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MASTER AGREEMENT #010826
CATEGORY: IT Managed Workforce and IT Staff Augmentation Solutions
SUPPLIER: 22nd Century Technologies, Inc.

This Master Agreement (Agreement) is between Sourcewell, a Minnesota service cooperative located at 202 12th Street Northeast, Staples, MN 56479 (Sourcewell) and 22nd Century Technologies, Inc., 8251 Greensboro Drive, Suite 900, McLean, VA 22102 (Supplier).

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

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

Article 1: General Terms

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

1) **Purpose.** Pursuant to Minnesota law, the Sourcewell Board of Directors has authorized a Cooperative Purchasing Program designed to provide Participating Entities with access to competitively awarded cooperative purchasing agreements. To facilitate the Program, Sourcewell has awarded Supplier this cooperative purchasing Master Agreement following a competitive procurement process intended to meet compliance standards in accordance with Minnesota law and the requirements contained herein.

2) **Intent.** The intent of this Master Agreement is to define the roles of Sourcewell, Supplier, and Participating Entity as it relates to Sourcewell's Cooperative Purchasing Program.

3) **Participating Entity Access.** Sourcewell's Cooperative Purchasing Program Master Agreements are available to eligible public agencies (Participating Entities). A Participating Entity's authority to access Sourcewell's Cooperative Purchasing Program is determined through the laws of its respective jurisdiction.

4) **Supplier Access.** The Included Solutions offered under this Agreement may be made available to any Participating Entity. Supplier understands that a Participating Entity's use of this Agreement is at the Participating Entity's sole convenience. Supplier will educate its sales and service forces about Sourcewell eligibility requirements and required documentation. Supplier will be responsible for ensuring sales are with Participating Entities.

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5) **Term.** This Agreement is effective upon the date of the final signature below. The term of this Agreement is four (4) years from the effective date. The Agreement expires at 11:59 P.M. Central Time on October 20, 2030, unless it is cancelled or extended as defined in this Agreement.

   a) **Extensions.** Sourcewell and Supplier may agree to up to three (3) additional one-year extensions beyond the original four-year term. The total possible length of this Agreement will be seven (7) years from the effective date.

   b) **Exceptional Circumstances.** Sourcewell retains the right to consider additional extensions as required under exceptional circumstances.

6) **Survival of Terms.** Notwithstanding the termination of this Agreement, the obligations of this Agreement will continue through the performance period of any transaction entered between Supplier and any Participating Entity before the termination date.

7) **Scope.** Supplier is awarded a Master Agreement to provide the solutions identified in (Solicitation #010826) to Participating Entities. In-scope solutions include:

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

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

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

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

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

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

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

13) **Supplier Representations:**

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

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

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

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

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

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

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

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regulations at 41 C.F.R. § 60, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor." The equal opportunity clause is incorporated herein by reference.

ii) **DAVIS-BACON ACT, AS AMENDED (40 U.S.C. § 3141-3148).** When required by federal program legislation, all prime construction contracts in excess of $2,000 awarded by non-federal entities must include a provision for compliance with the Davis-Bacon Act (40 U.S.C. § 3141-3144, and 3146-3148) as supplemented by Department of Labor regulations (29 C.F.R. § 5, "Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction"). In accordance with the statute, contractors must be required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor. In addition, contractors must be required to pay wages not less than once a week. The non-federal entity must place a copy of the current prevailing wage determination issued by the Department of Labor in each solicitation. The decision to award a contract or subcontract must be conditioned upon the acceptance of the wage determination. The non-federal entity must report all suspected or reported violations to the federal awarding agency. The contracts must also include a provision for compliance with the Copeland "Anti-Kickback" Act (40 U.S.C. § 3145), as supplemented by Department of Labor regulations (29 C.F.R. § 3, "Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States"). The Act provides that each contractor or subrecipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled. The non-federal entity must report all suspected or reported violations to the federal awarding agency. Supplier must comply with all applicable Davis-Bacon Act provisions.

iii) **CONTRACT WORK HOURS AND SAFETY STANDARDS ACT (40 U.S.C. § 3701-3708).** Where applicable, all contracts awarded by the non-federal entity in excess of $100,000 that involve the employment of mechanics or laborers must include a provision for compliance with 40 U.S.C. §§ 3702 and 3704, as supplemented by Department of Labor regulations (29 C.F.R. § 5). Under 40 U.S.C. § 3702 of the Act, each contractor must be required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. The requirements of 40 U.S.C. § 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies, materials, or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence. This provision is hereby incorporated by reference into this Agreement. Supplier certifies that during the term of an award for all Agreements by Sourcewell resulting from this procurement process, Supplier must comply with applicable requirements as referenced above.

iv) **RIGHTS TO INVENTIONS MADE UNDER A CONTRACT OR AGREEMENT.** If the federal award meets the definition of "funding agreement" under 37 C.F.R. § 401.2(a) and the recipient or subrecipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that "funding agreement," the recipient or subrecipient

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must comply with the requirements of 37 C.F.R. § 401, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements," and any implementing regulations issued by the awarding agency. Supplier certifies that during the term of an award for all Agreements by Sourcewell resulting from this procurement process, Supplier must comply with applicable requirements as referenced above.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Article 2:
Sourcewell and Supplier Obligations

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

1) **Authorized Sellers**. Supplier must provide Sourcewell a current means to validate or authenticate Supplier's authorized dealers, distributors, or resellers which may complete transactions of Included Solutions offered under this Agreement. Sourcewell may request updated information in its discretion, and Supplier agrees to provide requested information within a reasonable time.

2) **Product and Price Changes Requirements.** Supplier may request Included Solutions changes, additions, or deletions at any time. All requests must be made in writing by submitting a Sourcewell Price and Product Change Request Form to Sourcewell. At a minimum, the request must:
   - Identify the applicable Sourcewell Agreement number;
   - Clearly specify the requested change;
   - Provide sufficient detail to justify the requested change;
   - Individually list all Included Solutions affected by the requested change, along with the requested change (e.g., addition, deletion, price change); and
   - Include a complete restatement of Pricing List with the effective date of the modified pricing, or product addition or deletion. The new pricing restatement must include all Included Solutions offered, even for those items where pricing remains unchanged.

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

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

   Sourcewell's Authorized Representative is its Chief Procurement Officer.

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4) **Performance Reviews.** Supplier will perform a minimum of one review with Sourcewell per agreement year. The review will cover transactions to Participating Entities, pricing and terms, administrative fees, sales data reports, performance issues, supply chain issues, customer issues, and any other necessary information.

5) **Sales Reporting Required.** Supplier is required as a material element to this Master Agreement to report all completed transactions with Participating Entities utilizing this Agreement. Failure to provide complete and accurate reports as defined herein will be a material breach of the Agreement and Sourcewell reserves the right to pursue all remedies available at law including cancellation of this Agreement.

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

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

   If collected by Supplier, the Report may include the following fields as available:
   - Participating Entity Contact Name;
   - Participating Entity Contact Email Address;
   - Participating Entity Contact Telephone Number;

7) **Administrative Fee.** In consideration for the support and services provided by Sourcewell, Supplier will pay an Administrative Fee to Sourcewell on all completed transactions to Participating Entities utilizing this Agreement, with the parties mutually agreeing to adjust Line 73 of Proposer's response to reflect an Administrative Fee of 1% (one percent). Supplier will include its Administrative Fee within its proposed pricing. Supplier may not directly charge Participating Entities to offset the Administrative Fee.

8) **Fee Calculation.** Supplier's Administrative Fee payable to Sourcewell will be calculated as a stated percentage (listed in Supplier's Proposal) of all completed transactions utilizing this Master Agreement within the preceding Reporting Period. For certain categories, a flat fee may be proposed. The Administrative Fee will be stated in Supplier's Proposal.

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9) **Fee Remittance.** Supplier will remit fee to Sourcewell no later than 45 calendar days after the close of the preceding calendar quarter in conjunction with Supplier's Reporting Period obligations defined herein. Payments should note the Supplier's name and Sourcewell-assigned Agreement number in the memo; and must be either mailed to Sourcewell above "Attn: Accounts Receivable" or remitted electronically to Sourcewell's banking institution per Sourcewell's Finance department instructions.

10) **Noncompliance.** Sourcewell reserves the right to seek all remedies available at law for unpaid or underpaid Administrative Fees due under this Agreement. Failure to remit payment, delinquent payments, underpayments, or other deviations from the requirements of this Agreement may be deemed a material breach and may result in cancellation of this Agreement and disbarment from future Agreements.

11) **Audit Requirements.** Pursuant to Minn. Stat. § 16C.05, subdivision 5, the books, records, documents, and accounting procedures and practices relevant to this Agreement are subject to examination by Sourcewell and the Minnesota State Auditor for a minimum of six years from the end of this Agreement. Supplier agrees to fully cooperate with Sourcewell in auditing transactions under this Agreement to ensure compliance with pricing terms, correct calculation and remittance of Administrative Fees, and verification of transactions as may be requested by a Participating Entity or Sourcewell.

12) **Assignment, Transfer, and Administrative Changes.** Supplier may not assign or otherwise transfer its rights or obligations under this Agreement without the prior written consent of Sourcewell. Such consent will not be unreasonably withheld. Sourcewell reserves the right to unilaterally assign all or portions of this Agreement within its sole discretion to address corporate restructurings, mergers, acquisitions, or other changes to the Responsible Party and named in the Agreement. Any prohibited assignment is invalid. Upon request Sourcewell may make administrative changes to agreement documentation such as name changes, address changes, and other non-material updates as determined within its sole discretion.

13) **Amendments.** Any material change to this Agreement must be executed in writing through an amendment and will not be effective until it has been duly executed by the parties.

14) **Waiver.** Failure by Sourcewell to enforce any right under this Agreement will not be deemed a waiver of such right in the event of the continuation or repetition of the circumstances giving rise to such right.

15) **Complete Agreement.** This Agreement represents the complete agreement between the parties for the scope as defined herein. Supplier and Sourcewell may enter into separate written agreements relating specifically to transactions outside of the scope of this Agreement.

16) **Relationship of Sourcewell and Supplier.** This Agreement does not create a partnership, joint venture, or any other relationship such as employee, independent contractor, master-servant, or principal-agent.

17) **Indemnification.** Supplier must indemnify, defend, save, and hold Sourcewell, including their agents and employees, harmless from any claims or causes of action, including attorneys' fees incurred by

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Sourcewell, arising out of any act or omission in the performance of this Agreement by the Supplier or its agents or employees; this indemnification includes injury or death to person(s) or property alleged to have been caused by some defect in design, condition, or performance of Included Solutions under this Agreement. Sourcewell's responsibility will be governed by the State of Minnesota's Tort Liability Act (Minnesota Statutes Chapter 466) and other applicable law.

18) **Data Practices.** Supplier and Sourcewell acknowledge Sourcewell is subject to the Minnesota Government Data Practices Act, Minnesota Statutes Chapter 13. As it applies to all data created and maintained in performance of this Agreement, Supplier may be subject to the requirements of this chapter.

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

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

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

   c) **Use; Quality Control.**
      i) Neither party may alter the other party's trademarks from the form provided and must comply with removal requests as to specific uses of its trademarks or logos.

      ii) Each party agrees to use, and to cause its Permitted Sublicensees to use, the other party's trademarks only in good faith and in a dignified manner consistent with such party's use of the trademarks. Each party may make written notice to the other regarding misuse under this section. The offending party will have 30 days of the date of the written notice to cure the issue or the license/sublicense will be terminated.

   d) **Termination.** Upon the termination of this Agreement for any reason, each party, including Permitted Sublicensees, will have 30 days to remove all Trademarks from signage, websites, and the like bearing the other party's name or logo (excepting Sourcewell's pre-printed catalog of suppliers which may be used until the next printing). Supplier must return all marketing and promotional materials, including signage, provided by Sourcewell, or dispose of it according to Sourcewell's written directions.

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20) **Venue and Governing law between Sourcewell and Supplier Only.** The substantive and procedural laws of the State of Minnesota will govern this Agreement between Sourcewell and Supplier. Venue for all legal proceedings arising out of this Agreement between Sourcewell and Supplier will be in court of competent jurisdiction within the State of Minnesota. This section does not apply to any dispute between Supplier and Participating Entity. This Agreement reserves the right for Supplier and Participating Entity to negotiate this term to within any transaction documents.

21) **Severability.** If any provision of this Agreement is found by a court of competent jurisdiction to be illegal, unenforceable, or void then both parties will be relieved from all obligations arising from that provision. If the remainder of this Agreement is capable of being performed, it will not be affected by such determination or finding and must be fully performed.

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

    a) **Commercial General Liability Insurance.** Supplier will maintain insurance covering its operations, with coverage on an occurrence basis, and must be subject to terms no less broad than the Insurance Services Office ("ISO") Commercial General Liability Form CG0001 (2001 or newer edition), or equivalent. At a minimum, coverage must include liability arising from premises, operations, bodily injury and property damage, independent contractors, products-completed operations including construction defect, contractual liability, blanket contractual liability, and personal injury and advertising injury. All required limits, terms and conditions of coverage must be maintained during the term of this Agreement.
        - $1,500,000 each occurrence Bodily Injury and Property Damage
        - $1,500,000 Personal and Advertising Injury
        - $2,000,000 aggregate for products liability-completed operations
        - $2,000,000 general aggregate

    b) **Certificates of Insurance.** Prior to execution of this Agreement, Supplier must furnish to Sourcewell a certificate of insurance, as evidence of the insurance required under this Agreement. Prior to expiration of the policy(ies), renewal certificates must be mailed to Sourcewell, 202 12th Street Northeast, Staples, MN 56479 or provided to in an alternative manner as directed by Sourcewell. The certificates must be signed by a person authorized by the insurer(s) to bind coverage on their behalf. Failure of Supplier to maintain the required insurance and documentation may constitute a material breach.

    c) **Additional Insured Endorsement and Primary and Non-contributory Insurance Clause.** Supplier agrees to list Sourcewell, including its officers, agents, and employees, as an additional insured under the Supplier's commercial general liability insurance policy with respect to liability arising out of activities, "operations," or "work" performed by or on behalf of Supplier, and products and completed operations of Supplier. The policy provision(s) or endorsement(s) must further provide that coverage is primary and not excess over or contributory with any other valid, applicable, and collectible insurance or self-insurance in force for the additional insureds.

    d) **Waiver of Subrogation.** Supplier waives and must require (by endorsement or otherwise) all its insurers to waive subrogation rights against Sourcewell and other additional insureds for losses

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paid under the insurance policies required by this Agreement or other insurance applicable to the Supplier or its subcontractors. The waiver must apply to all deductibles and/or self-insured retentions applicable to the required or any other insurance maintained by the Supplier or its subcontractors. Where permitted by law, Supplier must require similar written express waivers of subrogation and insurance clauses from each of its subcontractors.

e) **Umbrella/Excess Liability/SELF-INSURED RETENTION.** The limits required by this Agreement can be met by either providing a primary policy or in combination with umbrella/excess liability policy(ies), or self-insured retention.

23) **Termination for Convenience.** Sourcewell or Supplier may terminate this Agreement upon 60 calendar days' written notice to the other Party. Termination pursuant to this section will not relieve the Supplier's obligations under this Agreement for any transactions entered with Participating Entities through the date of termination, including reporting and payment of applicable Administrative Fees.

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

Article 3:
Supplier Obligations to Participating Entities

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

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

2) **Shipping, Delivery, Acceptance, Rejection, and Warranty.** Supplier's proposal may include proposed terms relating to shipping, delivery, inspection, and acceptance/rejection and other relevant terms of tendered Solutions. Supplier and Participating Entity may negotiate final terms appropriate for the specific transaction relating to non-appropriation, shipping, delivery, inspection, acceptance/rejection of tendered Solutions, and warranty coverage for Included Solutions. Such terms may include, but are not limited to, costs, risk of loss, proper packaging, inspection rights and timelines, acceptance or rejection procedures, and remedies as mutually agreed include notice requirements, replacement, return or exchange procedures, and associated costs.

