms, and step by step ordering instructions. • CRM integration: Opportunities and customers that can use Sourcewell will be flagged in our CRM so reps can quickly see when the cooperative contract is the best path and can track Sourcewell-related pipeline and revenue separately. • Standard collateral: Sourcewell will be included in our core slide decks, one pagers, so every qualified public sector conversation naturally includes, "You can procure this through our Sourcewell contract if that simplifies things for you." On the execution side: • Account manager training: Account managers and recruiters will be trained to treat "Sourcewell" as a standard option during intake right alongside scope, budget, and timeline so the contracting path is sorted early instead of becoming a roadblock at the end. • Joint planning with Sourcewell: We are prepared to participate in joint planning and periodic business reviews with Sourcewell's vendor team to look at adoption by segment and geography, compare notes on what's working, and adjust our outreach accordingly.	*

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.	For this RFP, Maddisoft is proposing IT staff augmentation services, which are generally not offered as “click-to-buy” items on public e-commerce marketplaces. Instead, these services require scoping, rate confirmation, and candidate selection, so a true catalog-style online ordering model is not practical. That said, Maddisoft regularly works with governmental and educational entities through their own e-procurement and ERP platforms (such as PeopleSoft, Oracle, SAP, or similar systems). In those cases, we are set up as an approved vendor, receive electronic requisitions, and process purchase orders and change orders entirely within the customer’s e-procurement environment, aligning our staffing process with their existing digital workflows.	*

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.	For IT staff augmentation services, "product training" and "operator training" work differently than they would for physical equipment or packaged software. The IT professionals we place with participating entities arrive skilled and ready to contribute, but we do offer several types of training and knowledge transfer support. Pre-assignment preparation (standard, no cost to participating entity): Before any consultant starts with a participating entity, we ensure they are current on the relevant technologies and methodologies. This includes: • Role-specific technical refreshers (for example, ensuring an SAP consultant is up to date on the specific module version the entity is using). • Client-specific orientation covering the entity's environment, security protocols, and communication expectations. • Compliance and policy review (Cybersecurity standards, or other requirements relevant to public-sector work). This preparatory training is standard and included in our staffing rates; participating entities do not pay separately for it. Ongoing upskilling during assignment (standard, no cost to participating entity): Maddisoft maintains partnerships with major technology vendors including SAP, Oracle, Microsoft, and AWS, which gives our consultants access to training, certifications, and updates throughout their assignments. If a project's scope expands or new technology is introduced, we invest in keeping our people current so the participating entity continues to receive value without interruption.	*

46	Describe any technological advances that your proposed Solutions offer.	IT staff augmentation is fundamentally a people service, so when we talk about "technological advances," we're really talking about two things: the modern technology capabilities our consultants bring to participating entities, and the tools we use internally to find and deploy the right people faster and more effectively. Advanced technology skills our consultants deliver The biggest technological advance we offer is access to professionals who are current on the platforms and practices that public-sector entities are investing in right now, but may not have in-house expertise to support: Cloud-native and hybrid cloud architectures: Many of our consultants specialize in AWS, Microsoft Azure, and Google Cloud Platform, helping entities migrate legacy systems, build cloud-native applications, and design hybrid environments that balance security, cost, and performance. This is a significant shift from traditional on-premises IT staffing. Data analytics and artificial intelligence: We place professionals with expertise in modern data platforms (Snowflake, Databricks, Splunk) and emerging AI/ML capabilities. Public entities are starting to use these tools for predictive analytics, operational efficiency, and citizen services, and they need people who understand not just the technology but also how to apply it responsibly in a government or education context. DevOps, infrastructure as code, and automation: Rather than manual server provisioning and application deployment, our consultants bring skills in automation tools (Terraform, Ansible, Jenkins, Kubernetes) that allow participating entities to move faster, reduce errors, and free up internal staff for higher-value work. Cybersecurity and zero-trust frameworks: With increasing regulatory requirements and cyber threats facing public agencies, we staff professionals experienced in modern security architectures, identity management, endpoint protection, and compliance frameworks relevant to government and education. Enterprise application modernization: For entities running SAP, Oracle, or Microsoft Dynamics, we provide consultants who can help with upgrades to S/4HANA, Oracle Fusion, or cloud-based ERP, bringing knowledge of the latest modules, integration patterns, and best practices that weren't available even five years ago. Technology we use to improve the staffing process On the operational side, we use modern tools to make the staffing process itself more efficient and transparent for participating entities: Candidate matching and skills databases: We maintain detailed profiles of our consultants' skills, certifications, project history, and performance in structured databases that allow us to quickly identify the best fit for a given role. This is more sophisticated than a simple resume search as it maps requirements to real experience. Collaboration and onboarding platforms: Once a consultant is selected, we use digital onboarding tools, secure document sharing, and virtual collaboration platforms (Microsoft Teams, Zoom, project management tools) to get people up and running quickly, even when they're working remotely for a participating entity. Transparent status and communication: For longer-term or multi-role engagements, we can provide dashboards or regular digital reports that show assignment status, timekeeping, upcoming renewals, and performance metrics, so the participating entity has visibility without constant manual check-ins.	*

