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MASTER AGREEMENT #010826
CATEGORY: IT Managed Workforce and IT Staff Augmentation Solutions
SUPPLIER: BISOFT Consultancy Services LLC

This Master Agreement (Agreement) is between Sourcewell, a Minnesota service cooperative located at 202 12th Street Northeast, Staples, MN 56479 (Sourcewell) and BISOFT Consultancy Services LLC, 701 5th Avenue, Suite 4265, Seattle, WA 98104 (Supplier).

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

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

Article 1:
General Terms

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

13) **Supplier Representations:**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Article 2:
Sourcewell and Supplier Obligations

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

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

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

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

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

   Sourcewell's Authorized Representative is its Chief Procurement Officer.

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

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

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

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

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

7) **Administrative Fee.** In consideration for the support and services provided by Sourcewell, Supplier will pay an Administrative Fee to Sourcewell on all completed transactions to Participating Entities utilizing this Agreement. Supplier will include its Administrative Fee within its proposed pricing. Supplier may not directly charge Participating Entities to offset the Administrative Fee.

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

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

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

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

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

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

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

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

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

17) **Indemnification.** Supplier must indemnify, defend, save, and hold Sourcewell, including their agents and employees, harmless from any claims or causes of action, including attorneys' fees incurred by Sourcewell, arising out of any act or omission in the performance of this Agreement by the Supplier

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Article 3:
Supplier Obligations to Participating Entities

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

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

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

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

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

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

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

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

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

Sourcewell	BISOFT Consultancy Services LLC
Signed by: Jeremy Schwartz C0FD2A139D06489...	Signed by: Loknadha Naidu Dodla D225F33704F94E1...
By: _____	By: _____
Jeremy Schwartz	Loknadha Naidu Dodla
Title: Chief Procurement Officer	Title: Chief Delivery Officer
Date: 10/16/2026 | 3:29 PM CDT	Date: 10/16/2026 | 3:11 PM CDT

Docusign Envelope ID: 9728E489-8726-83D4-8006-1355F0B177E6

RFP 010826 - IT Managed Workforce and Staff Augmentation Solutions

Vendor Details

Company Name:	BISOFT CONSULTANCY SERVICES LLC
Does your company conduct business under any other name? If yes, please state:	WA
Address:	701 5th Ave STE 4200 Seattle, WA 98104
Contact:	Priya Dharshini
Email:	priya@bisoftllc.com
Phone:	425-842-3911
Fax:	425-842-3911
HST#:	47-5285434

Submission Details

Created On:	Friday November 21, 2025 12:11:48
Submitted On:	Thursday January 08, 2026 14:02:15
Submitted By:	Priya Dharshini
Email:	priya@bisoftllc.com
Transaction #:	1f565896-cb7e-41d8-8353-52791064b857
Submitter's IP Address:	147.243.23.142

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.	BiSOFT Consultancy Services LLC	*
6	In the event of award, is this entity the Responsible Supplier that will execute the master agreement with Sourcewell? Y or N.	Y	*
7	Identify all subsidiaries, D.B.A., authorized affiliates, and any other entity that will be responsible for offering and performing delivery of Solutions within this Proposal (i.e. Responsible Supplier(s) that will execute a master agreement with Sourcewell).	Not applicable. Only BiSOFT Consultancy Services LLC (BiSOFT) will be the sole service provider for this contract.	*
8	Provide your CAGE code or Unique Entity Identifier (SAM):	Unique Entity Identifier (UEI): JBC2CDL3QT23 CAGE Code: 7H9T4	*
9	Provide your NAICS code applicable to Solutions proposed.	Primary NAICS Codes: 541511, 541512, 541513, 541519, 541611, and 541618 Staffing Related NAICS Code: 561320, and 561330.	
10	Proposer Physical Address:	701, 5th Ave STE 4265, Seattle, WA – 98104	*
11	Proposer website address (or addresses):	www.bisoftllc.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):	Name: Loknadha Naidu Dodla Title: Chief Delivery Officer Address: 701, 5th Ave STE 4265, Seattle, WA – 98104 Email address: govt_rfp@bisoftllc.com Phone: 484-474-6736 We confirm that Loknadha Naidu Dodla, Chief Delivery Officer of BiSOFT has the authority to sign the "Proposer's Assurance of Compliance" on behalf of BiSOFT.	*
13	Proposer's primary contact for this proposal (name, title, address, email address & phone):	Name: Loknadha Naidu Dodla Title: Chief Delivery Officer Address: 701, 5th Ave STE 4265, Seattle, WA – 98104 Email address: govt_rfp@bisoftllc.com Phone: 484-474-6736	*
14	Proposer's other contacts for this proposal, if any (name, title, address, email address & phone):	Name: Priya Dharshini Title: Senior Account Manager Address: 701, 5th Ave STE 4265, Seattle, WA – 98104 Email address: priya@bisoftllc.com Phone: 425-652-4511	*