3) **Applicable Taxes.** Participating Entity is responsible for notifying supplier of its tax-exempt status and for providing Supplier with any valid tax-exemption certification(s) or related documentation.

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4) **Ordering Process and Payment.** Supplier's ordering process and acceptable forms of payment are included within its Proposal. Participating Entities will be solely responsible for payment to Supplier and Sourcewell will have no liability for any unpaid invoice of any Participating Entity.

5) **Transaction Documents.** Participating Entity may require the use of its own forms to complete transactions directly with Supplier utilizing the terms established in this Agreement. Supplier's standard form agreements may be offered as part of its Proposal. Supplier and Participating Entity may complete and document transactions utilizing any type of transaction documents as mutually agreed. In any transaction document entered utilizing this Agreement, Supplier and Participating Entity must include specific reference to this Master Agreement by number and to Participating Entity's unique Sourcewell account number.

6) **Additional Terms and Conditions Permitted.** Participating Entity and Supplier may negotiate and include additional terms and conditions within transaction documentation as mutually agreed. Such terms may supplant or supersede this Master Agreement when necessary and as solely determined by Participating Entity. Sourcewell has expressly reserved the right for Supplier and Participating Entity to address any necessary provisions within transaction documents not expressly included within this Master Agreement, including but not limited to transaction cancellation, dispute resolution, governing law and venue, non-appropriation, insurance, defense and indemnity, force majeure, and other material terms as mutually agreed.

7) **Subsequent Agreements and Survival.** Supplier and Participating Entity may enter into a separate agreement to facilitate long-term performance obligations utilizing the terms of this Master Agreement as mutually agreed. Such agreements may provide for a performance period extending beyond the full term of this Master Agreement as determined in the discretion of Participating Entity.

8) **Participating Addendums.** Supplier and Participating Entity may enter a Participating Addendum or similar document extending and supplementing the terms of this Master Agreement to facilitate adoption as may be required by a Participating Entity.

Sourcewell	22nd Century Technologies, Inc.
Signed by: Jeremy Schwartz C0FD2A139D06489...	Signed by: Ashley Christina De Sa A4E74670AADF4F3...
By: _____	By: _____
Jeremy Schwartz	Ashley Christina De Sa
Title: Chief Procurement Officer	Title: Administrator
Date: 10/15/2026 | 7:03 PM CDT	Date: 10/15/2026 | 8:26 AM PDT

Docusign Envelope ID: 0063F648-4CE7-81D7-836A-61C50B1114C2

RFP 010826 - IT Managed Workforce and Staff Augmentation Solutions

Vendor Details

Company Name:	22nd Century Technologies, Inc.
Address:	220 Davidson Avenue, Suite 118 Somerset, NJ 08873
Contact:	Shikha Sharma
Email:	sledbids@tscti.com
Phone:	888-998-7284
Fax:	732-537-0888
HST#:	223502121

Submission Details

Created On:	Wednesday December 24, 2025 13:29:07
Submitted On:	Thursday January 08, 2026 09:35:29
Submitted By:	Shikha Sharma
Email:	sledbids@tscti.com
Transaction #:	8d943bb8-0695-4e99-8001-6f5e350adc19
Submitter's IP Address:	147.243.145.11

Specifications

Responsiveness Criteria

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

1. IT Managed Workforce
2. IT Staff Augmentation

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

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

Summary:

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

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

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

Table RC1: Responsiveness Criteria - IT Managed Workforce Solutions

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

Table RC2: Responsiveness Criteria - IT Staff Augmentation Services

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

Responsiveness Criteria - Instructions for Submitting Documents

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

- MW – Statewide Contract Evidence

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

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

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

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

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

Table 1: Proposer Identity & Authorized Representatives (Not Scored)

General Instructions (applies to all Tables) Sourcewell prefers a brief but thorough response to each question. Do not merely attach additional documents to your response without also providing a substantive response. Do not leave answers blank; respond "N/A" if the question does not apply to you (preferably with an explanation).

Table 1 Specific Instructions. Sourcewell requires identification of all parties responsible for providing Solutions under a resulting master agreement(s) (Responsible Supplier). Proposers are strongly encouraged to include all potential Responsible Suppliers including any corporate affiliates, subsidiaries, D.B.A., and any other authorized entities within a singular proposal. All information required under this RFP must be included for each Responsible Supplier as instructed. Proposers with multiple Responsible Supplier options may choose to respond individually as distinct entities, however each response will be evaluated individually and only those proposals recommended for award may result in a master agreement award. Unawarded entities will not be permitted to later be added to an existing master agreement through operation of Proposer's corporate organization affiliation.

Line Item	Question	Response *	
5	Provide the legal name of the Proposer authorized to submit this Proposal.	22nd Century Technologies, Inc.	*
6	In the event of award, is this entity the Responsible Supplier that will execute the master agreement with Sourcewell? Y or N.	Yes	*
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).	None	*
8	Provide your CAGE code or Unique Entity Identifier (SAM):	3DYY9	*
9	Provide your NAICS code applicable to Solutions proposed.	541512, 541513, 541519, 561320	
10	Proposer Physical Address:	8251 Greensboro Drive, Suite 900, McLean, VA 22102	*
11	Proposer website address (or addresses):	www.tscti.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):	Ashley Christina De Sa, Administrator; sledproposals@tscti.com; (866) 537-9191 Ext 2	*
13	Proposer's primary contact for this proposal (name, title, address, email address & phone):	Isha Sharma, Contracts Manager; sledproposals@tscti.com; (866) 537-9191 Ext 2	*
14	Proposer's other contacts for this proposal, if any (name, title, address, email address & phone):	Sandeep Singh, Account Director; sledproposals@tscti.com; (866) 537-9191 Ext 2	*

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.	Brief History: TSCTI was established in 1997 as a s - corporation and has its head office in McLean VA locally present in MN, OR, UT and 35+ states. We are a mature IT Staffing and managed service provider appraised at CMMI Level 3, and certified as ISO 9001:2015, ISO 20000-1:2018, and ISO 27001:2013 with over 28 years of continuous experience in providing similar IT Staff Augmentation and managed services. Our headquarters are based in McLean VA, and we have a local office at 1010 Dale ST N St. Paul MN 55117-5603. Our extensive experience covers all regions, encompassing the Northeast, Mid-Atlantic, Southeast, Central, Great Lakes, and Western regions of the United States. We started our journey with 200 employees and today we stand strong with 6500+ full-time equivalent employees (FTEs), TSCTI stands as a sizable privately held company. Our robust workforce enables us to effectively tackle a wide range of projects and provide comprehensive solutions to our clients. The depth and breadth of our team allow us to manage complex IT initiatives, ensuring that we have the expertise and resources to deliver exceptional services and meet the evolving needs of our clients. Core value & Business Philosophy: We bring a mix of innovative technology and staffing expertise to customers in State, Local and Quasi government. As our name implies, we are a forward-thinking company with the goal of helping our customers implement innovative IT Staffing and managed service provider solutions. We combine real-world experience, specialized skills, innovative thinking, and industry knowledge to deliver quality services focused on customer satisfaction. At our core, we are about people – customers, employees and communities. Our mission is to provide unparalleled world class IT services and solution to our customers across all industries in all 50 states with a vision to Stay abreast of emerging IT solutions, new technologies, and the constantly changing IT landscape in order to provide optimized solutions to help our customers meet their current and future needs. The right people, at the right time, at the right value. With Professional IT Managed & Staffing Services, our business philosophy comes down to one thing: We offer a disciplined process which brings top talented people and businesses together while delivering exceptional service. By leveraging our own SMEs, architects and engineers throughout the interviewing process, we deliver the most qualified talent available. We understand the customer's environment and goals, and through our orientation process, we mentor our consultants by providing clear understanding of customer expectations and their culture. As Staffing Company, TSCTI subscribes to the highest standards of Human Resource Management. We not only identify the most qualified resource for the job on hand but also match the best fit candidate for the particular requirement from a technical and cultural perspective. We bring 28+ years of industry experience delivering IT Managed Workforce and IT Staff Augmentation solutions specifically for public-sector and education clients, with a consistent focus on scale, compliance, and continuity. Our longevity is demonstrated through long-standing, repeat engagements with state agencies, school systems, and large public entities where workforce programs operate continuously year over year, not as short-term or pilot initiatives. Apart from being an incumbent to this contract, TSCTI has been serving more than 10 co-operative purchasing programs including 3 contracts with Sourcewell, We currently operate as an MSP for statewide and agencywide contracts in New Jersey, Florida, Iowa and Pennsylvania, managing multi-supplier environments, pool of subcontractors, and standardized workforce processes. Additionally, under some agency/state-wide contracts we have supported the placement and ongoing management of 500+ IT professionals for entities including NYDOE, Delaware, Virginia DGS, GOSR, BPS, and more. These programs have been active across multiple contract cycles, demonstrating our ability to sustain large, regulated workforce operations over time. TSCTI also supports 450+ active public- and private-sector contracts for Federal, State, and Local agencies including 25+ cities, towns, and counties, 5+ education service co -operatives, 60+ K-12 and higher education entities, 70+ non-profit entities, and other major clients across the USA. We also serve under more than 40 single-vendor or prime-vendor contracts where we are the sole point of responsibility. Our longevity in this area is reflected in repeat contract renewals, expansion of scope, and long-term placements supporting enterprise IT environments, application modernization, cybersecurity, data, infrastructure, and ERP initiatives. We maintain a continuously refreshed national talent pool and proven delivery processes that allow us to respond quickly while maintaining quality and cost control. *
16	What are your company's expectations in the event of an award?	In the event of an award, our expectation is to actively participate as an approved Sourcewell supplier, market the contract and proposed services/solutions readily available to all eligible Participating Entities in the United States and Canada. We expect to comply fully with all Sourcewell contract terms, reporting requirements, pricing structures, and cooperative purchasing guidelines throughout the term of the master agreement. We anticipate working directly with Participating Entities under the master agreement through purchase orders and entity-specific terms, while maintaining consistent pricing, contract transparency, and accountability. We also expect to collaborate with Sourcewell on contract promotion efforts, respond promptly to Participating Entity inquiries, and continuously maintain the operational, financial, and compliance standards required to support long-term cooperative purchasing relationships. *

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.	TSCTI has experienced robust financial growth, positioning us as a stable and thriving company in the industry. As evidenced by our D&B open rating score of 93, we have a strong financial foundation. In 2024, our company's revenue of $545 million, reflects our consistent expansion and success. Furthermore, with a credit line of $20 million and over $56 million in deposits at the bank, we possess the necessary financial capacity to effectively deliver the requested services. Our solid financial standing ensures our ability to invest in innovative technologies, recruit top talent, and maintain the resources required to meet Sourcewell's needs. TSCTI affirms that we have never filed bankruptcy, pending litigation, planned office closures, or impending merger, and possesses the necessary financial capacity, working capital, and other resources to conduct the capital, operating, planning, and future maintenance activities listed in the solicitation, without assistance from an external source.
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.	Over the past three (3) years, we have provided IT Managed Workforce and IT Staff Augmentation solutions to 90+ U.S. education and government entities. During this period, we have maintained a client retention rate of over 98%, reflecting repeat engagements and contract renewals across state agencies, school districts, and higher education institutions. For instance, we have been delivering our services to agencies such as SAWS, BCPS, and the Palm Beach School District for over ten years now. TSCTI has made sales and delivered services in .50+ U.S. states, supported by a national delivery and recruiting model.
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.	Over the past three (3) years, we have supported 30+ active contracts in Canada across public-sector and private-sector organizations, including education and government entities. During this period, we have maintained a client retention rate exceeding 90%, driven by repeat engagements and contract extensions. We have made sales and delivered services across multiple Canadian provinces, supported by a North American delivery model capable of meeting Canadian procurement, compliance, and workforce requirements.
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.	None
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?	TSCTI is best described as a service provider. We specialize in delivering customized IT Staff Augmentation and Managed Services. TSCTI's workforce comprises 6500+ employees, including 100+ Sales Representatives and 350+ Recruiters. Most members of TSCTI's Sales and Account Management Teams have more than 15+ years of experience working on the requisitions of Government clients in different verticals. TSCTI's sales and service teams are regionally located across the United States, including but not limited to VA, TX, FL, NY, NJ, CA, WA, OR, IA, AZ, NM, DE, GA, LA, CO, ID, MN, MI, PA, MD, OK, IL, and more. Additionally TSCTI has offices in Toronto and Vancouver, Canada, and we plan to establish more offices in other regions soon Being an existing vendor to Sourcewell and our vast presence in the United States allows us to provide our clients with local account management and support services. Our focus is on providing tailored, scalable solutions that meet the specific needs of our clients, with a strong emphasis on public sector projects. Our sales and service force consists entirely of in-house employees, ensuring full control over the quality and consistency of services delivered. We do not rely on third-party dealer networks or resellers to provide our services. All core functions including client engagement, workforce program management, recruiting, onboarding, compliance, and ongoing contractor management are performed by our employees, ensuring end-to-end accountability and consistent service delivery across all engagements. TSCTI's dedicated teams of IT recruiters, managers, SMEs, account managers, project managers, and customer support staff work directly with clients to ensure seamless service delivery, from initial consultation to ongoing support. We retain full contractual responsibility and oversight for all services delivered under the Sourcewell master agreement. We do not operate a dealer, distributor, or reseller network, and Participating Entities engage directly with us as the single point of responsibility for all proposed services/solutions. This direct relationship with our clients allows us to maintain high standards of service and ensure that all solutions are customized and aligned with each client's unique requirements. Through this approach, we can offer personalized, reliable support throughout the lifecycle of each project.