47	Describe any “green” initiatives that relate to your company or to your Solutions, and include a list of the certifying agency for each.	Maddisoft's green initiatives relate both to how we deliver IT services and to the solutions we help participating entities implement. Since IT staff augmentation is a professional services business rather than a manufacturing or product company, our environmental footprint and sustainability approach look different than organizations that produce physical goods. Solutions that support participating entities' sustainability goals Carbon data management and reporting services: Maddisoft has developed capabilities in carbon data management and sustainability reporting, helping organizations measure, track, and report on their environmental performance. This supports public-sector entities that need to meet carbon reduction commitments, comply with climate disclosure requirements, or demonstrate progress toward ESG (environmental, social, governance) goals. Cloud migration and infrastructure optimization: A significant portion of the IT consultants we place work on cloud transformation projects that directly reduce energy consumption. Moving workloads from on-premises data centers to hyperscale cloud platforms (AWS, Azure, Google Cloud) typically reduces energy use and carbon emissions because those platforms operate at higher efficiency and use renewable energy sources. Our consultants help entities retire aging, power-hungry infrastructure in favor of modern, more sustainable alternatives. Remote work enablement: The IT staff augmentation model itself has a lower environmental impact than traditional on-site only staffing. Many of our consultants work remotely or in hybrid arrangements, reducing commuter travel and the associated carbon footprint. For participating entities, this also means less need for physical office space expansion and the energy costs that come with it. Internal operational practices Paperless and digital-first processes: Our business model is inherently digital. Recruiting, onboarding, timekeeping, invoicing, and reporting are all conducted electronically, minimizing paper use and physical document storage. Energy-efficient office operations: Our Houston headquarters and other offices follow energy-conscious practices including efficient HVAC systems, LED lighting, and equipment power management policies to reduce unnecessary energy consumption. Responsible technology disposal: When IT equipment reaches end-of-life, we follow responsible e-waste disposal practices, working with certified electronic recycling vendors to ensure proper handling and recycling of components. Commitment to participating entities For Sourcewell participating entities pursuing their own sustainability objectives, Maddisoft can: • Provide consultants experienced in sustainability software, carbon accounting platforms, and ESG reporting tools. • Support technology projects that demonstrably reduce energy consumption or enable more efficient operations. • Work collaboratively with entities to minimize travel and environmental impact associated with our staffing engagements.	*
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.	Maddisoft does not currently hold third-party issued eco-labels, ratings, or certifications specifically related to the IT staff augmentation services proposed in this response. IT staff augmentation is a professional services offering rather than a manufactured product, so traditional environmental certifications and eco-labels (which typically apply to physical goods, equipment, or facilities) are not directly applicable to the solutions we are proposing under this RFP. While we maintain ISO 9001:2015 certification for Quality Management Systems, this certification addresses quality processes and continuous improvement rather than environmental performance criteria. If awarded a Sourcewell master agreement, Maddisoft is willing to work with participating entities to support their sustainability objectives through remote work arrangements, digital-only processes, and by providing consultants skilled in sustainability-related technology solutions such as carbon data management and cloud optimization that help entities reduce their own environmental footprint	*

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?	What sets us apart is not any single feature but a combination of depth, agility, 21+ years of experience working with large fortune-500 and public-sector organizations. Maddisoft is a full-service IT consulting firm implementing projects for its client and not a staffing firm, which enables us to understand the client requirements much better than pure staffing firms. Speed and accountability without sacrificing quality Most staffing companies promise fast turnaround, but few can deliver qualified IT professionals within approximately one week for most roles while maintaining rigorous quality standards. We've built this capability over 21+ years by maintaining a deep bench of pre-vetted consultants and an experienced recruiting team organized by technical domain. For participating entities facing urgent project deadlines or unexpected resource gaps, this combination of speed and reliability is rare. Breadth and integration across the IT stack Unlike niche staffing firms that specialize in only one area, Maddisoft places professionals across the full IT landscape: enterprise applications (SAP, Oracle, Microsoft), cloud platforms (AWS, Azure, GCP), data and analytics, cybersecurity, infrastructure, and application development. For participating entities, this means one contract and one vendor relationship can address multiple needs. And because we also deliver managed services and project-based work, we understand how staff augmentation fits into larger initiatives. We can provide a blend of augmentation and delivery support when a participating entity needs it, or stick purely to staffing when that's the right model. Technology partnerships that benefit participating entities Our formal partnerships with SAP, Oracle, Microsoft, and AWS give us early access to training, roadmaps, and support resources that keep our consultants current. When a participating entity is upgrading to SAP S/4HANA or migrating to Azure Government Cloud, our people bring knowledge of the latest best practices and common pitfalls because we're actively engaged with those vendor ecosystems. Smaller staffing firms simply don't have that level of partnership access. A service model designed around long-term relationships, not transactional placements Many staffing firms operate on volume: place as many people as possible, collect a fee, move on. Maddisoft's model is built around account management and sustained relationships. We will have a dedicated Account Executive and, for active engagements, a delivery lead who stays involved throughout the assignment to address performance issues, manage changes, and ensure continuity. Financial stability and ISO-certified operations Maddisoft is a privately held, financially stable company with over 21+ years in business. We're ISO 9001:2015 certified, which means our quality processes, risk management, and continuous improvement practices are independently audited and validated. For participating entities, this matters: you're not betting on a startup that may not be here in two years, and you're working with a firm that has formal accountability structures in place. What makes these attributes matter for Sourcewell participating entities specifically Public-sector buyers face constraints that commercial clients don't: tight budgets, extended approval cycles, heightened scrutiny, and an obligation to demonstrate value and compliance. Maddisoft's unique combination of speed, public-sector fluency, technical breadth, vendor partnerships, relationship focus, and operational maturity is specifically designed to address those constraints. A Sourcewell participating entity using our agreement gets more than access to IT talent. They get a partner that understands how IT projects work, that can move quickly when needed, that won't disappear after the first placement, and that brings the depth and stability to support complex, multi-year initiatives.	*