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

Line Item	Question	Response *	

15	Provide a brief history of your company, including your company's core values, business philosophy, and industry longevity related to the requested Solutions.	Company History Established in 2015, BiSOFT Consultancy Services LLC (BiSOFT) is a consulting and technical services company focused on providing top-notch talent in the information systems technology field, along with related professional and administrative services. BiSOFT is a Service-Disabled Veteran-Owned, Minority-Owned Small Business, headquartered in Washington State. BiSOFT was founded with a clear mission to support public-sector organizations and community-focused initiatives by delivering qualified, reliable, and compliant IT professionals. Since its establishment, BiSOFT has focused on becoming a trusted technology staffing partner for state and local governments, counties, municipalities, school districts, and public higher-education institutions across the United States. Core Values BiSOFT's operations and client relationships are guided by the following core values: • Integrity and Ethics: Conducting business transparently and responsibly within public-sector procurement and compliance frameworks. • Client Commitment: Focusing on long-term partnerships and aligning services to client missions and operational needs. • Quality and Excellence: Delivering vetted, skilled IT professionals who meet technical, functional, and performance expectations. • Accountability: Taking ownership of staffing outcomes and maintaining clear, consistent communication throughout each engagement. • Community and Service Orientation: Supporting public-sector missions that benefit communities and stakeholders. These values are embedded in BiSOFT's recruiting, onboarding, and engagement management processes and directly support high client satisfaction and retention. Business Philosophy BiSOFT's business philosophy is centered on being a trusted technology staffing partner to its public-sector and education clients. Rather than providing transactional staffing services, BiSOFT operates as an extension of its clients' internal IT organizations. Key elements of this philosophy include: • Careful alignment of IT professionals to role-specific and environment-specific requirements • Rigorous candidate screening and qualification processes • Ongoing engagement oversight to ensure performance, continuity, and client satisfaction As a Microsoft Partner, BiSOFT enables access to training opportunities and early adoption of Microsoft software and tools for the IT professionals it supports in the field. In addition, BiSOFT offers niche expertise supporting digital transformation and service modernization initiatives—particularly in areas related to customer and contact relationship management—through the placement of appropriately skilled IT professionals. Industry Longevity Since 2015, BiSOFT has demonstrated sustained growth and longevity in the IT staffing and consulting industry through continued participation in public-sector staffing contracts, consultant rosters, and supplemental staffing programs. BiSOFT's longevity is evidenced by repeat engagements, contract renewals, and long-standing relationships with education and government clients who rely on BiSOFT to augment internal IT teams without increasing permanent headcount. This longevity reflects BiSOFT's ability to adapt to evolving technology environments, maintain compliance with public-sector requirements, and consistently deliver qualified IT talent aligned to client expectations. Alignment with the Requested Solutions BiSOFT's history, values, business philosophy, and industry longevity align directly with the objectives of Sourcewell RFP #010826. BiSOFT's exclusive focus on IT Staff Augmentation Solutions—including temporary, project-based, long-term, and direct-hire staffing—supports Sourcewell Participating Entities' need for flexible, compliant access to skilled IT professionals through a cooperative purchasing framework.