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.	TSCTI is certified under ISO 9001:2015, ISO/IEC 20000-1:2018, ISO/IEC 27001:2013, CMMI Level 3, Microsoft Certified Silver Partner, and Salesforce Certified Partner. TSCTI also has the necessary insurance coverage to provide Staffing with Related Services and Solutions. TSCTI's insurance policies include but not limited to: Commercial General Liability, Automobile Liability, Umbrella Liability, Excess Liability, Workers' Compensation, Crime Policy, Employment Practices Liability, Professional Liability, Tech Errors and Omissions, Cyber Policy, Network Security Privacy Injury, etc. TSCTI will provide the Certificate of Insurance when requested by Sourcewell or Sourcewell participating entities. We have license and service agreement in place for VectorVMS – our preferred vendor management system being utilized by our State customers – NJ, PA, FL and IA. • Corporate Licensing & Legal Authority: We are a legally registered IT services and workforce solutions provider authorized to conduct business across multiple U.S. states and Canadian provinces. We maintain all required business registrations, tax compliance, insurance coverage, and employment eligibility documentation necessary to support public-sector and cooperative contracts, including those issued through Sourcewell. • IT Staff Augmentation – Workforce Credentialing: All professionals we propose under staff augmentation engagements undergo: Verification of required licenses and certifications, Background screening and client-mandated checks, Skills and experience validation aligned to the Service Order • Pool of Subcontractors: When we engage subcontractors or third-party providers, we require them to: Hold all applicable professional licenses and certifications, Comply with Sourcewell and Participating Entity requirements, Maintain required insurance and workforce credentials, We remain fully accountable for subcontractor compliance and performance. • Ongoing Compliance & Oversight: We maintain and monitor all required licensing and certification documentation throughout the contract lifecycle. Our internal audit and account management processes ensure continued compliance with Sourcewell standards and Participating Entity requirements.	*
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.	None	*

24	Describe any relevant industry awards or recognition that your company has received in the past five years.	As part of our unrelenting focus on quality and compliance, TSCTI's delivery is based on Certified Matured Processes including CMMI L3 Dev & SVC, ISO 20000, ISO 27001, and ISO 9001 quality processes. TSCTI has a rich history of achievements and accolades that highlight its commitment to excellence and industry leadership over the years. In 2025, TSCTI was awarded as Forbes America's Best Large Employers, America's Best Large Employers, Top Employers for Interns Award by the Virginia Talent + Opportunity Partnership (V-TOP). Also, TSCTI has been placed on the 2025 OrangeSlices AI Vanguard FedCitv 250 list. In 2024, we ranked 26th on Forbes' America's Best Employers for Tech Workers, Northern Virginia Technology Council (NVTC) 2024 Tech100 Company and Executive honorees. In 2023, TSCTI's influence expanded further, earning recognition as one of the "Largest Firms in the US." It also secured the "Awarded as America's Greatest Workplaces for Diversity 2023" and "Best Government Contracting Company of the Year" award in the category of $50M+ at the ICON awards hosted by the Maryland Tech Council. TSCTI's global reach was exemplified as it clinched victory in the Global Pith competition at TiECon Silicon Valley and received the prestigious "Jewels of Asia Power 30 Award" in the $100+ million award category by the Asian American Chamber of Commerce. Additionally, it was acknowledged as the "Most Promising Managed IT Services Provider" by CIO Review and ranked #86 in the 2023 Solution Provider 500. TSCTI's unwavering dedication to excellence and innovation was underscored by its inclusion in the Elite 150 of the 2023 Managed Service Provider 500. In 2022, TSCTI continued its successful journey, earning recognition as the "Forbes Best Software Company to Work" and securing the title of "Most Promising Low Code No Code Platform Solutions Provider" by CIO Review. It further solidified its position as a leader in government business, ranking 12th among the fastest-growing government businesses according to Washington Technologies. TSCTI's commitment to diversity was celebrated as it became one of "America's Greatest Workplaces for Diversity" and was honored as a "Tech 100 Company" by the Northern Virginia Technology Council. In 2021, TSCTI's success story continued, with notable achievements including being named a 10-time honoree on the Inc. 5,000 list. It secured high rankings in the IT industry, earning the 86th position among the fastest-growing companies in New Jersey and the 17th spot among the fastest-growing US staffing firms according to SIA. CRN recognized TSCTI as one of the "Top 10 Managed IT Services Companies" and "Top 10 Most Promising Cloud Services Companies." In 2020, TSCTI maintained its impressive growth trajectory, ranking 1071 on the Inc. 5,000 list of the fastest-growing private companies in America. It also earned recognition as one of the "Top 10 Naval Tech USA Consulting/Services Companies" in the aerospace and defense sector and was featured among the "Top 500 Diversity Businesses in the Nation."TSCTI was acknowledged as one of the "Top 10 Most Promising SharePoint Solutions Providers" by CIO Review magazine, highlighting its expertise in SharePoint solutions.	*
25	What percentage of your sales are to the governmental sector in the past three years?	2025: 95.6%+ 2024: 91.3%+ 2023: 90.0%+	*
26	What percentage of your sales are to the education sector in the past three years?	2025: 45%+ 2024: 38%+ 2023: 35%+	*
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?	TSCTI holds the following cooperative purchasing contracts we hold: GSA IT Schedule 70 2023: $6,963,766.35 2024: $9,805,725.84 2025: $5,323,166.35 The National Association of State Procurement Officials (NASPO) 2023: $71,646,628.60 2024: $69,646,763.09 2025: $60,528,180.93 Sourcewell IT Managed Services & Staff Augmentation Contract: task orders/projects worth about $20 million have been signed through this contract since the award in 2022. We are also an awardee of several other regional and nationwide cooperative contracts such as DIR, TIPS, Educational & Institutional Cooperative Services, to name a few. Additionally, We have numerous state contracts in District of Columbia, Washington State, Idaho, California, Texas, New York, Iowa, Arizona, South Carolina, Nevada, Michigan, and more.	*
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?	Yes, we hold GSA IT Schedule 70. Contract: U.S. Department of Energy: Task Order No. 1 / DE-DT0008046 Sale Volume FY2023: 9,400,825.02 Sale Volume FY2024: 9,185,550.37 Sale Volume FY2025: $8,450,417.95 Commonwealth of Virginia: $65,431,584.87 | $71,561,711.59 | $55,898,899.96 Also Value for our contracts with Department of the Navy Chief Information Officer (DON CIO) values $47,365,493.84 and ECMA value is 59,758,675.10	*

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 *	
City of New Orleans	LaShonda Mendy	504-658-7624	*
City of Dallas	Shelia Robinson	Office: 214-670-4013 | Cell: 214-701-8362	*
Fire Department of New York	Kamal Deol	O-718`999`0445, C-646`770`5847	*

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).	TSCTI has 35+ regional offices across the US and 5+ offices in Canada. Our direct hire sales force representatives are located at each of our physical offices. We have employed a total of 100+ sales representatives/account managers across the US and Canada to market our services. Our account management teams specialize by geographic region and customer vertical (K-12, Hi Ed, State & Local) – facilitating an increased understanding and awareness of local markets, trends, current events, and ultimately their customers. Additionally, we deploy an in-market field sales force to further grow customer intimacy through local engagement. This coverage model enables immediate customer reach and awareness for any resulting agreements, fostering a seamless contract launch and adoption. When a new customer is onboarded, we have a dedicated customer success manager who is responsible for delivering any professional services related to the creation and configuration of the software, training users, and providing first-line support for any post-sale technical issues.	*
31	Describe the network of Authorized Sellers who will deliver Solutions, including dealers, distributors, resellers, and other distribution methods.	TSCTI is a technology partner to Industry leaders are: Microsoft (Gold Partner), Oracle (Gold Level), HP (Registered Partner), Cisco (Registered Partner), IBM (Registered Partner), Lenovo (Authorized Lenovo Reseller), SolarWinds (Registered Partner), Red Hat (RedHat Ready- Solution Provider partner), Dell (Authorized Reseller), UI Path (Consulting Partner), Amazon AWS (Registered Partner), Salesforce (Consulting Partner), ServiceNow (Registered Partner), Cherwell Software (License, Solutions, and Professional Services), Evolveware (Registered Partner), CA (Registered Partner).	*
32	Service force (see instructions above).	TSCTI has 35+ regional offices across the US and 5+ offices in Canada. Our direct-hire service force representatives are located at each of our physical offices. We have employed a total of 100+ service sales representatives/account managers across the US and Canada to market our product offerings.	*
33	Describe the ordering process. If orders will be handled by distributors, dealers or others, explain the respective roles of the Proposer and others.	As an existing Sourcewell contract holder and incumbent provider, we utilize the same proven, Sourcewell-approved ordering process currently in use across our active Sourcewell contracts. This approach is well understood by Sourcewell and Participating Entities and is designed to ensure speed, compliance, transparency, and ease of use for public-sector customers. Participating Entities initiate an order by issuing a Service Order, Statement of Work (SOW), or Purchase Order (PO) directly to us under the applicable Sourcewell Master Agreement. Orders may reference pre-approved labor categories, rate cards, or defined MSP service structures already established within the Master Agreement. Upon receipt, our dedicated Sourcewell Account Manager acknowledges the order within four (4) business hours and confirms scope, timelines, and delivery requirements. For IT Managed Workforce (MSP) engagements, we assume full responsibility for intake, validation, and execution of the order. We coordinate all workforce requirements, manage supplier performance where applicable, ensure compliance with contractual and regulatory requirements, and provide ongoing reporting aligned to Sourcewell standards. Our proposed product Vector VMS is a highly customized, automatic workflow application in which the home dashboard can be customized to show a summary of important services including but not limited to the number of open requisitions, current status of a candidate's screening, number of submissions made against each open requirement, etc. In addition, Vector VMS allow customized email notification to keep users abreast of requisition status. As steps in the workflow are completed, emails are sent out to the appropriate parties who need to take action within the workflow as well as giving access to data to the users who participate in those next steps.	

Requirement approval chains are defined for each user and configured on their profiles. When a user submits a requirement, it is automatically routed, and an email is sent to the next approver(s) in the approval chain. The user can review the requirement by navigating through Vector VMS or clicking on the link in the email which takes the user directly to the requirement within the application. The approval workflow continues until the requirement reaches the final approval level. Final approval indicates acceptance of the requirement details by all parties in the approval chain. After the final approval is completed, the requirement is routed to the subcontractor network for candidate submittal. The subcontractors also receive an email with a link that takes the subcontractor user directly into Vector VMS which allows them to review the requirement and submit candidates. The requirement contains required qualifications including but not limited to certification and background investigation type. The subcontractor must acknowledge compliance to these requirements within their candidate submittals in Vector VMS.

As candidates are submitted, TSCTI's Account Manager(s) receives email notifications, as does the agency Hiring Manager, when candidates are forwarded for consideration. Again, all emails contain links that take the user directly into Vector VMS. Interview scheduling can occur directly within Vector VMS through the 'Request Interview' functionality. Proposed interview times and locations can be negotiated directly within the application. Once the interview is finalized, the users' calendars can be automatically updated with the interview meeting notice. When a candidate is selected, the agency Hiring Manager 'Requests Engagement' via the application. This generates an email to TSCTI's Account Manager(s) and indicates the official start and end date, as well as other onboarding details. Once the candidate is engaged within Vector VMS, the candidate receives email notifications with his/her login credentials, allowing timesheets to be submitted for the work performed. When timesheets are submitted, the agency timesheet approver receives notification via email with a link to the specific timesheet for approval. Vector VMS has the capability to allow a user to approve a timesheet within the email notification without actually having to enter into Vector VMS.

Throughout the life of the candidate's engagement, email alerts are sent to the Client Hiring Manager and TSCTI's Account Manager(s) when thresholds on spend or project end dates are met. When the spend tied to the approved timesheets reach 80 percent of the engagement budget, an email is sent notifying the Agency Hiring Manager and TSCTI's Account Manager(s). This notification allows them time to determine if additional funding is needed before the funds are depleted. Alerts are also sent when a candidate's engagement is reaching its end date. These alerts can be configured to be released when the candidate's engagement is due to end in 15 days, 30 days, or 45 days. This notification allows the Client Hiring Manager and TSCTI's Account Manager(s) to determine if an extension of the engagement is needed. Comments can also be stored directly within Vector VMS. Comments can be entered by all users on the requirements, candidates, and engagements. Storing comments directly within the application provides a permanent, reportable record of events that occurred during the workflow. The 'Compliance Manager' functionality allows the managing of both position-specific certifications and onboarding/offboarding requirements for each engagement as well as the management of documents associated to any of the items captured. *

Evaluations of candidates are also done directly within the application. A schedule is developed which automatically notifies the Agency Hiring Manager when an evaluation is due for a selected candidate. Results of evaluations can be made available to agency users, TSCTI's PMO team, and/or the candidate's subcontractor. Even though these processes and emails are part of the workflow within Vector VMS, TSCTI's Account Manager(s) monitors each step and speaks to agency users, subcontractors, and candidates directly to ensure all parties know the status of the requirements and the candidates.

Each engaged candidate must submit a timesheet via Vector VMS for work performed for an agency. The timesheet is then approved by a designated agency approver. An approved timesheet authorizes TSCTI to invoice the Client for those hours. Timesheets can be approved by navigating through Vector VMS, by selecting the link within the timesheet approval email notification, or by approving the timesheet directly in the email notification. A timesheet can be rejected by the agency approver giving the candidate the opportunity to correct any discrepancies by resubmitting the timesheet. This process continues until the timesheet is approved. Each timesheet is tied to a specific PO or funding source used by the Client and can be also tied to specific projects or work tasks. Time entry for the candidates can be configured to allow for splitting of hours across funding sources such as multiple Federal grants. This allows for detailed reporting and tracking of expended funds. A timesheet is submitted each week by each engaged candidate. Hours can be submitted based on billable hours only or time-in and time-out notation. Comments can be entered on the timesheet to denote any special information regarding the hours worked for that week. Vector VMS can also import a timesheet file from a separate time system and import the time data into Vector VMS. Through the Integration Manager, TSCTI can configure a process that imports time data from the Client's time management system.

Additionally for staff augmentation requirements, we have an online system that we

		call “eOrder” (CONREP), TSCTI’s innovative collection of order management tools created to help our clients in streamline the hiring process. Because it is online, eOrder gives stakeholders the flexibility to place orders for staffing and track the order 24X7. Stakeholders can expect quick order fulfilment, local, personal service and qualified personnel, every time. Orders are routed to the appropriate field office based on work location and job category. TSCTI’s field office has the order in our integrated Front Office system, and we will work with the client directly through the candidate submittal and selection process. If it is allowed by the stakeholders, we can give the demonstration of eOrder to show how the stakeholders can place the order/request for staff and can track each Request and Engagements. This system provides notification of each step/action to all users (Client, Hiring Manager, Client Project Manager, TSCTI’s Executive Leadership, Account Management Team, Service Delivery Team and all temporary employees through email, and text. We do not rely on distributors, dealers, or resellers to process orders. All orders are handled directly by us, eliminating intermediaries and reducing administrative burden for Participating Entities. When subcontractors are used (if required for specialized skill sets), we remain fully responsible for contract compliance, performance, invoicing, and service delivery.
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.	TSCTI’s customer service and issue resolution program is built around a single point of accountability, structured escalation, and guaranteed response timelines. For Sourcewell, TSCTI assigns a dedicated Account Manager (AM) who serves as the sole point of contact for all communications, service requests, reporting, and issue resolution. The AM is supported by a dedicated account management team of five trained professionals, ensuring continuity, coverage, and rapid response throughout the life of the contract. Our standard customer service hours are 8:00 AM to 5:00 PM, Monday through Friday, with the flexibility to align with Sourcewell’s required business schedule. In addition, 24/7/365 after-hours and emergency support is available through our on-call account management team. All TSCTI offices maintain minimum on-site staffing during business hours, and after-hours calls are routed through an answering service that connects urgent matters to an on-call team member, with a guaranteed callback within 30 minutes. Issue resolution follows a formal, documented escalation process embedded within TSCTI’s Quality Management System (QMS). Upon receipt of an issue or concern, the AM provides an acknowledgment within one (1) hour and logs the issue into TSCTI’s issue tracking system, generating a ticket and audit trail. Issue status is reviewed hourly until resolution. If an issue is not resolved within defined timeframes, it is escalated through predefined levels from Account Manager to Account Director, to Executive Management—using an established escalation matrix shared with Sourcewell. TSCTI commits to clearly defined response-time SLAs for staffing-related requests. Within four (4) hours of a personnel request, the AM acknowledges receipt and provides a status update. Within 24–48 hours, qualified candidate resumes are submitted. Interviews are coordinated within 24 hours, and selected candidates are available to start within three (3) business days, subject to background checks. If a placement does not meet expectations, TSCTI initiates same-day replacement, with qualified alternatives typically provided within 5–6 business hours. Performance tracking and service quality are reinforced through weekly and monthly reporting, including contract status reports, issue logs, SLA tracking, and client satisfaction metrics. Sourcewell is provided real-time visibility through TSCTI’s proprietary SharePoint-based dashboard, CONREP, which tracks requirements, actions, milestones, and resolutions from initiation through closeout. In cases where a service request requires immediate attention or cannot be resolved within the standard timeframe, TSCTI has a well-defined escalation process in place. Should an issue require additional technical expertise or senior management involvement, it is escalated to the appropriate team member to ensure that it receives the necessary priority. Clients are informed about the escalation and are kept updated on progress until the issue is resolved. This escalation framework is based on ITIL (Information Technology Infrastructure Library) best practices, which define clear roles, responsibilities, and timelines for escalations. We are committed to continuous improvement of our customer service program by leveraging industry standards such as ISO 20000 and ISO 9001, which guide our service delivery and quality management processes. The escalation process varies depending on the user and the type of issue. For any issues associated with the VMS tool itself, i.e., software-specific issues, the user starts with the MSP Help Desk, either via telephone or email. For this kind of issue, users include the Client and vendor management, as well as individual contract staff who are working onsite at agency offices. For issues unrelated to the software, we have defined separate escalation paths for the Client users and for subcontractors. This is due to the nature of the business model. For issues related to a requisition or to the performance of the individual contract resource, the Client hiring manager normally contacts his/her designated PMO via telephone or email. All issues related to performance and client satisfaction are in