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	MBE from City of Houston WBE from City of Houston SBE from City of Houston MBE from NMSDC (National Minority Supplier Development Council) Texas HUB SBE from METRO (Metropolitan Transit Authority of Harris County)	*
51		Minority Business Enterprise (MBE)	(•) Yes ( ) No	MBE from City of Houston MBE from NMSDC (National Minority Supplier Development Council)	*
52		Women Business Enterprise (WBE)	(•) Yes ( ) No	WBE from City of Houston	*
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	SBE from City of Houston SBE from METRO (Metropolitan Transit Authority of Harris County)	*
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.	Maddisoft LLC offers standard payment terms of Net 30 days from the date of a proper invoice receipt. We accept a variety of payment methods to accommodate the diverse administrative needs of Sourcewell participating entities, including ACH (Electronic Funds Transfer), Wire Transfer, and corporate checks.	*
60	Describe any leasing or financing options available for use by educational or governmental entities.	IT staff augmentation services are professional services billed on a time-and-materials or contract-duration basis, not capital equipment purchases, so traditional leasing or financing arrangements do not typically apply. Maddisoft invoices participating entities for staff augmentation services based on actual hours worked or agreed contract periods, with payment due according to standard net-30 terms commonly used by governmental and educational entities.	*

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.	Maddisoft recognizes that many governmental and educational entities have their own standard procurement documents, terms and conditions, and transaction forms. We are flexible and willing to work with participating entity-provided templates. For most staff augmentation engagements, we use a Statement of Work that clearly defines: 1. The specific role(s) being filled (job title, skill requirements, technical competencies) 2. Duration of the engagement (start date, end date, or ongoing with termination notice provisions) 3. Billing rates tied to the Sourcewell master agreement pricing 4. Work location (onsite, remote, or hybrid) For time-and-materials engagements, we use standard timesheet templates (typically bi-weekly or monthly) that are approved by the participating entity's designated manager before invoicing.	*
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?	We recognize that many governmental and educational entities use P-Cards (procurement cards or purchasing cards) to streamline payment for goods and services, and we are willing to accept P-Card payments for IT staff augmentation invoices when requested by a participating entity. There will be no extra cost to Sourcewell participating entities for using this process.	*
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.	Maddisoft has provided line item pricing and discount details in the attached pricing sheet. We have considered 5% discount of all line items for Sourcewell.	*
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 have considered 5% discount of all line items for Sourcewell. Pricing details with discount are provided in the pricing sheet.	*
65	Describe any quantity or volume discounts or rebate programs that you offer.	We agree to offer additional 1% discount of volume purchases over USD 5 Mn.	*

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.	Maddisoft understands that Sourcewell participating entities may occasionally require IT professionals with specialized skills, certifications, or niche expertise that fall outside our standard offerings or immediate talent pool. To address these situations, we propose a transparent, cost-effective approach to sourcing and providing "open market" or non-contracted staffing solutions. Proposed sourcing method Extended search and specialty recruitment: When a participating entity requests an IT role that requires skills, experience, or certifications beyond Maddisoft's existing bench of pre-qualified consultants, we will conduct an extended recruitment effort including: Targeted outreach to passive candidates through specialized networks and platforms Engagement with niche technology communities and professional associations Coordination with subcontractors or partner firms that specialize in the required domain Executive search methods for senior-level or highly specialized positions This extended sourcing process is treated as value-added service rather than a separate line-item charge, provided the role aligns with the general scope of IT staff augmentation services under the Sourcewell master agreement. Pricing structure for sourced/open market candidates: For candidates identified through extended or open market sourcing, Maddisoft proposes the following pricing approach: Cost-plus model: Base cost: The actual cost Maddisoft incurs to engage the candidate, including their compensation, benefits, payroll taxes, workers' compensation, and administrative burden. Markup percentage: A transparent markup of 15-25% applied to the base cost, depending on the complexity of the sourcing effort, level of specialization, and any subcontractor or partner fees involved. No hidden fees: All costs are disclosed upfront in the quote provided to the participating entity, with clear breakdowns of base cost, markup percentage, and total billable rate. This approach ensures participating entities receive fair, competitive pricing for hard-to-fill roles while allowing Maddisoft to recover the additional cost and effort associated with sourcing specialized talent. Quote-based approach (alternative): For highly specialized or executive-level roles where standard cost-plus pricing may not apply, Maddisoft will provide a detailed written quote for each request, including: Scope of the search effort and timeline Estimated compensation range for the candidate Proposed billing rate to the participating entity Any additional costs (e.g., relocation assistance, signing bonuses, specialized background checks) Terms and conditions specific to the engagement The participating entity reviews and approves the quote before Maddisoft initiates the search or engages the candidate.	*

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.	N/A - pricing is inclusive.	*
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.	N/A	*
69	Specifically describe freight, shipping, and delivery terms or programs available for Alaska, Hawaii, Canada, or any offshore delivery.	N/A	*
70	Describe any unique distribution, delivery, and/or deployment methods or options offered in your proposal.	N/A	*
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.	Maddisoft will implement a comprehensive self-audit program to ensure full compliance with Sourcewell master agreement terms, including pricing accuracy and administrative fee integrity. Our Contract Manager will conduct quarterly internal audits covering: (1) pre-transaction pricing verification to confirm all rates match approved Sourcewell pricing before engagement, (2) transaction-level reviews of at least 20% of completed transactions to validate invoiced rates and identify unauthorized charges, (3) semi-annual reconciliation of internal rate tables against official Sourcewell pricing documentation, (4) administrative fee calculation verification and transaction capture reviews to ensure complete and accurate quarterly reporting, and (5) service level performance reviews against key commitments including time-to-fill and participating entity satisfaction. All audits will be completed before submitting quarterly sales reports and fee payments to Sourcewell. When compliance issues are identified, Maddisoft will implement corrective actions with root cause analysis to prevent recurrence.	*
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.	Maddisoft's internal success metrics for the Sourcewell master agreement will focus on three core dimensions: delivery performance (speed, hit rate, fulfillment), quality and satisfaction (retention, ratings, low replacement rates), and program growth (adoption, spend, repeat utilization). These metrics align with our commitments in the proposal, Sourcewell's expectations, and participating entities' needs for responsive, high-quality IT staff augmentation services. Regular monitoring and transparent reporting will ensure accountability and drive continuous improvement throughout the agreement term. If awarded a Sourcewell master agreement, Maddisoft will track a comprehensive set of internal performance metrics to measure our success in serving participating entities and fulfilling our commitments under the agreement. These metrics will be monitored continuously and reviewed quarterly with Sourcewell and key stakeholders to ensure accountability and drive continuous improvement. Fulfillment and delivery performance metrics • Time-to-fill (requisition fulfillment speed) • Candidate submission rate (hit rate) • Offer acceptance rate Quality and satisfaction metrics • Consultant retention and assignment completion rate • Participating entity satisfaction scores • Consultant replacement rate Utilization and program growth metrics • Number of active participating entities: • Total contract spend and volume: • Repeat utilization rate: • Geographic and sector coverage: Operational efficiency and compliance metrics • Requisition response time (initial acknowledgment) • Candidate presentation rate • Background check and compliance turnaround • Sourcewell reporting accuracy and timeliness • Administrative fee remittance compliance Continuous improvement and innovation metrics • Participating entity Net Promoter Score (NPS) • Process improvement initiatives	*

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.	1%	*

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 offering better prices than typically offered.	*

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.	Maddisoft is proposing comprehensive IT Staff Augmentation Services to Sourcewell participating entities under this solicitation. Our solutions are designed to provide governmental, educational, and nonprofit organizations with flexible, high-quality IT talent across the full spectrum of technology disciplines, delivered through multiple engagement models to meet varying organizational needs. Core solution: IT staff augmentation services Maddisoft's primary offering under this proposal is IT Staff Augmentation, which provides participating entities with skilled IT professionals on a temporary, project-based, long-term, or direct-hire basis. This service allows entities to quickly fill workforce gaps, scale teams for specific initiatives, and access specialized expertise without the time and cost associated with traditional permanent hiring. Engagement models Temporary staffing: Short-term placements (typically 1-6 months) to address immediate needs such as backfill for staff on leave, surge support during peak workload periods, or coverage during transitions. Project-based staffing: Consultants assigned for the duration of a specific initiative (typically 6-18 months) such as ERP implementations, cloud migrations, cybersecurity assessments, or application development projects. Resources roll off upon project completion or transition to ongoing support roles. Long-term staff augmentation: Extended assignments (12 months or longer, often multi-year) where consultants function as integrated members of the participating entity's IT organization, supporting ongoing operations, maintenance, and strategic initiatives. Direct-hire/permanent placement: Assistance in identifying, recruiting, and hiring exceptional IT talent for permanent positions within the participating entity's organization. Our team manages the entire hiring process from creating the job profile to final onboarding. Technology domains and IT roles Maddisoft provides IT professionals across the full technology stack and all major IT disciplines:

Enterprise applications and ERP:

SAP consultants (functional and technical across all modules: FI/CO, MM, SD, PP, HR, ABAP, Basis, S/4HANA migration specialists)

Oracle ERP specialists (E-Business Suite, Oracle Fusion, PeopleSoft)

Microsoft Dynamics consultants

Enterprise application administrators and support analysts

Cloud infrastructure and transformation:

Cloud architects and engineers (AWS, Microsoft Azure, Google Cloud Platform)

Cloud migration specialists

Hybrid cloud and multi-cloud environment designers

Infrastructure-as-code and automation specialists (Terraform, Ansible, CloudFormation)

DevOps engineers and site reliability engineers (SREs)

Data, analytics, and business intelligence:

Data engineers and data architects

Business intelligence developers and analysts (Power BI, Tableau, SAP BusinessObjects) *

Data warehouse and ETL specialists

Big data platform engineers (Hadoop, Spark, Databricks, Snowflake)

Data scientists and machine learning engineers

Database administrators (SQL Server, Oracle, PostgreSQL, MongoDB)

Cybersecurity and compliance:

Security architects and engineers

Security analysts and SOC analysts

Penetration testers and ethical hackers

Identity and access management (IAM) specialists

Compliance specialists (NIST, CJIS, FERPA, HIPAA, FedRAMP)

Security operations and incident response professionals

Application development and modernization:

Full-stack developers (.NET, Java, Python, Node.js, React, Angular)

Mobile application developers (iOS, Android, cross-platform)