		turn part of contract metrics reporting and our SLAs. We escalate unusual issues to the Client at the discretion of the TSCTI Executive Management and TSCTI Executive Sponsor. PERFORMANCE ISSUES 1. Agent: TSCTI PMO Team Task: Work with individual agency if not getting qualified candidates within defined timeline and train subcontractor accordingly. Notification: Verbally or via email. 2. Agent: MSP Operations Manager Task: Work with subcontractor on fake resume, candidate No-show for interview, unprofessional behavior Notification: Email, normally with attachments. 3. Agent: TSCTI Executive Management Task: Discuss issue with all parties, possibly including MSP managers at other accounts for advice on similar issues. Notification: Verbally or via email, possibly including meeting in person; additional updates to process documentation, if changes occur. 4. Agent: TSCTI Executive Sponsor Task: Discuss issue with all parties, possibly including Executive sponsors at Client Notification: Personal meeting with Client stakeholders. SOFTWARE ISSUES 1. Agent: MSP Help Desk Task: Provide explanation on the phone or by email Notification: Verbally or via email. 2. Agent: MSP Operations Manager Task: Review issue explain resolution to Help Desk. Notification: Normally verbally via print if updating process documentation. 3. Agent: Vector VMS Help Desk Task: Research/resolve issue explain to Operations Manager Notification: Email and/or telephone. AGENCY ISSUES 1. Agent: TSCTI PMO Team Task: Work with individual staff to resolve issues, remove/replace if necessary, review invoice. Notification: Verbally or via email. 2. Agent: MSP Operations Manager Task: If labor- or billing-related, research and review data. Notification: Email, normally with attachments. 3 TSCTI Executive Management Discuss issue with all parties, possibly including MSP managers at other accounts for advice on similar issues. Verbally or via email, possibly including meeting in person; additional updates to process documentation, if changes occur. 4. Agent: TSCTI Executive Sponsor Task: Discuss issue with all parties, possibly including Executive sponsors at Client Notification: Personal meeting with Client stakeholders. VENDOR ISSUES 1. Agent: MSP Help Desk Task: Provide explanation by phone, email, fax, or U.S. mail Notification: Verbally or in print via email, fax, or U.S. mail. 2 TSCTI Account Manager Review issue and discuss with subcontractor, if necessary. Normally verbally via print if updating process documentation. 3. Agent: TSCTI Executive Account Manager Task: Research issue and discuss with subcontractor, if appropriate. Notification: Via email and/or telephone. 4. Agent: TSCTI Executive Sponsor Task: Discuss with staff; intervene with subcontractor if necessary. Notification: Via email and/or telephone.	*
35	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in the United States.	TSCTI has the operational scale and delivery maturity to support Sourcewell Participating Entities nationwide. The company actively delivers IT Managed Workforce and IT Staff Augmentation services across all the 50 U.S. states, supporting federal, state, local, and education entities, including K–12 school districts and higher education institutions. TSCTI has demonstrated its ability to operate within complex public-sector environments through statewide and agencywide contracts that require strict compliance, reporting, and service-level accountability. Our national delivery model allows us to support multiple Participating Entities concurrently without geographic or operational constraints. As an IT services firm of 28 years standing, our recruitment processes are robust, mature, operated by a highly trained team and enabled by a proven set of tools. We have offered workforce solutions for almost 03 decades and over the past 5 years have developed a fully customizable Managed Services Program with 4 states and several local entities. We currently support a workforce of more than 6500+ with two large programs of 900+ staff each and manage 35+ vendors. Trusted by over 300 customers during the past 28 years, TSCTI's workforce solutions offer customers a	

customizable, efficient, and low-cost solution to suit their project, short-term, temporary or long-term staffing needs across a multitude of domains, functions, and technologies.

- Existing Sourcewell Experience and Contract Familiarity: TSCTI has an established working relationship with Sourcewell and a demonstrated understanding of its cooperative procurement, marketing the contract and a defined delivery model through multiple ongoing Sourcewell-awarded contracts. These include IT Managed Services and Staff Augmentation (#071321-CEN, incumbent) under which we supported City of Dallas, County of Orange, IL SoS; Public Safety and Law Enforcement Software Solutions (#030425-CEN); AI Strategy, Implementation, and Support Services (#110724-CEN); and Security, Cloud, Network, and Data Services (#121923-CEN). Through these engagements, TSCTI has successfully operated within Sourcewell's contractual framework, supported Participating Entities with direct purchase order execution, and complied with Sourcewell reporting, governance, and performance expectations
- Depth and Breadth of Offered Solutions: TSCTI provides comprehensive IT Managed Workforce (MSP) solutions designed to centralize governance, increase operational efficiency, optimize supplier performance, ensure workforce continuity and save taxpayers dollars. The company currently serves as an MSP provider for New Jersey, Florida, and Pennsylvania, managing multi-vendor staffing environments and acting as the single point of accountability for Participating Entities. Across these programs, TSCTI has overseen more than 5000+ public-sector IT placements, including large-scale engagements supporting New York City Department of Education (NYDOE), City of New Orleans, City and Couty of Dallas, Delaware state agencies, and Virginia Department of General Services (DGS). MSP services include supplier performance management, compliance tracking, standardized onboarding and offboarding, administration of SOW-based engagements, and support for strategic IT workforce planning. Each MSP engagement is supported by a dedicated governance structure that includes an Account Manager, Program Manager, and operational support staff. In parallel with its MSP offerings, TSCTI delivers scalable IT staff augmentation services to meet temporary, project-based, long-term, and direct-hire requirements. The company currently supports 450+ active clients nationwide, including public-sector and education entities, and serves as a single or prime vendor on more than 40 staffing programs. TSCTI provides IT professionals across a full range of roles, including application development, infrastructure, cybersecurity, data, ERP, and cloud services. Our national recruiting model enables rapid response, with staffing requests acknowledged within 4 hours, qualified candidate resumes submitted within 24–48 hours, and candidate deployment typically achieved within three business days of selection.
- Value Added Attributes: TSCTI's service delivery model emphasizes accountability, responsiveness, and risk mitigation for Sourcewell Participating Entities. The company provides a single point of responsibility across both MSP and staff augmentation engagements, reducing administrative burden and ensuring consistency in service delivery. TSCTI offers flexible engagement models aligned to Participating Entity budgets and staffing needs, supported by 24/7 after-hours and emergency support for mission-critical requirements. Its proven ability to scale resources rapidly allows Participating Entities to address surge demand without disruption.
- Conformance to Sourcewell Cooperative Purchasing Model: TSCTI is fully aligned with Sourcewell's cooperative purchasing framework and is prepared to support Participating Entities throughout the term of a resulting master agreement. The company accepts direct purchase orders from Participating Entities, complies with Sourcewell master agreement terms, and accommodates entity-specific requirements as needed. TSCTI has extensive experience supporting voluntary cooperative purchasing environments and is committed to long-term partnership, contract compliance, and successful utilization of the Sourcewell contract.
- Scalability and Surge Capacity: TSCTI is structured to rapidly scale service delivery in response to fluctuating workforce demands from Sourcewell Participating Entities. The company maintains an active national talent pipeline and centralized recruiting operations capable of supporting simultaneous onboarding across multiple agencies and jurisdictions. This scalability has been demonstrated during statewide rollouts and large program expansions, where TSCTI successfully increased placement volumes without impacting service quality or compliance timelines. This capability ensures Participating Entities can respond quickly to project surges, legislative mandates, or emergency staffing needs.
- Compliance, Risk Management, and Public-Sector Readiness: TSCTI has deep experience operating within regulated public-sector environments and understands the compliance requirements associated with government and education entities. The company supports background checks, employment eligibility verification, security clearances where required, and adherence to agency-specific onboarding protocols. TSCTI's governance model ensures consistent compliance with labor laws, classification standards, data privacy requirements, and contract terms, reducing risk for Sourcewell Participating Entities while maintaining audit readiness throughout the engagement lifecycle.
- Account Governance and Client Support Model: TSCTI assigns dedicated account leadership to Sourcewell Participating Entities to ensure consistent communication, performance oversight, and issue resolution. Each Participating Entity is supported by an Account Manager and delivery team responsible for workforce planning, performance reporting, and continuous improvement. This structured governance model

		enables proactive identification of risks, timely resolution of issues, and alignment with Participating Entity objectives, contributing to long-term engagement stability and satisfaction. • Service Standardization and Process Consistency: TSCTI utilizes standardized service delivery processes across all MSP and staff augmentation engagements to ensure consistency and predictability for Participating Entities. These processes include standardized intake, candidate screening, onboarding, timekeeping coordination, and offboarding procedures. Standardization enables faster implementation, easier scaling across departments or agencies, and consistent service quality regardless of geographic location.	
36	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in Canada.	TSCTI has the organizational capacity and delivery readiness to provide IT Managed Workforce and IT Staff Augmentation services to Sourcewell Participating Entities across Canada. TSCTI has a strong presence in Canada with a local office in British Columbia and an established clientele across various provinces. We currently supports 30+ active public- and private-sector contracts in Canada such as: First Nations Health Authority, BC; Metro Vancouver Regional District, BC; British Columbia Lottery Corporation, BC; City of Burnaby, BC; Community Living British Columbia, BC; City of Winnipeg, MB; Manitoba Liquor and Lotteries, MB; University-Northern Alberta Institute of Technology, AB; Alberta Innovates, AB; Toronto Police Service, ON; Region of Peel, ON; City of Toronto, ON (Commercial); Saskatchewan Workers' Compensation Board, SK; Saskatchewan Power Corporation, SK; Axis Capital (Commercial); UPS Global Contingent Staffing Program/Tapfin Canada (Commercial), and more. demonstrating its ability to operate within Canadian procurement environments and deliver workforce solutions at scale. TSCTI is prepared to support federal, provincial, municipal, education, and MASH sector entities through flexible engagement models aligned with Sourcewell's cooperative purchasing framework. TSCTI's Canadian delivery model is supported by established recruiting and account management resources capable of supplying IT professionals across a broad range of roles. The company is able to support temporary, project-based, long-term, and direct-hire staffing needs, as well as managed workforce programs requiring centralized oversight and coordination. TSCTI is willing to accept direct purchase orders from Sourcewell Participating Entities in Canada and to comply with Sourcewell master agreement terms and entity-specific requirements. Through its experience managing multi-client programs and long-term contracts, TSCTI is positioned to scale services across multiple Canadian Participating Entities concurrently. The company's approach emphasizes rapid onboarding, consistent service delivery, and long-term partnership, ensuring Canadian Participating Entities can utilize the Sourcewell contract efficiently and with minimal administrative burden.	*
37	Identify any geographic areas of the United States or Canada that you will NOT be fully serving through the proposed agreement.	TSCTI confirms that we will be fully serving all geographic areas of the United States and Canada through the proposed agreement. We are committed to ensuring that every client receives the same high level of service, expertise, and support, enabling them to successfully provide IT staff augmentation and managed service provider services. This nationwide reach allows us to be responsive to the unique needs of each Participating Entity, ensuring that geographical limitations do not hinder our ability to deliver exceptional service and value.	*
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.	TSCTI will provide full access to our IT managed service provider and staff augmentation services to all types of Participating Entities, regardless of their account type.	*
39	Define any specific requirements or restrictions that would apply to our participating entities in Hawaii and Alaska and in US Territories.	TSCTI is fully committed to serving Participating Entities in Hawaii, Alaska, and U.S. territories without imposing specific restrictions or requirements that would limit access to our services	*
40	Will Proposer extend terms of any awarded master agreement to nonprofit entities?	Yes, TSCTI is committed to extending the terms of any awarded master agreement to nonprofit entities.	*

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.	TSCTI employs a comprehensive marketing strategy to promote our IT staff augmentation and managed service provider services tailored for Sourcewell Participating Entities. Our approach incorporates various channels and methods to ensure maximum visibility and engagement with potential clients, including government agencies, educational institutions, and nonprofit organizations. Channels of Marketing Strategy: 1. Targeted Outreach and Relationship Building 2. Digital Marketing - Search Engine Optimization (SEO) - Content Marketing - Social Media Engagement 3. Email Campaigns 4. Partnerships and Alliances 5. Client Testimonials and Case Studies 6. Public Relations and Media Outreach Marketing Strategy Process: TSCTI has developed a comprehensive marketing plan focusing on targeting agencies with which we have existing relationships to secure business under Sourcewell's program. To facilitate this, we have designated a dedicated marketing manager who will be integral to our Project Management Office (PMO) Advisory Council, working closely with clients to promote our services. • Market Analysis and Targeting: Our marketing strategy begins with a detailed market analysis, assessing strategic plans, key drivers, and potential opportunities within our target sectors. This analysis guides the launch of a targeted marketing campaign designed to establish and strengthen customer relationships. We develop and distribute customized marketing materials, such as brochures and foldouts specifically for Sourcewell customers, to ensure they have the information needed to make informed decisions. • Engagement and Education: To engage our audience, we participate in industry-specific events and conferences, such as the NASCIO, Digital Government Summits and Cybersecurity summits. These events allow us to showcase our AI solutions and engage directly with potential clients. Additionally, we host educational webinars and workshops that highlight the benefits of AI adoption, featuring relevant case studies and best practices tailored to the specific interests of our audience. • Digital Outreach: Our digital marketing efforts are essential for increasing online visibility and generating leads. We optimize our website content for search engines to ensure decision-makers can easily find information about our services. We also produce high-quality, informative content, such as whitepapers and case studies, that demonstrate our expertise in AI and its applications within the public sector. Social media engagement on platforms like LinkedIn and Twitter further enhances our visibility, allowing us to share insights, updates, and success stories. • Email Campaigns and Follow-Up: To maintain communication with potential clients, we implement targeted email marketing campaigns that keep them informed about our services and highlight recent successes. Our email newsletters include updates on AI trends and relevant industry news. • Partnerships for Broader Reach: Collaborating with technology vendors and industry associations amplifies our marketing efforts. By aligning with partners committed to innovation and public service, we expand our reach and credibility. We also establish relationships with local chambers of commerce to co-host events aimed at reaching nonprofit organizations in specific regions. • Building Trust and Credibility: With a history of serving over 450 public agencies, we leverage client testimonials and detailed case studies to build trust. Showcasing measurable outcomes from past projects—such as a 30% increase in operational efficiency for a public sector client—provides concrete evidence of our capabilities. • Media Outreach and Thought Leadership: Our public relations efforts include proactive media outreach to secure coverage and thought leadership opportunities. We regularly issue press releases to announce significant achievements, such as industry awards or notable project completions, and contribute articles or participate in interviews to share insights on AI trends and best practices.	*

42	Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance marketing effectiveness.	We use a technology-driven marketing stack to improve outreach effectiveness, track engagement, and increase adoption of our Sourcewell contracts across U.S. and Canadian public-sector entities. Our approach relies on integrated CRM, marketing automation, analytics, and professional social media platforms to ensure measurable, compliant, and targeted marketing. We use Salesforce CRM to manage public-sector prospect and client data, track engagement history, and segment audiences by entity type (state, local, education), geography, contract number, and solution type (IT Managed Workforce vs. IT Staff Augmentation). Salesforce dashboards and reports are used to measure campaign effectiveness, track lead-to-engagement conversion, and identify high-interest Sourcewell Participating Entities. Our Public Sector Publications (State Tech & Ed Tech), a sale- led communications campaign, and Social Media. We use Twitter, Facebook, and LinkedIn as avenues for marketing, education, updates and general communication with customers. Active social media helps customers stay informed with links, posts and articles of interest in the way that they choose to receive information. At the foundation of our strategy is a robust Customer Relationship Management (CRM) system. This tool allows us to meticulously track leads, manage client interactions, and analyze customer data, enabling us to tailor our outreach efforts and maintain personalized communication in real-time. The insights gained from CRM analytics help us identify trends and patterns that inform our marketing strategies, ensuring we meet the specific needs and preferences of our clients. Building on this foundation, we implement Search Engine Optimization (SEO) techniques to enhance our online visibility. By optimizing our website content for relevant keywords, we ensure that our services rank highly in search results. Complementing our organic reach, we engage in pay-per-click (PPC) advertising, targeting specific demographics and industries to drive traffic to our site and generate qualified leads. To further maximize our online presence, we utilize advanced analytics tools such as Google Analytics. These tools allow us to track user behavior on our website, measure campaign performance, and derive actionable insights that guide our marketing decisions. This data-driven approach enables us to continuously refine our marketing efforts and improve client engagement. Our outreach strategy relies heavily on social media sites, primarily LinkedIn and Twitter. We actively publish useful content, updates, and success stories that resonate with our target audience. Monitoring engagement metrics like as likes, shares, and comments gives us insights into our audience's interests, allowing us to fine-tune our content approach. In addition, we use targeted social media advertising to reach larger audiences, leveraging demographic data to successfully personalize our messaging. Email marketing is another important part of our digital approach. We employ automated email solutions to segment our audience and provide personalized information based on their preferences and previous interactions. This tailored approach enhances our open and click-through rates, ensuring that our communications are relevant and powerful. Moreover, we optimize our content using metadata within our content management system, enhancing the discoverability of our materials online. By embedding relevant keywords, tags, and descriptions, we ensure that potential clients can easily find the information they need. Finally, TSCTI conducts regular market research using digital data analytics tools to stay informed about industry trends, competitor activities, and emerging technologies. This data-driven research helps us adjust our marketing tactics and ensure that our services align with the evolving needs of our clients For outbound and nurture campaigns, we use HubSpot Marketing Hub to automate Sourcewell-focused email campaigns, event invitations, contract announcements, and capability updates. HubSpot analytics are used to monitor open rates, click-through rates, engagement duration, and response activity, allowing us to continuously refine messaging and timing. We leverage LinkedIn (organic and sponsored content) as our primary social media platform for public-sector marketing. We promote Sourcewell contract numbers, publish solution briefs, share case studies, and announce webinars targeted to government and education buyers. LinkedIn Campaign Manager analytics are used to track impressions, engagement rates, audience demographics, and geographic reach. Our website and Sourcewell-specific landing pages are monitored using Google Analytics 4 (GA4) to analyze traffic sources, visitor behavior, content performance, and conversion rates (e.g., capability statement downloads, contact form submissions). Metadata such as visitor organization type, location, and content interaction is used to optimize placement and messaging of Sourcewell-related content. We use SharePoint and Microsoft Power BI internally to consolidate marketing performance data, campaign results, and pipeline attribution tied to Sourcewell contracts. Power BI dashboards provide visibility into channel performance, campaign ROI, and engagement trends across MSP and staff augmentation offerings.	*

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?	At TSCTI, we recognize the pivotal role Sourcewell plays in promoting agreements from this RFP by streamlining procurement processes for its Participating Entities. As an established Sourcewell vendor under various existing contracts, we leverage our dedicated marketing team to actively promote our. Our team not only capitalizes on Sourcewell's expansive network and reputation but also actively participates in Sourcewell-hosted events, ensuring engagement with a diverse range of public agencies and educational institutions. This partnership allows us to directly connect with potential clients, fostering a well-informed, efficient procurement process that meets the unique needs of Sourcewell's Participating Entities. To integrate a Sourcewell-awarded agreement into our sales process, To integrate a Sourcewell-awarded agreement into our sales process, TSCTI will adopt a comprehensive approach that emphasizes collaboration and visibility. We will ensure that our sales team is well-versed in the specifics of the Sourcewell agreement, including the terms, pricing structures, and service offerings. This knowledge will enable our representatives to communicate effectively with potential clients and highlight the unique benefits of utilizing Sourcewell's contracts. Additionally, we will actively participate in Sourcewell's promotional activities, such as webinars and outreach events, to showcase our capabilities and foster relationships with participating entities. TSCTI will adopt a comprehensive approach that emphasizes collaboration and visibility. We will ensure that our sales team is well-versed in the specifics of the Sourcewell agreement, including the terms, pricing structures, and service offerings. This knowledge will enable our representatives to communicate effectively with potential clients and highlight the unique benefits of utilizing Sourcewell's contracts. Additionally, we will actively participate in Sourcewell's promotional activities, such as webinars and outreach events, to showcase our capabilities and foster relationships with participating entities. Our marketing strategy will also incorporate targeted outreach campaigns aimed at informing current and prospective clients about the advantages of sourcing our services through Sourcewell. This will include creating tailored marketing materials, conducting informative webinars, and engaging with decision-makers at various agencies to highlight how our solutions align with their needs and goals. By embedding the Sourcewell agreement into our sales process, we can streamline procurement, reduce barriers to entry for potential clients, and ultimately enhance our service delivery to ensure a seamless experience for all participating entities.
44	Are your Solutions available through an e-Procurement or e-Commerce ordering process? If so, describe your system(s) and provide one (1) example of how governmental and educational customers have used them.	TSCTI possesses all the ability to integrate with a variety of e-Procurement and Accounts Payable Systems to enable business to be conducted in an efficient manner at all Sourcewell Locations. We have been utilizing number of cost management tools and application from decades. We will utilize: - Vector VMS: Procurement Ordering System. - CONREP: Performance Management, contract management, order management, - Primavera: Enables monitoring and control of schedule, resources, costs - Earned Value Management (EVM): Ours EIA/ANSI 748 compliant EVM facilitates analysis, evaluation, and action on cost and schedule variances - WebTimeSheet (WTS) Application: Web-based system that collects time, expense, and performance data, from any location, by CLIN - Integrated Financial Management System (iFMS): Integrates with WTS and performs critical financial functions - Program Information Center (PIC): Based on MS SharePoint and stores/manages every artifact generated TSCTI utilizes Vector VMS as its supplier management solution. In addition to its fully integrated accounting and finance functionality, it is intuitive, user-friendly and secure. Vector VMS is a configurable, webbased Software as a Service (SaaS) VMS that facilitates all aspects of the requisition and candidate lifecycle including but not limited to: requisition management, rate card management, skills matching, interview coordination, candidate selection, pre-employment screening validation, resource timekeeping, timekeeping approval, expense entry and approval, invoicing, supplier payment, SLA management, project milestone entry and approval, and business analytics reporting and trending. The role of the VMS enables the MSP team to ensure that all aspects of aforementioned process workflows are standardized, compliant and controlled while delivering process efficiencies to the Department, the supplier community, the resources and the MSP. TSCTI is rooted in both the IT and staffing industry, and with years of experience in supporting Vector VMS, our organization is ideally suited to support every aspect, from custom reports to enhanced functionality, of the Client's VMS needs. One of the many distinct features of the Vector VMS is that it provides the Client and the suppliers with accessible and auditable real-time data in a single fully integrated solution. Also, suppliers and Client managers are not burdened with having to manually invoice the MSP for their resource time, and it is not necessary to export time into the MSP's external ERP or accounting system. Quality resource acquisition is made easy using its simple yet sophisticated skills matching tool which ensures suppliers submit, and hiring managers' focus on, only the most appropriate candidates for consideration. Integration of the skills matching engine with Vector VMS exclusive "supplier submission board" ensures Client has access to "the right resource at the right time for the right price".

		Tools provided and managed by TSCTI includes JobDiva and Vector VMS which helps to reduces hard and soft costs while improving resource quality, retention and resource skill levels. For example, Client of New Jersey requests for temporary staffing services through Vector VMS provided and managed by TSCTI, Client of Montana requests for temporary staffing services through their portal named eMACS and we receive staffing request from Maryland Health Benefit Exchange through email. Sourcewell can choose any means to send requests for temporary staffing services as our dedicated Account Management team lead by senior Account Manager for the contract, who will be responsible to keep a constant track of the Sourcewell's services. TSCTI MSP Model is a powerful combination of an experienced on-site Manager working closely with Sourcewell and supplier network; an off-site program support responsible for invoicing, screening candidates, records management, supplier enrollment and other administrative duties; and a comprehensive, easy to use integrated technology solution - Vector Vendor Management System (VMS). The major components of our solution are described below. • MSP Program Team: Foundational to all of our programs, our MSP Program teams include a dedicated On-site Program Manager (On-site PM) with industry knowledge and skills expertise that will provide full requisition management and reduce administrative burden for the client, hiring manager, supplier and resources. The On-site PM will be fully supported by an MSP team that will also perform program services related all aspects of the program. • Vector VMS: Vector VMS provides a single solution that manages all of Client contingent labor as well as the wide variety of service categories such as SOW projects, independent contractors, and indirect services. It helps to effectively and efficiently manage Client contingent and temporary workforce and improve operational effectiveness, mitigate risk, and save substantial dollars within Client non-employee labor program. • Supplier Network: TSCTI will recruit, identify & assess prospective suppliers. We understand the value, a quality and engaged supplier network has on resources, and their individual skills and their continuity to key projects. We believe it is in everyone's best interest to retain a strong working relationship with all supplier organizations and TSCTI places a very high priority on ensuring that all performing suppliers are retained and that locally headquartered suppliers are embraced. We will provide onsite and process-specific training. We will measure suppliers on resource quality, retention, price, responsiveness, SLAs. • Supplier Mentoring and Support: - Improved information flow to enhance knowledge of position needs - Communication, Mentoring & Outreach through regularly scheduled conference calls, quarterly forums and roundtables, and training sessions - Supplier tools to increase performance & improve efficiency & profitability - Supplier cash flow visibility & management - Accurate & auditable online accounting records - Level playing field to allow suppliers to compete on price and quality to earn business	*

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.	TSCTI is committed to ensuring the continuous development of its workforce through comprehensive training programs, professional development initiatives, and strategic partnerships with leading educational and certification bodies. Our learning ecosystem serves employees at all levels, starting from campus hire training for entry-level staff to capability assurance programs for professional practitioners. We allocate approximately 19% of our total annual revenue to research and development (R&D), with a significant portion dedicated to workforce development. In 2024 alone, our internal training budget exceeded $2 million, demonstrating our dedication to keeping our employees at the forefront of industry advancements. To maintain proficiency in the latest technologies, TSCTI has established partnerships with top certification bodies and technology providers, including AWS, Microsoft, Cisco, and Oracle. These partnerships provide our employees access to industry-leading certifications such as AWS Certified Solutions Architect, Microsoft Certified Engineer, and Cisco Certified Network Professional (CCNP). Additionally, we offer tuition reimbursement of up to $6,000 per year for employees who wish to pursue professional certifications and courses from accredited institutions. For IT Managed Workforce (MSP) engagements, we provide standard, no-cost training to Sourcewell Participating Entities as part of contract initiation. We provide education to all program stakeholders for client and suppliers during the initiation of the program and on an ongoing basis thereafter for the life of the contract This training is delivered by our assigned Account Manager and MSP Program Team and includes an overview of workforce governance, service workflows, escalation procedures, reporting structures, SLA metrics, and use of program management tools (e.g., request intake, issue tracking, and performance dashboards). TSCTI will train system administrators and other designated Client personnel on the use of Vector VMS as it is configured to meet the specific sourcing, billing, and administrative processes defined for Client upon completion of and approval of future-Client process maps that will be developed upon award of the contract. Training is also provided to Client, agency administrators, suppliers and contingent resources on the Sourcewell's MSP agreed upon processes and procedures. Our standard training curriculum includes supplier rules of engagement with Client hiring managers, on and off boarding procedures, pre-engagement compliance, performance expectations, etc. Courses are delivered on premise as required and are also made available weekly online. Courses online are instructor-led and interactive, and they deliver the same content as those on-premise. Brief, function-specific training videos are also available via web-based video training. Proper education is critical for the suppliers and resources that will use the system. We give great attention to ensuring that we educate on supplier and their resources on both the use of Vector VMS, and also on the benefits they can gain from Vector VMS and program. Finally, we tailor all supplier and resource education to meet the specific process needs of the Client. Every user, client, supplier, and resource are provided with an MSP Orientation and a Vector VMS "Get Started Guide" which highlights the functions key to the individual's program role. This is a pictorial guide and is also tailored for specifics of Client's MSP program. Curriculum and all training materials are available to Client upon request. For IT Staff Augmentation services, we provide standard onboarding and orientation training for both the Participating Entity and the assigned IT professionals. This includes orientation on engagement expectations, reporting relationships, timekeeping procedures, security and compliance requirements, and communication protocols. This training is delivered by our Account Management and Employee Care teams and is included at no additional cost to the Participating Entity. We also offer optional, role-specific and technology-focused training when requested by a Participating Entity. This may include refresher training on specific tools, platforms, or methodologies (e.g., cloud platforms, cybersecurity practices, or IT service management processes). Optional training may be delivered by our internal subject-matter experts or approved third-party training providers, depending on the scope and technical requirements. Any optional training that incurs cost is clearly defined and approved in advance through a Service Order or SOW. In addition to internal and external training, TSCTI fosters an environment of continuous learning through annual "boot camps" and a Leadership Development Program designed to nurture high-potential project staff. Our Organizational Training Plan (OTP) aligns with project, organizational, and individual needs, ensuring that learning remains relevant and supports both employee growth and client success. Also, In terms of cost, our standard training offerings are included in the overall implementation and support service agreements. TSCTI also offers optional, advanced training programs for clients who wish to deepen their expertise.	*

46	Describe any technological advances that your proposed Solutions offer.	Our proposed IT Managed Workforce (MSP) and IT Staff Augmentation solutions demonstrate depth and breadth through the integration of advanced workforce governance technology, analytics, automation, and secure collaboration platforms that scale across agencies, jurisdictions, and IT functions. Our solutions go beyond basic staffing fulfillment by incorporating centralized MSP governance, real-time performance analytics, digital compliance workflows, and continuous improvement mechanisms. Participating Entities benefit from end-to-end visibility across requisition intake, candidate sourcing, onboarding, active assignment management, issue resolution, and performance reporting. These capabilities allow us to support complex, multi-agency, multi-vendor IT workforce environments under a single operational framework. Additionally, our technology-enabled approach supports a wide range of IT roles, engagement types (temporary, long-term, project-based, and direct-hire), and operating models across state, local, education, and public-sector entities. The same platform-driven capabilities are applied consistently across cybersecurity, cloud, application development, infrastructure, data, and public safety IT roles—ensuring uniform service quality regardless of geography or scale. By combining MSP governance technology (SharePoint and Power BI), AI-assisted talent matching (ATS/CRM integrations), digital onboarding, and secure collaboration tools (Microsoft Teams), we deliver a comprehensive, scalable, and repeatable solution that meets the diverse and evolving needs of Sourcewell Participating Entities. Under a traditional, manual staffing and MSP operating model, requisition intake is typically handled through emails and informal requests, with tracking done manually. In contrast, our technology-enabled model uses a centralized digital intake process supported by SharePoint-based workflows, ensuring every request is logged, approved, and traceable from day one. Candidate screening in manual environments relies heavily on recruiter-led resume reviews, which can be time-consuming and inconsistent, whereas our model leverages AI-assisted skills matching through an ATS integrated with Salesforce to quickly identify qualified candidates aligned to role requirements. As a result, the time to submit candidates is reduced from a typical three to five business days to 24–48 hours for qualified resources. Onboarding and compliance, which are often paper-based or spread across disconnected systems, are fully digitized in our platform, enabling centralized tracking of background checks, work authorization, certifications, and client-specific requirements. This significantly shortens the time to start—from one to two weeks in a manual model to as fast as three business days, subject to required screenings and approvals. From an MSP governance perspective, traditional oversight relies on spreadsheets and static reports with limited visibility. Our model replaces this with real-time dashboards powered by Power BI, providing continuous insight into requisitions, headcount, spend, and supplier performance. Performance tracking shifts from reactive issue handling to proactive SLA and KPI monitoring, allowing potential risks to be identified and addressed before they impact service delivery. Supplier management is similarly enhanced, moving from limited, anecdotal oversight to centralized analytics that measure responsiveness, quality, compliance, and fill rates across all vendors. Issue resolution in a manual model is often ad hoc, with informal escalations and little documentation. Our platform introduces a ticketed, tracked, and time-bound resolution process that ensures accountability and transparency. Reporting also evolves from monthly static reports to live dashboards complemented by scheduled, role-based reports for program, procurement, and finance stakeholders. Finally, audit readiness improves dramatically—manual document retrieval is replaced with centralized, audit-ready documentation—while scalability shifts from a resource-intensive limitation to a model that seamlessly scales across agencies, departments, and geographies without loss of control or visibility. These technological advances allow us to deliver faster fulfillment, higher-quality IT resources, stronger compliance, and greater transparency than traditional staffing or MSP models. Participating Entities gain a solution that is not only comprehensive in scope but also operationally mature, data-driven, and proven across large public-sector environments.	*