Application architects

Legacy system modernization specialists

API development and integration specialists

Agile coaches and scrum masters

IT infrastructure and operations:

Network engineers and architects

		Systems administrators (Windows, Linux, Unix) Virtualization specialists (VMware, Hyper-V) Storage and backup administrators Help desk and desktop support technicians Server and datacenter operations staff IT project and program management: IT project managers (PMP, PRINCE2 certified) Program managers and PMO directors Business analysts and systems analysts Change management specialists Vendor and contract management specialists Specialized and emerging technologies: Artificial intelligence and machine learning specialists Robotic process automation (RPA) developers Internet of Things (IoT) architects and developers Blockchain and distributed ledger technology experts Geographic Information Systems (GIS) specialists Telecommunications and VoIP engineers
76	Within this RFP category there may be subcategories of solutions. List subcategory titles that best describe your products and services.	Based on Maddisoft's comprehensive IT services portfolio and the scope of this RFP, the following subcategories best describe our solutions: Primary subcategories 1. IT Staff Augmentation Services – Enterprise Applications SAP consulting and development (functional and technical, all modules) Oracle ERP services (E-Business Suite, Fusion, PeopleSoft) Microsoft Dynamics consulting Enterprise application support and administration 2. IT Staff Augmentation Services – Cloud Infrastructure and DevOps Cloud architects and engineers (AWS, Azure, Google Cloud Platform) Cloud migration and transformation specialists DevOps engineers and automation specialists Infrastructure-as-code and site reliability engineering 3. IT Staff Augmentation Services – Data and Analytics Data engineers and architects Business intelligence developers and analysts Database administrators and developers Data scientists and machine learning specialists

4. IT Staff Augmentation Services – Cybersecurity

Security architects and engineers

Security analysts and SOC professionals

Penetration testers and compliance specialists

Identity and access management experts

5. IT Staff Augmentation Services – Application Development

Full-stack developers and software engineers

Mobile application developers

Application architects and integration specialists

Legacy system modernization experts

6. IT Staff Augmentation Services – IT Infrastructure and Operations

Network engineers and administrators

Systems administrators (Windows, Linux, Unix)

Help desk and desktop support

Datacenter and operations staff

7. IT Staff Augmentation Services – IT Project and Program Management

IT project managers and PMO directors

Business analysts and systems analysts

Agile coaches and scrum masters

Change management specialists

Complementary subcategories
8. IT Consulting and Advisory Services

IT strategy and roadmap development

Technology assessment and vendor selection

Enterprise architecture design

Digital transformation consulting

9. Managed IT Services

Application support and maintenance

Infrastructure monitoring and management

Help desk and service desk operations

Security operations center (SOC) services

10. Recruitment Process Outsourcing (RPO)

End-to-end recruitment and hiring management

Candidate sourcing and screening

Onboarding coordination and support

		11. IT Workforce Management Services Vendor-on-premise (VOP) coordination Master supplier and vendor management Multi-supplier performance oversight 12. Administrative and ServiceDesk Support Technical support services Help desk operations ServiceDesk and ticket management support These subcategories align with the scope defined in Sourcewell RFP 010826 for IT Managed Workforce and IT Staff Augmentation Solutions and encompass the full range of services Maddisoft provides to governmental, educational, and nonprofit organizations.
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.	Maddisoft has refined a comprehensive, quality-driven recruitment and placement process over nearly two decades of providing IT staff augmentation services to Fortune-200 companies and government organizations. Our approach ensures that every candidate placed with a Sourcewell participating entity is qualified, authorized to work, available on time, and culturally aligned with the organization. 1. How candidates are qualified for the role Maddisoft employs a multi-stage qualification process that goes beyond resume matching to verify actual technical competency and relevant experience: Initial identification and database screening: When a participating entity submits a staffing requisition, the requirement is analyzed and allocated to specialized recruiters based on the technical domain and industry experience required. Our recruiters first search our existing database of pre-qualified IT professionals, which contains detailed profiles of skills, certifications, project history, and performance records. Technical pre-screening: For candidates who appear to match the role on paper, recruiters conduct a comprehensive pre-screening interview to understand: • Depth and recency of technical skills • Specific project experience relevant to the role • Proficiency with required technologies, platforms, and tools • Salary expectations and willingness to relocate (if required) • Availability and start date flexibility • Communication skills, teamwork capabilities, and work style This initial screening filters out candidates who may look qualified on a resume but lack the practical experience or soft skills needed for success. Technical evaluation by subject matter experts: Candidates who pass pre-screening are then evaluated by Maddisoft's internal technical experts—senior consultants or practice leads in the specific technology domain (e.g., SAP, Oracle, cloud, cybersecurity). These experts conduct in-depth technical interviews to: • Validate claimed skills through scenario-based questions and problem-solving exercises • Assess the candidate's understanding of best practices and industry standards • Evaluate experience with similar projects, environments, or organizational contexts • Determine whether the candidate's technical depth matches the complexity of the role Post-interview, detailed feedback is documented internally. Candidates who do not meet technical expectations are removed from consideration for that role. Verification of credentials and experience: For roles requiring specific certifications (e.g., PMP, CISSP, AWS Certified Solutions Architect, SAP certifications), Maddisoft verifies authenticity through: • Direct validation with issuing organizations • Review of official certification documents • Academic record checks for education, training, and professional registrations This ensures participating entities receive consultants with verified,