47	Describe any “green” initiatives that relate to your company or to your Solutions, and include a list of the certifying agency for each.	We actively integrate sustainability into both our corporate operations and the Solutions we deliver to public-sector clients, beginning with our ISO 14001 (ISO 14K) Environmental Management System certification, issued by an accredited ISO certification body. This certification governs how we identify, manage, and continuously improve our environmental impact across operations, technology usage, procurement, and waste management, and it is reviewed through regular internal and external audits. From a solutions standpoint, our delivery model is intentionally designed to be environmentally responsible. We operate a paperless, digital-first workforce lifecycle, covering requisition intake, candidate submissions, onboarding, compliance documentation, timekeeping, invoicing, and reporting through secure platforms such as SharePoint, VMS/ATS tools, and integrated ERP systems. This significantly reduces paper consumption, physical storage needs, and manual handling across large-scale MSP and staff augmentation programs. We also support remote and hybrid workforce enablement, including virtual interviews, digital onboarding, remote training, and secure remote work access where permitted by client policy. This reduces commuting, travel-related emissions, and on-site infrastructure demands—an especially meaningful impact for statewide and multi-agency Sourcewell Participating Entities. In addition, we maintain responsible IT asset management and recycling practices. End-user equipment such as laptops, peripherals, and related IT assets are tracked throughout their lifecycle and, at end-of-use, are either redeployed, refurbished, or disposed of through certified e-waste recycling partners that comply with applicable environmental and data destruction standards. This ensures secure data handling while diverting electronic waste from landfills. Our reliance on cloud-based platforms and centralized data environments further improves energy efficiency by reducing dependency on on-premise infrastructure and duplicative systems. Automated workflows, electronic approvals, and real-time dashboards minimize administrative overhead and unnecessary resource usage.	*
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.	None	*

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?	Proven Sourcewell Incumbency and Cooperative Expertise: We are an active Sourcewell incumbent with multiple ongoing Sourcewell contracts, including IT managed services and staff augmentation (#071321-CEN), Public Safety and Law Enforcement Software Solutions (#030425-CEN), AI Strategy, Implementation & Support Services (#110724-CEN), and Security, Cloud, Network, and Data Services (#121923-CEN). This direct experience means Sourcewell Participating Entities engage a provider already fluent in Sourcewell's ordering processes, compliance standards, reporting expectations, and cooperative purchasing model. This reduces onboarding effort, minimizes risk, and accelerates time to value. Integrated MSP and IT Staff Augmentation Under One Contract: A key differentiator is our ability to deliver both IT Managed Workforce (MSP) solutions and IT Staff Augmentation at scale under a single Sourcewell contract. We support 450+ active clients, including 40+ single/prime vendor programs, and have successfully placed 500+ IT professionals across state agencies and education systems. Participating Entities can centralize workforce strategy, fulfillment, and governance with one accountable partner rather than managing multiple vendors. Public-Sector-Proven Scale and Statewide MSP Experience: We bring deep experience operating in large, regulated public-sector environments. We currently serve as an MSP for statewide or agencywide contracts in New Jersey, Florida, and Pennsylvania, and have delivered staffing solutions for entities such as City of Dallas (City wide), Gwinnett County (County Wide), City of New Orleans (City Wide), and more. This experience enables us to navigate complex approval chains, security requirements, union environments, and agency-specific policies without disruption. Single Point of Accountability with Dedicated Governance: Unlike transactional staffing firms, we provide a single-source-of-responsibility model. Each Sourcewell engagement is supported by a named Account Manager, Account Director, and dedicated support team, responsible for fulfillment, compliance, reporting, escalation, and continuous improvement. Even when subcontractors are utilized for specialized skills, we retain full accountability for performance, invoicing, and service delivery. Technology-Enabled Workforce Governance and Transparency: Our solutions incorporate centralized digital governance, including real-time dashboards, performance analytics, and automated reporting. Participating Entities gain visibility into requisition status, time-to-fill, resource utilization, SLA compliance, and issue resolution—capabilities not typically available in traditional staff augmentation models. This data-driven approach enables proactive risk management and informed decision-making. Speed, Responsiveness, and Measurable Service Commitments: We differentiate ourselves through defined, measurable service benchmarks rather than best-effort staffing. We routinely deliver qualified candidate submissions within 24–48 hours, enable onboarding readiness in as little as three (3) business days, and provide weekly status and issue reports. Escalations are acknowledged within one (1) hour, with active resolution tracking until closure. High Retention and Demonstrated Client Satisfaction: Our service model emphasizes long-term partnership and workforce stability. We maintain client retention rates exceeding 90% and average customer satisfaction scores above 93%, with many public-sector contracts renewed or extended through option years. This consistency reflects our ability to deliver sustained value beyond initial placement. Flexibility Across IT Roles, Engagement Types, and Agencies: Our breadth of capability allows us to support a full spectrum of IT roles—cybersecurity, cloud, infrastructure, applications, data, and public safety IT—across temporary, long-term, project-based, and direct-hire engagements. This flexibility allows Sourcewell Participating Entities to scale resources up or down quickly without re-procurement.	*

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	*
51		Minority Business Enterprise (MBE)	(•) Yes ( ) No	Delaware Office of Supplier Diversity, Governor's Office of Diversity Business Enterprise, Department of Administration, DEPARTMENT OF SMALL BUSINESS & SUPPLIER DIVERSITY, North Central Texas Regional Certification Agency	*
52		Women Business Enterprise (WBE)	( ) Yes (•) No	Not Applicable	*
53		Disabled-Owned Business Enterprise (DOBE)	( ) Yes (•) No	Not Applicable	*
54		Veteran-Owned Business Enterprise (VBE)	( ) Yes (•) No	Not Applicable	*
55		Service-Disabled Veteran-Owned Business (SDVOB)	( ) Yes (•) No	Not Applicable	*
56		Small Business Enterprise (SBE)	( ) Yes (•) No	Not Applicable	*
57		Small Disadvantaged Business (SDB)	( ) Yes (•) No	Not Applicable	*
58		Women-Owned Small Business (WOSB)	( ) Yes (•) No	Not Applicable	*

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.	Payment Terms: Net 30 Days and accepted payment methods are ACH & Cheques.	*
60	Describe any leasing or financing options available for use by educational or governmental entities.	None	*
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.	We have a standard contract that we get signed between two parties once the contract is awarded. A sample Draft Contract is uploaded under the document upload section	*
62	Do you accept the P-card procurement and payment process? If so, is there any additional cost to Sourcewell participating entities for using this process?	Yes, we do accept P-card procurement payment process and there is no additional cost to Sourcewell participating entities for using P-card procurement and payment.	*

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.	TSCTI will provide line-item discount to Sourcewell from its GSA pricing data. Our GSA approved pricing is upload separately and we offer 5% rate discount to 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 offer 5% discount to Sourcewell from its GSA approved price list	*
65	Describe any quantity or volume discounts or rebate programs that you offer.	Yes, we offer additional 0.5% discount on volume purchase over $1M.	*
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.	TSCTI is open to negotiated with model of purchase as we accept both “percentage over cost” and “supply a quote for each request”.	*
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.	Not Applicable as our provided cost covers all cost of acquisition	*
68	If freight, delivery, or shipping is an additional cost to the Sourcewell participating entity, describe in detail the complete freight, shipping, and delivery program.	Not Applicable as our provided cost covers all cost associated with freight, delivery, and shipping.	*
69	Specifically describe freight, shipping, and delivery terms or programs available for Alaska, Hawaii, Canada, or any offshore delivery.	Not Applicable as our provided cost covers all cost associated with freight, delivery, and shipping for Alaska, Hawaii, Canada, or any offshore delivery	*
70	Describe any unique distribution, delivery, and/or deployment methods or options offered in your proposal.	Our proposed Vector VMS solution is fully customizable as per client request, we can accommodate each change request and can transition-In with 30 days’ notice period. We work with our customer as a team and our tiger implementation team work on-site throughout the transition period to facilitate smooth implementation of the program with any additional cost to the customer with maximum ROI.	*

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.	TSCTI is proposing the same cost to each user of Sourcewell, and every customer can access the centralized cost chart of associated services. Our proposed system Vector VMS is capable to track the cost associated with each work order/task order. We can define various fields to give clearer visibility on the progress of the contract and tracking cost. TSCTI account executive can extract the sales report. As normal practice with provide each customer with sales report on or before the 30th calendar day after the closure of the client's fiscal quarter or as request. We employ a structured self-audit and compliance program to ensure full adherence to our Sourcewell master agreement and to guarantee that Participating Entities receive correct contract pricing. All Sourcewell-approved rate cards, markups, and terms are preloaded and locked in our contract and billing systems at award. Each order is validated by a dedicated Sourcewell operations team to confirm entity eligibility, contract number, labor category, and pricing alignment before fulfillment begins. Invoicing is system-generated using Sourcewell-approved pricing and independently reviewed by a separate billing compliance team to verify accuracy. We conduct quarterly internal audits of Sourcewell transactions and maintain an exception management process to promptly correct any discrepancies. Complete audit records are retained, and we fully support Sourcewell-led reviews, ensuring transparency, pricing integrity, and ongoing compliance. A Participating Entity submits an order under the Sourcewell contract → our Sourcewell operations team performs pre-order compliance and pricing validation → resources are deployed and services delivered → invoice is auto-generated using Sourcewell-approved pricing → billing compliance review is completed → invoice is issued to the Participating Entity with auditable documentation.	*

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.	TSCTI provides comprehensive reporting capability that includes, but is not limited to, ad-hoc reporting, extensive standard reporting, and monthly reporting on a number a program attributes. Report delivery is in real time, online, and available 24/7. The reporting is available to the contract administrator, hiring manager or other contract users. Data delivered is also filtered in a manner appropriate to user security permissions as configured by the State. Monthly reporting will include Client required reports on all aspects of the program, including but not limited to requisition management, usage, and supplier performance. The Vector VMS also provides both managers and users the ability to create and run their own reports and managed views. TSCTI provides education services on the use of the Vector VMS ad-hoc report creation tools and on personalization of existing standard reports. If awarded a Sourcewell agreement, we will measure success using a multi-layered metrics and reporting framework that supports operational delivery, financial compliance, supplier governance, workforce quality, and executive oversight across both IT Staff Augmentation and IT Managed Workforce (MSP) solutions. We strongly believe that Standard Reports should be configured to client needs to maximize their usefulness. During implementation we will discuss reporting needs and configure reporting as specifically requested from the variables listed below. IT Staff Augmentation Metrics and Reports: We track recruiting efficiency, workforce quality, and contract compliance through Time-to-Fill, Time-to-Start, Submission-to-Hire Ratio, Offer Acceptance Rate, Assignment Completion Rate, and Resource Retention Rate. Pricing and financial accuracy are measured using Bill Rate Compliance, Invoice Accuracy, and Billing Cycle Time. These metrics are delivered through: • Marketing metrics for digital platforms • Sales metrics for organic and inorganic leads • Requisition Intake & Time-to-Fill Report • Candidate Pipeline & Hiring Velocity Report • Offer & Acceptance Analysis Report • Resource Performance & Retention Report • Rate Card & Pricing Compliance Report • Invoice Accuracy, Credits & Adjustments Report • Client Satisfaction & Issue Resolution Report • Extension, Conversion & Repeat Placement Report IT Managed Workforce (MSP) Metrics and Reports: For MSP programs, we measure program effectiveness, supplier performance, and workforce governance using Program Fill Rate, Supplier SLA Compliance, Time-to-Start, Spend Under Management, Supplier Quality Scores, and Audit Exception Rates. Cost control and optimization are tracked through Rate Standardization, Cost Savings vs. Baseline, Supplier Consolidation, and Off-Contract Spend Reduction. These metrics are reported via: • MSP Program Performance Dashboard • Supplier Performance & SLA Scorecard • Supplier Compliance & Risk Report • Spend Analytics & Cost Optimization Report • Rate Standardization & Savings Realization Report • SOW Milestone, Deliverables & Acceptance Report • Exception, Escalation & Corrective Action Report • Quarterly Internal Audit & Compliance Report • Cross-Program Governance and Executive Reporting Across both solution types, we track contract utilization, Participating Entity retention, renewals and extensions, issue trends, and continuous improvement actions implemented. These are delivered through: • Sourcewell Contract Utilization & Volume Report • Participating Entity Retention & Growth Report • Risk Register & Mitigation Report • Service Improvement & Innovation Tracker • Quarterly Executive Business Review (QBR) • Annual Sourcewell Performance & Value Summary	*

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.	upto 2 %	*

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.	Our proposed pricing represents best-value rates compared to other national cooperative purchasing programs, reflecting both competitive base pricing and pre-negotiated discounts specifically structured for Sourcewell Participating Entities.	*

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.	Our proposed solutions go beyond staffing delivery to provide governed, scalable, and future-ready IT workforce programs. By combining deep public-sector experience, advanced MSP governance, hard-to-find IT talent access, and operational flexibility, we enable Sourcewell Participating Entities to meet today's IT demands while preparing for tomorrow's technology challenges under one cooperative contract • Enterprise IT Managed Workforce (MSP) Solutions: TSCTI deliver enterprise-scale IT Managed Workforce (MSP) programs designed to support complex, multi-agency public-sector environments. Our MSP solutions are built to manage high-volume requisition intake, diverse IT skill categories, and geographically distributed workforces while maintaining strict pricing and compliance controls. In addition to statewide MSP programs in New Jersey, Florida, Iowa and Pennsylvania, we have supported large agency programs for state transportation authorities, health and human services departments, and education systems, across these programs, we support 2500+ active IT resources annually, spanning more than 120 distinct IT role classifications. Our MSP offering includes intake standardization, where all IT staffing requests are normalized into approved role definitions and pricing bands before supplier release, ensuring consistency and eliminating rate variance. We implement tiered approval workflows aligned to agency-specific policies, enabling departments to maintain control while reducing administrative burden. Our MSP model supports high-volume requisition intake (1,500+ requisitions per year) while enforcing rate cards, role standardization, and approval workflows aligned to Sourcewell and Participating Entity requirements. All requisitions flow through a centralized intake model managed by a dedicated Account Manager, Program Director, and Vendor Management team, ensuring consistent governance regardless of agency size or geography. Our approach also supports emergency and surge staffing models, allowing Participating Entities to rapidly scale IT resources during system upgrades, cybersecurity incidents, or regulatory deadlines. Beyond day-to-day operations, we actively support workforce modernization initiatives, including cloud migrations, ERP replacements, data platform implementations, and cybersecurity programs. Our MSP teams collaborate with agency leadership to identify skills gaps, aging workforce risks, and succession challenges, enabling proactive talent planning rather than reactive staffing. • Advanced Supplier Ecosystem Management: A distinguishing element of our MSP solution is our ability to manage large and diverse supplier ecosystems, including national firms, regional

providers, minority-owned, veteran-owned, woman owned, small and disadvantaged businesses, and niche technical specialists. We onboard and govern suppliers through structured performance frameworks that measure quality, responsiveness, diversity participation, and compliance adherence. Supplier scorecards are reviewed regularly, and underperforming vendors are subject to corrective action or replacement, ensuring sustained program quality.

- Comprehensive IT Staff Augmentation Services: Our IT Staff Augmentation services are designed to support both mission-critical operations and long-term transformation initiatives. We provide contingent and project-based IT professionals to agencies including state revenue departments, public universities, municipal governments, and public safety organizations, supporting environments ranging from legacy systems to modern cloud-native platforms. Over the past three years, we have delivered 3,800+ successful IT placements with an average retention rate exceeding 95% across public-sector engagements. Unlike traditional staffing models, our approach emphasizes role readiness and environment fit, evaluating candidates not only for technical skill but also for experience working within public-sector governance, documentation standards, and security protocols. This reduces ramp-up time and increases assignment success rates. We support hard-to-fill and specialized roles, including mainframe modernization specialists, identity and access management engineers, GIS developers, data governance leads, and public safety systems analysts—roles that many staffing providers struggle to deliver consistently. Leveraging our local database of prequalified professionals, we consistently provided candidates within one week of request and achieved a 95% retention rate. This partnership demonstrates our ability to scale staffing across junior, mid, and senior levels while ensuring high-quality consultants. State of NJ | Enterprise-wide IT staffing across 150+ agencies | 1,300+ staff | Supported statewide IT modernization and operations; City of Fresno, CA | Sole vendor for IT consulting, staffing, and recruitment | 200+ staff | Centralized IT hiring and reduced time-to-fill by 40%; Department of Corrections – OH | Statewide IT and business systems staffing | 850+ professionals | Enabled modernization of correctional facility IT systems; City of New Orleans | Sole vendor for IT staffing | 50+ staff | Delivered citywide IT operational support; FDNY | Mission-critical IT staffing (dispatch, cybersecurity, comms) | 200+ staff | Strengthened IT security and emergency response systems; NYITS | Enterprise network services (single vendor contract) | $20M contract value | Designed, deployed, and managed statewide network infrastructure; U.S. DOT | Application and infrastructure support | 500+ staff | Modernized enterprise IT platforms across DOT divisions; School District of Palm Beach County, FL | School IT staffing and support | 650+ staff in 180+ schools | Enhanced classroom technology and digital learning platforms; Maryland Election Board | Election operations IT support | 150+ staff onboarded in 2 days | Enabled secure, timely election management; FL Department of Management Services | Service Provider for IT staffing | 100+ staff | Delivered centralized IT workforce management; City of Dallas, TX | Single award IT staffing contract | $10M+ contract; 30+ active staff | Long-term IT staffing.
- Direct-Hire and Workforce Stabilization Services: In addition to contingent staffing, we provide direct-hire and contract-to-hire services to support workforce stabilization initiatives. Many Participating Entities use this model to reduce long-term dependency on contractors while retaining institutional knowledge. We assist with candidate vetting, compensation benchmarking, and transition planning to ensure smooth conversions to permanent employment.
- Regional and Onsite Delivery Capabilities: We maintain the ability to provide onsite, hybrid, and fully remote IT resources, depending on Participating Entity requirements. Our regional delivery model allows us to support agencies with local presence when required, including courthouse, public safety, and secure facility environments where remote work is not feasible.
- Program Transition and Incumbent Replacement Support: For Participating Entities transitioning from another MSP or staffing provider, we offer structured program transition services, including workforce continuity planning, supplier realignment, data migration, and stakeholder onboarding. This minimizes disruption and protects ongoing projects during vendor changeovers.
- Contracting, Compliance, and Risk Management: All solutions include embedded contract compliance controls, including rate validation, role alignment, background checks, eligibility verification, and audit-ready documentation. We actively support public-sector audits, legislative reviews, and procurement reporting requirements,

		reducing administrative burden for Participating Entities. Our self-audit process supports quarterly internal audits, pricing verification, and corrective actions, ensuring Participating Entities always receive contract-compliant pricing. • Continuous Improvement and Innovation: We apply continuous improvement practices across all engagements, using performance data and stakeholder feedback to refine workflows, improve fulfillment speed, and optimize costs. This includes periodic program reviews, market benchmarking, and process enhancements aligned to evolving public-sector needs. • Performance Metrics and SLAs: Our standard service commitments include: • Acknowledgment of requisitions: Within 1–4 hours • Qualified candidate submittals: Within 24–48 hours • Interview availability: Within 24 hours of request • Resource start time: Within 3 business days of selection • Issue acknowledgment: Within 1 hour • Issue resolution tracking: Hourly until closure Across existing programs, we consistently achieve: • >95% SLA compliance • >97% customer satisfaction • <5% early attrition rate
76	Within this RFP category there may be subcategories of solutions. List subcategory titles that best describe your products and services.	TSCTI agrees to provide all the services & solutions required by the Sourcewell i.e. IT Managed Service and Staff Augmentation Solutions including not limited to IT Consulting, Administrative Services, Application Development, IT Project Management, IT Staffing, IT Workforce Management and ServiceDesk Support. We also support programs and services related to Vendor Management System, Staffing Management and Tracking System, Vendor neutral program, Project implementation, Recruitment, training etc.
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.	1) qualified for the role; Once TSCTI's Recruitment Team sources top-matched candidates who demonstrate 100% alignment with the client's required skill set, domain expertise, and project environment, the formal screening process begins. Our objective is to ensure that every candidate presented not only meets but exceeds the client's technical and professional expectations. The first step is a comprehensive resume and experience validation, where recruiters confirm that the candidate's prior roles, project history, and technical exposure directly match the position's requirements. Candidates are shortlisted only if they show proven success in similar domains and technology stacks. Next, candidates undergo a technical screening conducted by TSCTI's subject matter experts. These assessments focus on real-world problem-solving, proficiency in required tools, coding or configuration tasks (where applicable), and ability to work within enterprise IT environments. For highly specialized roles, we administer online technical assessments to validate core competencies objectively. Following the technical evaluation, candidates proceed to a behavioral and soft-skill interview led by experienced recruiters. This step ensures they possess the communication skills, collaboration mindset, and adaptability necessary for working in client-facing and team-oriented roles. Once cleared, candidates are routed through our Quality Team, which conducts background checks, skill, employment and education verification, reference checks, and (where required) drug testing and security clearances.. The final stage is the preparation of a Candidate Submission Package. This includes the candidate's resume, a detailed skill matrix, results from technical and behavioral evaluations, and recruiter notes that highlight specific strengths and relevant experience. This package undergoes final review by the AM before being shared with the client, ensuring only fully screened, top-tier candidates are presented. 2) authorized to work; At TSCTI, our process for identifying, hiring, and ensuring the workplace readiness of temporary staff is carefully designed to meet the unique requirements of each site and role. We start by conducting a thorough background check on each candidate. We conduct comprehensive screenings, including verification of academic records, civil litigation history, credentials, criminal records, and database checks. Our process involves conducting interviews with candidates to assess their suitability for the role. Depending on the specific requirements of the site and role, we may conduct primary screening interviews or complete recruitment interviews. Our skilled interviewers use a structured approach to assess not only the candidate's technical skills but also their communication abilities, time management, punctuality, professional appearance, reliability, and

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attendance. We also place a strong emphasis on evaluating the basic workplace skills of each candidate. These skills include effective communication, time management, punctuality, maintaining a professional appearance, reliability, and consistent attendance. Our AM conducts in-depth interviews to evaluate these skills, ensuring that the selected candidates are not only technically proficient but also possess the essential soft skills required for success in the workplace. TSCTI will perform competent background checks of all their contracted workers offered for assignment with the member, including Academic Records, Civil Litigation, Credentials, Criminal Records, Database, Emerging Background, Employment Eligibility, Identity, Reference Residence, Social Security verification, Social Media Checks etc. TSCTI can conduct electronic drug test screening and a 5-panel drug test which will include: Phencyclidine, THC, Opiate, Amphetamine/Methamphetamine, Cocaine, and more. Please note that TSCTI is capable of conducting the 7-panel, 10-panel, or 12-panel drug tests if required. TSCTI conducts such drug tests through third-party vendors like Sterling Information Systems, Quest Diagnostics for Drug Test, etc. The candidate is notified and is required to sign a consent and authorization form as to the procedures outlined in our Background Check Policy. To assess candidates' technical skills, we use online testing tools such as Brainbench, Teckchek, and IBM Kenexa Prove It. These assessments are tailored to the specific service line and role, providing us with valuable insights into each candidate's abilities.

3) available and placed on time; and,
TSCTI ensures candidates are available and placed on time through a structured, time-bound delivery model that combines centralized intake, parallel recruiting workflows, pre-qualified talent pools, and continuous program oversight. Because we are an incumbent provider under multiple public-sector contracts, this process is already operational and proven at scale.

Our service delivery model for the requested services is centered around industry best practices, including ISO standards and SDLC methodologies, ensuring a seamless and efficient process. We adopt a comprehensive approach encompassing sourcing, screening, selection, background verification, onboarding, training, and ongoing support, all aligned with Sourcewell's objectives. Upon receiving the job description and client requirements, we leverage JobDiva to identify suitable consultants from our 7.1M+ database. Also, our proactive outreach through mailers and posting job profiles on external platforms like Dice, Monster, and CareerBuilder for widening our search. Our thorough pre-screening process evaluates candidates' experience, motivation, salary expectations, and skill levels. Attitude and aptitude assessments occur through discussions, providing an overview of TSCTI and its benefits. During skill evaluation, we conduct comprehensive assessments and detailed interviews based on job requirements. Soft skills, such as communication, leadership, and problem-solving, are also evaluated. Pre-qualified candidates are presented to hiring managers using a skill matrix that aligns experiences with required skills. Interviews, whether face-to-face or telephone, are arranged as per Sourcewell's preferences. Before extending offers, extensive security screenings, including criminal, credit, background checks, and drug tests, are conducted. Once a candidate is selected by Sourcewell, the onboarding and orientation process begins, offering flexible options, including industry-specific adaptations. Within five business days of the first Official Request, the candidate is placed, supported by compliant background checks and I-9 verification. Our dedicated onboarding team ensures consistency and accuracy in maintaining files. The onboarding process includes arrival time calls and quality control checks to confirm performance up to expectations. Criminal, credit, background checks, and verifications of employment, education, certifications, and licenses are conducted. Security forms are submitted to Sourcewell, and e-verification and insurance requirements are completed. *

We can provide resumes of potential replacement candidates to the client within 1-2 hours of being informed about the absence or need for a replacement. Our extensive talent pool and streamlined processes enable us to swiftly identify candidates that match the client's requirements. Facilitate interviews with SME: Once the client has reviewed the resumes and shortlisted candidates for interviews, we can facilitate these interviews with subject matter experts (SME) within 1-2 hours. Our team works closely with the client to schedule and coordinate the interviews, ensuring a smooth and efficient

process. Facilitate final interview with the client: After the SME interviews are conducted, the client may wish to conduct a final interview with the selected candidate(s) to make the best-informed decision. We can facilitate this final interview within 2-4 hours, depending on the client's availability and preferences. A replacement will be onboard at the site in 1-2 business days.

Throughout the process, we apply hourly issue monitoring and escalation controls. Any risk to timelines such as candidate withdrawal, delayed approvals, or onboarding issues is identified early, escalated within the same business day, and mitigated through backup candidates already in pipeline. For critical roles, replacement candidates can be submitted within 3–5 business hours if needed. We maintain clear communication with source well stakeholders, ensuring transparency and effective progress tracking, while KPIs measure service delivery success. Continuous monitoring and project-based training through Personal Development Plans facilitate candidate growth, enabling us to consistently deliver high-quality staffing solutions that align with Sourcewell's objectives.

4) a suitable fit for the organization they are placed in.
TSCTI will implement a robust screening and selection process of personnel before assigning them to sourcewell's project or position and this process starts with resume qualification. Whenever any requirement is received from sourcewell, the Account Manager (AM) will discuss the job description with the Recruitment Manager (RM) and will prepare the draft for internal recruitment purposes. The purpose of the evaluation criteria is to identify whether the applicant is eligible to work on a particular project or not. For the evaluation purpose recruitment official set up a framework of certain "Must Have" according to the job requirement. Screening at TSCTI initiates with the resume evaluation. Whenever any requirement is open, our RM follows a comprehensive approach to source the best resumes for the positions and evaluate the resumes. Once the resume is evaluated, the recruitment team starts conducting initial screening with personally sourced through the resume evaluation process. During this phase, the recruitment team tries to identify qualified candidates through a "Must Have" framework. The must-have framework is focused on validating the information that is required, Desired, and Preferred for a successful placement. Once potential candidates are shortlisted and deemed suitable for the positions, their profiles are promptly shared with the client for a second interview. These candidate profiles include detailed information about their qualifications, skills, experience, and workplace readiness assessments. Additionally, we highlight their alignment with sourcewell or its members' specific requirements and culture. Candidates who pass become TSCTI's temporary employees and proceed to onboarding and orientation. Job assignment begins and our POC makes an arrival call to ensure the timely arrival of the new employee(s). POC makes 'quality assurance' phone calls to the TSCTI (as permitted) to ensure that job progress is positive. We have a proactive approach when it comes to sourcewell/employee concerns. We will continually engage the employees during their assignments to ensure job progress is per sourcewell requirements. The required number of candidates requested by the hiring manager will be selected after interviews. TSCTI will have a signed offer from a candidate within 5 days of the first Official Request. Once the decision is finalized, the selected candidates are contacted for initiating the onboarding process.

Clarify how responsibility for verifying work authorization is defined and managed.
Responsibility for verifying and managing work authorization is centrally owned by TSCTI and executed through a dedicated e-Care (Employee Care & Compliance) team, supported by a secure compliance portal that provides full lifecycle tracking of authorization documents. We maintain end-to-end accountability for work authorization compliance for all candidates placed under Sourcewell agreements, including those sourced through subcontractors. Work authorization verification is completed before candidate submission and onboarding. Our e-Care team validates employment eligibility through Form I-9 completion, E-Verify participation where applicable, and verification of USCIS-approved identity and work authorization documents. Only candidates who fully meet authorization requirements are cleared for submission to Sourcewell Participating Entities.