current credentials rather than outdated or false claims.
Minimum of three qualified candidates per position:
For each staffing requirement, Maddisoft shortlists a minimum of three candidates who have successfully passed all internal qualification steps, providing the participating entity with choice and flexibility.
2. How candidates are authorized to work
Maddisoft takes full responsibility for verifying that every candidate is legally authorized to work in the United States or Canada before any placement.
Employment eligibility verification (I-9 process for US placements):
For all US-based placements, Maddisoft completes the federal Form I-9 (Employment Eligibility Verification) in full compliance with US Citizenship and Immigration Services (USCIS) requirements. This includes:
• Reviewing original, unexpired documents establishing identity and work authorization (e.g., US passport, permanent resident card, Employment Authorization Document, or acceptable combination of documents)
• Completing Section 2 of Form I-9 within three business days of the candidate's start date
• Maintaining I-9 records for the duration required by law (three years after hire or one year after termination, whichever is later)
Work authorization verification for Canadian placements:
For placements in Canada, Maddisoft verifies:
• Canadian citizenship or permanent resident status
• Valid work permits for foreign nationals (if applicable)
• Compliance with provincial and federal employment regulations
Visa sponsorship and work permit management:
Where applicable, Maddisoft manages the full lifecycle of visa sponsorship for foreign nationals working in the US (H-1B, TN, L-1 visas) or Canada, including:
• Filing Labor Condition Applications (LCAs) and visa petitions
• Tracking visa expiration dates and initiating renewals in advance
• Ensuring consultants maintain valid status throughout their assignment
• Coordinating with immigration counsel to address any compliance issues
Maddisoft has extensive experience with visa sponsorship, as evidenced by our H-1B filing history and immigration compliance track record.
Responsibility and liability:
Maddisoft assumes full responsibility and liability for work authorization verification. Participating entities are not required to independently verify employment eligibility for Maddisoft consultants, though entities retain the right to request documentation or conduct their own verification if desired under their policies.
If a candidate's work authorization expires or changes during an assignment, Maddisoft proactively manages the renewal or replacement process and immediately notifies the participating entity of any potential gaps or issues. *
3. How candidates are available and placed on time
Maddisoft's recruitment process is designed for speed without compromising quality, ensuring participating entities receive qualified consultants within approximately one week for most IT roles.
Efficient recruiter allocation:
Upon receipt of a requisition, the requirement is immediately assigned to recruiters with specific domain expertise (e.g., ERP, cloud, cybersecurity) and knowledge of the participating entity's industry (government, education, utilities). This targeted allocation eliminates wasted time and ensures recruiters understand both the technical and contextual requirements.
Leveraging existing talent pools:
Maddisoft maintains an active, updated database of IT professionals who have been pre-screened, technically evaluated, and are available for immediate or near-term placement. Many requisitions can be filled from this existing pool, dramatically reducing time-to-placement.
Proactive sourcing and external recruitment:
For roles requiring niche or high-demand skills not immediately available in our database, recruiters activate external sourcing through:
• Job postings on targeted platforms (LinkedIn, Dice, Indeed, niche technical boards)
• Outreach to passive candidates in our network
• Referrals from current and former consultants
• Coordination with technology vendor partner networks (SAP, Oracle, AWS, Microsoft)
Even when external sourcing is required, Maddisoft's streamlined process moves quickly through identification, screening, and evaluation.

		Transparent communication and status updates: Throughout the recruitment process, the Account Executive and assigned recruiters provide regular status updates to the participating entity, including: • Number of candidates sourced and in-process • Timeline for candidate submissions • Any challenges or constraints (e.g., tight labor market for a specific skill) • Adjustments to requirements if initial search yields insufficient candidates This transparency allows participating entities to plan accordingly and adjust timelines or requirements if necessary. Flexible start dates and onboarding: Once a candidate is selected by the participating entity, Maddisoft coordinates start dates that align with the entity's needs and the candidate's availability. We handle all onboarding documentation, background checks, and administrative tasks in parallel to avoid delays, ensuring the consultant is ready to begin work on the agreed date. 4. How candidates are a suitable fit for the organization Technical skills alone do not guarantee success. Maddisoft evaluates candidates holistically to ensure they will integrate effectively with the participating entity's culture, work environment, and mission. Understanding organizational context: Before initiating recruitment, Maddisoft's Account Executive works with the participating entity to understand: • Organizational culture and values (e.g., public service mission, collaborative vs. independent work style) • Team dynamics and existing staff profiles • Communication preferences and expectations • Specific sensitivities relevant to public-sector work (e.g., transparency, accountability, data privacy) This context informs candidate evaluation beyond technical qualifications. Soft skills and behavioral assessment: During pre-screening and technical interviews, Maddisoft evaluators assess: • Communication skills (clarity, professionalism, ability to explain technical concepts to non-technical stakeholders) • Teamwork and collaboration abilities • Listening skills and responsiveness • Analytical and problem-solving approach • Adaptability and willingness to learn • Work ethic and reliability These factors are particularly important in government and education environments where consultants must work alongside internal staff, adhere to established processes, and demonstrate professionalism in public-facing roles. Public-sector experience and understanding: Whenever possible, Maddisoft prioritizes candidates who have prior experience working with governmental, educational, or nonprofit organizations. Candidates without direct public-sector experience are briefed on these considerations during the pre-screening and client interview preparation phases. Client interview and final selection: Maddisoft submits candidate profiles (resumes and skill summaries) only for candidates who have passed all internal qualification and fit assessments. The participating entity then conducts its own interviews (in-person or virtual) with shortlisted candidates, retaining full control over the final selection decision. This ensures the participating entity has direct interaction with candidates and can assess fit based on their own criteria and preferences. Performance monitoring and feedback during assignment: Once a consultant is placed, Maddisoft's delivery team maintains regular contact with both the consultant and the participating entity to: • Monitor performance and cultural integration • Address any issues or concerns promptly • Gather feedback on fit and effectiveness • Make adjustments or provide replacement resources if needed This ongoing oversight ensures that fit is maintained throughout the engagement, not just assessed at the time of placement.
78	Describe your process for ensuring candidates have the necessary proprietary or organization-specific equipment to perform their role.	Maddisoft recognizes that IT consultants require appropriate equipment and tools to perform effectively, particularly in remote or hybrid work arrangements that have become standard in public-sector IT