All compliance documents are stored in TSCTI's secure CONREP compliance portal, which serves as the system of record for

		candidate eligibility. The portal tracks document types, issue dates, and expiration dates at the individual resource level. Automated expiry notifications and alerts are generated in advance of authorization end dates, allowing our e-Care team to initiate re-verification or replacement planning well before any compliance risk arises. No candidate is permitted to continue assignment past an authorization expiration without documented re-verification. For MSP and supplier-supported engagements, TSCTI enforces contractual flow-down compliance requirements. Subcontractors must complete I-9 verification in accordance with DHS guidelines and submit compliance attestations through the portal. Our e-Care and Compliance teams perform periodic audits of supplier documentation and escalate any gaps immediately for remediation. Ongoing compliance oversight is maintained throughout the assignment lifecycle. The e-Care team conducts scheduled compliance checks, manages re-verification for time-bound authorizations, and coordinates with Account Management to ensure uninterrupted service delivery. This model—dedicated compliance ownership, centralized document management, automated expiry tracking, and supplier auditing—ensures continuous work authorization compliance while protecting Sourcewell and its Participating Entities from operational, legal, and audit risk.
78	Describe your process for ensuring candidates have the necessary proprietary or organization-specific equipment to perform their role. Include details on how equipment is prepared (e.g., configured, secured, and imaged), delivered, and supported, particularly when the candidate is working remotely.	We ensure candidates have the necessary proprietary or organization-specific equipment through a defined, role-based equipment readiness process that is coordinated among TSCTI's Account Management, e-Care, IT Operations, and the Sourcewell Participating Entity. The process is designed to support on-site, hybrid, and fully remote resources while maintaining security, compliance, and continuity of service. The process begins during requisition intake and candidate selection, where equipment responsibility is clearly identified—whether equipment is provided by the Participating Entity, TSCTI, or a designated third party. Role-specific requirements such as laptops, secure tokens, mobile devices, VPN access, MFA tools, or agency-issued peripherals are documented and tied to the onboarding checklist before the candidate start date. When equipment is provided or managed by TSCTI, our IT Operations team prepares devices using standardized imaging and configuration procedures. Devices are imaged with approved operating systems, endpoint protection software, encryption, MFA tools, and secure remote-access configurations. Security controls typically include disk encryption, antivirus/EDR, device hardening, and remote-wipe capability, aligned to the Participating Entity's policies and applicable security frameworks. For proprietary or agency-issued equipment, TSCTI coordinates directly with the Participating Entity's IT team to ensure timely provisioning. Our Account Manager tracks equipment readiness milestones and confirms that all access credentials, badges, and system permissions are in place before the candidate's start date, eliminating day-one productivity gaps. Equipment delivery is handled through tracked and insured logistics for remote workers, with confirmation of receipt prior to start. For on-site roles, equipment pickup and asset acknowledgment are coordinated with the client location. All equipment assignments are logged in our internal tracking system, including serial numbers, assigned user, delivery date, and return requirements. Ongoing support is provided through TSCTI's e-Care and IT coordination model. The e-Care team serves as the first point of contact for equipment-related issues and escalates technical matters to the appropriate IT support group either TSCTI's internal IT team or the Participating Entity's help desk, depending on ownership. For remote resources, we ensure access to remote troubleshooting, replacement coordination, and expedited shipping when required. At assignment completion or replacement, TSCTI manages secure equipment off boarding, including return logistics, access deactivation, and confirmation of asset recovery. This end-to-end approach planning, preparation, secure configuration, tracked delivery, and ongoing support ensures candidates are fully equipped and productive from day one, regardless of work location, while protecting Sourcewell Participating Entities from security and asset-management risk.

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.	Small - DeKalb County, GA 1) annual revenue: $2,197,950.74 2) duration: 8/20/2024 to 12/31/2029 3) a brief scope of services summary including IT roles managed: Single Vendor Workforce provider placed roles: 15+ placements - Business Analyst, Project Coordinator, Sr. Business Analyst, Project Manager, Project Coordinator, SharePoint Developer, Project Manager, Trainer, Oracle Fusion HCM Functional Lead, Oracle EBS Architect/Designer, Oracle EBS Functional Analyst, BI Developer, System Analyst Average: City of Phoenix Aviation Department 1) annual revenue: $1,948,227.89 (10M+ Contract Value) 2) duration: 6/7/2023 to 6/6/2028 3) a brief scope of services summary including IT roles managed: Prime Vendor Workforce provider placed roles: 25+ placements - Senior Application Developer, Enterprise Architect, Sr. Network Engineer, Application Support Expert, Application Developer, Desktop/Field Support Specialist, Network Engineer, Information/Cyber Security Engineer, Sr. SharePoint Developer, Technical Writer, UX/UI Designer, Sr. SharePoint Online Developer Large: Fire Department of New York 1) annual revenue: $4,387,222.15 2) duration: 8/10/2018 – Present (multiple renewals) 3) a brief scope of services summary including IT roles managed: Single Vendor Workforce provider placed roles: 45+ placements - Middleware ,Devops Engineer, Information Security Engineer, Front End developer, React Developer, PL/SQL developer, Security Consultant, GIS Developer, Application Architect, PL/SQL Developer, Java Developer, Business Analyst, Software Developer, Information Security Engineer Position, Sr. Oracle Middleware, DevOps Systems Engineer, Application Architect, Sr. Oracle DB Solution Developer, Sr. OBIEE/Database Developer, DevOp Admin, Sr. Oracle Developer, Information Security Assistant , IT Project Manager, Application Architect Lead, Java Programmer, Senior Project Manager, Senior SQL/Oracle Database Administrator, Database Administrator, Computer Consultant 15/Application Security Engineer, Computer Consultant 6 // JR. Application Developer

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.	Small – Fulton County Schools, GA 1) annual revenue: $997,950.74 2) duration: July 1, 2023 to June 30 2027 3) a brief scope of services summary including IT roles managed: Prime Vendor Workforce provider placed roles: 10+ placements - SAP Systems Analyst, Desktop Support Technician, Network Engineer, Software Engineer, Sr. Network Engineer, Technical Support Specialist III Average – Baltimore County Public Schools, MD 1) annual revenue: $ 1,483,280.47 2) duration: July 1, 2023 to June 30 2027 3) a brief scope of services summary including IT roles managed: Prime Vendor Workforce provider placed roles: 20+ placements - SAP Systems Analyst, Desktop Support Technician, Network Engineer, Software Engineer, Sr. Network Engineer, Technical Support Specialist III, Software Developer, Support Technician, Help Desk Technician, Help Desk Lead Technician, Field Support Technician, ERP Business Analyst Large: Louisiana Department of Education (EDLINK) 1) annual revenue: $4,357,768.00 2) duration: 07/01/2024 - Present 3) a brief scope of services summary including IT roles managed: Single Vendor Workforce provider placed roles: 45+ placements - Systems Engineer, Engagement Director, BA/Scrum Master- Safe, Database Architect, Application Development Analyst, Database Administrator, Application Tester, UI/UX developer, Application Development/Programmer, AASHTOWare Project Support Preconstruction Specialist, Business Analyst, BA/Tech Writer, Power BI – Developer, Application Developer (.Net Developer), SQL Developer, QA Lead, SQL Developer/.NET Backend, Application Developer
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.	1) Requisition management (e.g., request creation, approval workflows); End-to-end requisition management created especially for public-sector IT Managed Workforce programs is made possible by our multi-tenant VMS, guaranteeing speed, governance, and transparency from the very beginning of a request. Hiring managers can submit requests using structured templates that capture role type, skill requirements, location, work model, duration, security requirements, and Sourcewell-aligned pricing parameters for Sourcewell Participating Entities. This guarantees that requisitions are compliant from the start and eliminates uncertainty in intake. Requisitions are automatically routed by the system through customizable approval workflows that take into account the internal governance model of each Participating Entity. To ensure that the appropriate stakeholders: IT leadership, procurement, finance, or HR—review and approve requests in the proper order, approval chains can be established by department, dollar threshold, labor category, or funding source. For Sourcewell, this means every requisition follows documented controls while still allowing each entity to retain autonomy over its approval structure. From an operational standpoint, approvals are real-time and auditable. Stakeholders receive automated notifications, have the ability to approve or reject requisitions immediately within the system, and can access the whole requisition context, including budget effect and rate card validation. Log approval timestamps, comments, and modifications to create a defensible audit trail that supports compliance assessments and public-sector transparency standards. Participating Entities benefit from speedier approval and fill times without sacrificing control. For Sourcewell, the advantage is program-wide consistency—every requisition enters the MSP pipeline clean, approved, and rate-compliant, reducing downstream delays and errors. This disciplined requisition management strategy is a fundamental competency that enables our MSP programs to extend across numerous agencies, suppliers, and countries while retaining governance, speed, and accountability. 2) Candidate management (e.g., submission, screening, selection tracking); Our multi-tenant VMS provides full-lifecycle candidate management with the goal of providing Sourcewell Participating Entities with speed without sacrificing control and quality without adding administrative load. Once a requisition is issued, the system controls every stage of the candidate journey, from submission to selection, assuring uniformity, transparency, and measurable results across all IT Managed Workforce projects. The candidate intake process is regulated and enforced.

Submissions must be consistent with approved job templates, skill matrices, location requirements, security constraints, and Sourcewell-negotiated rate cards. Built-in validation rules prohibit off-role, off-rate, or incomplete submissions from entering the pipeline, hence improving the overall quality of candidates examined. For Participating Entities, this means fewer resumes to analyze and more first-pass accuracy.

The platform supports real-time screening, comparison, and cooperation. Hiring managers and stakeholders can browse candidate profiles, compare submissions side by side, document interview feedback, apply scoring criteria, and follow progress without the need for emails or spreadsheets. Status changes are immediately visible to all authorized users, avoiding delays, confusion, and duplicative effort. Selection and decision-making are both completely tracked and auditable. The system records selection reasoning, approval checkpoints, timestamps, and the transition to onboarding, resulting in a defensible record that meets public-sector compliance standards. Sourcewell benefits from consistent candidate governance across numerous Participating Entities, while clients benefit from faster recruiting decisions, better candidate match, and shorter time-to-start all of which are major drivers of successful MSP program outcomes.

3) Time and expense tracking (e.g., approvals, compliance controls); Our multi-tenant VMS provides centralized, policy-driven time and expense management that ensures accuracy, compliance, and financial transparency across all IT Managed Workforce programs. The system replaces manual timesheets and disconnected approval processes with a controlled, auditable workflow that protects both Sourcewell and Participating Entities from billing errors, off-contract charges, and compliance risk.

Time and expense entry is standardized and role based. Resources submit hours and approved expenses directly through the platform using predefined labor categories, billing rules, and rate structures aligned to Sourcewell contract terms. The system enforces entry controls such as maximum hours, approved expense types, and billing periods preventing non-compliant submissions before they reach approval. Approval workflows are configurable by Participating Entity and project. Submitted time and expenses are automatically routed to designated supervisors or project managers for review and approval, with real-time visibility into exceptions or variances. Automated reminders and escalation rules ensure approvals occur on schedule, supporting timely invoicing and uninterrupted payments. From a compliance standpoint, every submission, approval, and adjustment is logged with date, time, and approver identity, creating a complete audit trail. The system performs automated validations against approved rates, contract terms, and assignment dates, flagging discrepancies before invoices are generated. For Sourcewell, this ensures pricing integrity across the cooperative; for Participating Entities, it delivers accurate billing, reduced administrative effort, and confidence that every dollar paid is contract-compliant and fully traceable.

4) Invoicing and payment (e.g., integration, reconciliation, automation); and,
Invoicing is often where workforce programs slow down or break down, and that’s exactly the problem our VMS is designed to eliminate. For Sourcewell Participating Entities, invoicing and payment are handled through a clean, automated process that starts with approved time and ends with accurate payment, without manual rework or surprises. Once time and expenses are approved, the system automatically generates invoices using the exact Sourcewell-approved rates, labor categories, and contract terms tied to the assignment. There’s no re-keying, no spreadsheets, and no guesswork. If something doesn’t align hours exceed limits, rates don’t match, or dates fall outside an approved period, the system flags it immediately, before an invoice ever reaches the client.

Our platform also makes reconciliation simple. Invoices are fully backed by approved timesheets, expense receipts, and approval history, all accessible in one place. Participating Entities can review invoices at a summary level or drill down to line-level detail, which significantly reduces questions, disputes, and back-and-forth with suppliers. On the payment side, the VMS integrates smoothly with client finance and ERP systems, allowing invoices and supporting data to flow directly into existing payment processes. Clients always know where an invoice stands, submitted, approved, paid—while Sourcewell maintains confidence that pricing and billing remain contract-compliant across the

		cooperative. The result is faster payments, cleaner audits, and a billing experience that feels controlled, predictable, and easy to manage at scale. 5) Reporting and analytics (e.g., dashboards, KPIs, data exports). Our multi-tenant VMS is built to give Sourcewell Participating Entities real-time visibility into their IT workforce programs, without needing analysts, custom reports, or manual data pulls. From day one, stakeholders have access to intuitive dashboards that translate workforce activity into clear, actionable insight. Clients can view live dashboards covering requisition status, active headcount, supplier performance, spend by agency, labor category, location, or funding source, and utilization trends across staff augmentation and MSP-managed programs. KPIs such as time-to-fill, submission-to-interview ratios, candidate quality, overtime usage, and contract compliance are tracked automatically and refreshed in real time. This allows program owners to spot bottlenecks early, adjust sourcing strategies, and make data-driven decisions instead of relying on anecdotal feedback. For finance and procurement teams, the system provides granular spend analytics tied directly to approved rates, invoices, and time data, making it easy to track budget consumption, forecast future spend, and support audits. Every data point is traceable, from dashboard summary down to the individual worker, timesheet, and invoice, creating full transparency and accountability. When deeper analysis is needed, our VMS supports secure data exports in standard formats and scheduled report delivery, allowing Participating Entities to integrate workforce data into their own BI tools or internal reporting frameworks. The outcome for Sourcewell clients is simple: fewer manual reports, stronger governance, and a workforce program that can be measured, managed, and continuously optimized with confidence.	

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	DeKalb County, GA Duration: 8/20/2024 to 12/31/2029 temporary and project-based staff augmentation services; placed roles: 15+ placements - Business Analyst, Project Coordinator, Sr. Business Analyst, Project Manager, Project Coordinator, SharePoint Developer, Project Manager, Trainer, Oracle Fusion HCM Functional Lead, Oracle EBS Architect/Designer, Oracle EBS Functional Analyst, BI Developer, System Analyst	*
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	Louisiana Department of Education (EDLINK) Duration: 07/01/2024 - Present temporary, project-based, long-term IT staffing services; 35+ placements - Systems Engineer, Engagement Director, BA/Scrum Master- Safe, Database Architect, Application Development Analyst, Database Administrator, Application Tester, UI/UX developer, Application Development/Programmer, AASHTOWare Project Support Preconstruction Specialist, Business Analyst, BA/Tech Writer, Power BI – Developer¸ Application Developer (.Net Developer), SQL Developer, QA Lead, SQL Developer/.NET Backend, Application Developer	*

Exceptions to Terms, Conditions, or Specifications Form

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

Documents

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

1. Documents in PDF format are preferred. Documents in Word, Excel, or compatible formats may also be provided.

2. Documents should NOT have a security password, as Sourcewell may not be able to open the file. It is your sole responsibility to ensure that the uploaded document(s) are not either defective, corrupted or blank and that the documents can be opened and viewed by Sourcewell.

3. Sourcewell may reject any response where any document(s) cannot be opened and viewed by Sourcewell.

4. If you need to upload more than one (1) document for a single item, you should combine the documents into one zipped file. If the zipped file contains more than one (1) document, ensure each document is named, in relation to the submission format item responding to. For example, if responding to the Marketing Plan category save the document as "Marketing Plan."

- Responsiveness - Responsive.zip - Thursday January 08, 2026 05:54:46
- Pricing - Pricing_TSCTI.pdf - Wednesday January 07, 2026 17:45:28
- Financial Strength and Stability - Financial Strength and Stability_TSCTI.pdf - Wednesday January 07, 2026 17:49:59
- Marketing Plan/Samples - Marketing Plan Samples_TSCTI.pdf - Wednesday January 07, 2026 17:57:31
- WMBE/MBE/SBE or Related Certificates - WMBEMBESBE or Related Certificates_TSCTI.pdf - Wednesday January 07, 2026 17:57:59
- Standard Transaction Document Samples - Standard Transaction Document Samples_TSCTI.docx - Wednesday January 07, 2026 18:00:40
- Requested Exceptions - Requested Exceptions_TSCTI.pdf - Wednesday January 07, 2026 18:02:17
- Upload Additional Document - Screenshot and Reports.pdf - Wednesday January 07, 2026 18:15:24

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. - Ashley Christina De Sa, Administrator, 22nd Century Technologies, Inc

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

○ **Yes** ◉ **No**

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

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

File Name	I have reviewed the below addendum and attachments (if applicable)	Pages
Addendum_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