	Include details on how equipment is prepared (e.g., configured, secured, and imaged), delivered, and supported, particularly when the candidate is working remotely.	operations. Our approach balances flexibility with security and organizational policy compliance. Equipment responsibility and ownership models Participating entity-provided equipment (preferred model): In most governmental and educational engagements, the participating entity provides equipment directly to Maddisoft consultants following the same policies and procedures used for their internal employees. This approach offers several advantages: • Equipment is pre-configured with the entity's standard image, security policies, and required software • Consultants have direct access to the entity's network, applications, and collaboration tools • The entity maintains full control over data security, encryption, and endpoint management • Equipment can be immediately reclaimed when the assignment ends When participating entities provide equipment, Maddisoft coordinates logistics including: • Confirming hardware requirements and delivery timelines with the entity's IT department • Ensuring consultants complete required onboarding steps (device enrollment, security training, acceptable use policy acknowledgment) • Serving as the point of contact for any technical setup issues • Managing equipment return at the end of the assignment Maddisoft-provided equipment (when requested): For participating entities that prefer Maddisoft to provide consultant equipment—or for remote engagements where entity-provided equipment is impractical—Maddisoft can furnish laptops, peripherals, and other necessary hardware. In these cases: • Devices are configured with base operating systems, productivity software, and security tools • Consultants are responsible for maintaining the equipment and returning it upon assignment completion Bring-your-own-device (BYOD) arrangements (limited use): For certain roles where security and compliance concerns are minimal, and with explicit participating entity approval, consultants may use their own personal devices. This model is rare in government and education due to data privacy, security, and audit requirements, and Maddisoft does not recommend it for most public-sector placements. Equipment preparation: Configuration, security, and imaging When Maddisoft provides equipment, we follow a structured preparation process to ensure devices are secure, compliant, and ready for use: Base configuration and imaging: • Standard productivity software is pre-installed (Microsoft Office 365, collaboration tools, remote access clients) • Unnecessary software, bloatware, and default applications are removed to minimize attack surface • BIOS/firmware is updated to current versions and configured with secure boot and encryption settings Security hardening: • Endpoint protection and antivirus software is installed and configured • Firewall and intrusion detection settings are enabled • Local administrator accounts are disabled or password-protected • Automatic security updates and patch management are configured Equipment delivery and logistics For onsite or local consultants: Equipment is shipped directly to the consultant's home address, Maddisoft office or the participating entity's location, depending on the start date and entity preferences. Standard shipping methods include: • FedEx or UPS with tracking and signature confirmation • Delivery 3-5 business days before the consultant's start date to allow time for any setup issues • Pre-configured with all necessary software so consultants can begin work immediately upon arrival For remote consultants: Remote equipment delivery follows the same process, with additional considerations: • Clear instructions provided for initial device setup, network configuration, and connectivity testing • Remote IT support available via phone, email, or screen-sharing to troubleshoot any issues • Coordination with the participating entity's IT help desk for any entity-specific access or authentication issues Virtual desktop infrastructure (VDI) and remote access:

		Many government and education entities use VDI or remote desktop solutions (Citrix, VMware Horizon, Windows Virtual Desktop) to provide consultants with secure access to internal systems without placing proprietary software on local devices. In these cases: • Maddisoft consultants use thin clients or standard laptops to access the entity's virtual environment • All proprietary software, data, and configurations remain within the entity's controlled environment • Equipment requirements are minimal (basic laptop with web browser and remote access client) This model simplifies equipment management and enhances security for participating entities with sensitive data or strict compliance requirements.	

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	Maddisoft has maintained an active presence in the government sector over several years, providing IT staff augmentation services to federal, state, and local agencies as well as utilities and other public entities. Representative government sector example Client: State of Texas agencies and local governmental entities utilizing the Texas Department of Information Resources (DIR) cooperative contract Contract duration: Ongoing - Active DIR contract holder Types of staffing solutions: Through the DIR contract, Maddisoft has delivers a range of staffing models to multiple Texas state agencies and local government entities: • Long-term staff augmentation: The majority of placements are 12-month or multi-year assignments where consultants function as integrated members of the agency's IT teams, supporting ongoing operations and strategic initiatives. • Project-based augmentation: Consultants brought in specifically for defined projects such as ERP implementations, cloud migrations, cybersecurity assessments, and application modernization efforts, typically ranging from 6-18 months in duration. • Temporary backfill and surge support: Short-term placements (3-6 months) to address temporary staffing gaps, peak workload periods, or to provide coverage during internal staff transitions. Key characteristics of this engagement: The DIR contract demonstrates Maddisoft's ability to serve multiple government entities under a single cooperative purchasing agreement—exactly the model that Sourcewell participating entities would experience. This engagement highlights our experience working within state procurement frameworks, navigating agency-specific policies, meeting strict background check and security clearance requirements, and providing consultants who understand the unique constraints of government. All placements through DIR are processed using the standard state purchasing processes, agencies issue purchase orders or inter-agency contracts referencing the DIR contract number, and we invoice according to established state payment terms and procedures. This type of cooperative contract relationship is directly analogous to what Maddisoft would provide under a Sourcewell master agreement: a pre-competed, compliant procurement vehicle that multiple participating entities can use to quickly access quality IT talent without running their own RFPs.

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	Maddisoft has significant experience providing IT staff augmentation services to the education sector, including K-12 school districts, higher education institutions, and educational service centers. Representative education sector example Client: Houston Independent School District (Houston ISD), one of the largest public school districts in the United States serving over 180,000 students Contract duration: Ongoing - Currently active Types of staffing solutions: The Houston ISD engagement includes multiple staffing models tailored to the district's varying needs: • Long-term staff augmentation: Several consultants are placed on 12-month or academic-year aligned assignments, functioning as integrated members of the district's IT department to support ongoing operations, student information systems, and instructional technology. • Project-based augmentation: Consultants brought in specifically for defined initiatives such as cybersecurity improvements, network infrastructure upgrades, cloud migration projects, and student data system implementations, typically ranging from 6-12 months. • Temporary and surge support: Short-term placements (3-4 months) to provide coverage during peak periods such as back-to-school technology rollouts, standardized testing windows, and when internal IT staff are on leave or transitioning. Additional education sector experience Beyond Houston ISD, Maddisoft serves the education sector through our active Texas Department of Information Resources (DIR) cooperative contract, which is available to K-12 school districts, higher education institutions, and educational service centers across Texas. Through DIR, we work with community colleges, universities, and regional education service centers, providing the same flexible, compliant staffing solutions that would be available to Sourcewell participating entities in the education sector. This combination of direct district relationships and cooperative contract experience positions Maddisoft to effectively serve the diverse needs of educational institutions—from small rural school districts to large urban systems and multi-campus higher education institutions.

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 - Maddisoft.zip - Wednesday January 07, 2026 17:23:57
- Pricing - Maddisoft Pricing - Sourcewell.pdf - Wednesday January 07, 2026 16:55:03
- Financial Strength and Stability - Maddisoft-Financial Standing Letter.pdf - Wednesday January 07, 2026 16:05:38
- Marketing Plan/Samples - Maddisoft Marketing Plan - Sourcewell.pdf - Wednesday January 07, 2026 16:28:41
- WMBE/MBE/SBE or Related Certificates - Maddisoft MBE Certificate from City of Houston.pdf - Wednesday January 07, 2026 16:04:01
- Standard Transaction Document Samples (optional)
- Requested Exceptions (optional)
- Upload Additional Document (optional)

Addenda, Terms and Conditions

PROPOSER AFFIDAVIT OF COMPLIANCE

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

1. The Proposer is submitting this Proposal under its full and complete legal name, and the Proposer legally exists in good standing in the jurisdiction of its residence.

2. The Proposer warrants that the information provided in this Proposal is true, correct, and reliable for purposes of evaluation for award.

3. The Proposer certifies that:

(1) The prices in this Proposal have been arrived at independently, without, for the purpose of restricting competition, any consultation, communication, or agreement with any other Proposer or competitor relating to-

(i) Those prices;

(ii) The intention to submit an offer; or

(iii) The methods or factors used to calculate the prices offered.

(2) The prices in this Proposal have not been and will not be knowingly disclosed by the Proposer, directly or indirectly, to any other Proposer or competitor before award unless otherwise required by law; and

(3) No attempt has been made or will be made by Proposer to induce any other concern to submit or not to submit a Proposal for the purpose of restricting competition.

4. To the best of its knowledge and belief, and except as otherwise disclosed in the Proposal, there are no relevant facts or circumstances which could give rise to an organizational conflict of interest. An organizational conflict of interest is created when a current or prospective supplier is unable to render impartial service to Sourcewell due to the supplier's: a. creation of evaluation criteria during performance of a prior agreement which potentially influences future competitive opportunities to its favor; b. access to nonpublic and material information that may provide for a competitive advantage in a later procurement competition; c. impaired objectivity in providing advice to Sourcewell.

5. Proposer will provide to Sourcewell Participating Entities Solutions in accordance with the terms, conditions, and scope of a resulting master agreement.

6. The Proposer possesses, or will possess all applicable licenses or certifications necessary to deliver Solutions under any resulting master agreement.

7. The Proposer will comply with all applicable provisions of federal, state, and local laws, regulations, rules, and orders.

8. Proposer its employees, agents, and subcontractors are not:

1. Included on the "Specially Designated Nationals and Blocked Persons" list maintained by the Office of Foreign Assets Control of the United States Department of the Treasury found at: https://www.treasury.gov/ofac/downloads/sdnlist.pdf;
2. Included on the government-wide exclusions lists in the United States System for Award Management found at: https://sam.gov/SAM/; or
3. Presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from programs operated by the State of Minnesota; the United States federal government, as applicable; or any Participating Entity. Vendor certifies and warrants that neither it nor its principals have been convicted of a criminal offense related to the subject matter of this solicitation.

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