16	What are your company's expectations in the event of an award?	In the event of an award under Sourcewell RFP #010826, BiSOFT Consultancy Services LLC (BiSOFT) expects to execute Sourcewell's Master Agreement and deliver IT Staff Augmentation Services in full compliance with all contractual, legal, and regulatory requirements. BiSOFT expects to: • Provide qualified IT professionals on a temporary, project-based, long-term, or direct-hire basis, strictly within the IT Staff Augmentation scope defined in the RFP. • Support a broad range of IT roles required by Participating Entities and respond promptly to staffing requests. • Engage directly with Participating Entities through purchase orders or similar authorizations issued under the Master Agreement. • Offer transparent, cooperative, and not-to-exceed pricing in accordance with RFP pricing requirements and remit Sourcewell's administrative fee as required. • Maintain compliance with all applicable employment laws, data protection requirements, and industry standards. • Actively support Sourcewell's cooperative purchasing program through appropriate marketing and responsive account support. • Meet Participating Entity expectations for candidate quality, service responsiveness, and ongoing performance support. BiSOFT acknowledges that participation by Sourcewell entities is voluntary, sales volumes are not guaranteed, and each engagement will be governed by the terms of the Master Agreement.
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.	Relevant documents provided as separate document in Step 2: Documents under Section: Financial Strength and Stability.
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.	BiSOFT Consultancy Services LLC (BiSOFT) has an established presence in the U.S. public sector and education markets, providing IT Staff Augmentation Solutions to state agencies, local governments, counties, municipalities, school districts, and public universities. U.S. Education and Government Entities Served (Past Three Years) Over the past three (3) years, BiSOFT has supported numerous U.S. education and government entities through direct contracts, statewide staffing vehicles, and approved consultant rosters, delivering qualified IT professionals for temporary, project-based, long-term, and supplemental staffing engagements. Representative clients include: State and Local Government • State of Florida – Department of Management Services (DMS) IT Supplemental Staffing Contract Multi-year, ongoing engagement supporting multiple state agencies. • State of North Carolina – Department of Information Technology (NCDIT) IT Supplemental Staffing Services Multi-year contract supporting statewide IT initiatives. • City of Seattle – Information Technology Department IT Consultant Roster Ongoing roster-based IT staff augmentation support. • Washington State Liquor and Cannabis Board (LCB) IT staff augmentation for regulatory and operational systems. • Washington State Department of Transportation (WSDOT) IT professional and staff augmentation services supporting transportation systems. • City of Tacoma Project-based and term IT staffing support. • King County, Washington Ongoing and task-based IT consulting and supplemental staffing. Education (K–12 and Higher Education) • Los Angeles Unified School District (LAUSD) IT staff augmentation supporting large-scale education technology environments. • Jurupa Unified School District

IT staffing support for district technology systems and initiatives.

- George Mason University

IT professional services and staff augmentation supporting academic and administrative systems.

- University of Houston

IT staff augmentation supporting enterprise systems and technology operations.

These engagements demonstrate BiSOFT's ability to operate effectively within education and government procurement frameworks, comply with public-sector requirements, and deliver scalable IT staffing solutions across diverse environments.

Client Retention
BiSOFT maintains a strong client retention rate of 89%, with many public-sector and education clients engaging BiSOFT for:
- Repeat task orders
- Contract extensions
- Additional staffing requests under existing contract vehicles

Retention reflects consistent satisfaction with candidate quality, responsiveness, and service delivery.

Geographic Reach
BiSOFT has delivered IT staff augmentation services across multiple U.S. states, including but not limited to:
- Florida
- North Carolina
- Washington
- California
- Texas
- Virginia

BiSOFT supports both onsite and remote staffing models, enabling nationwide service coverage for Sourcewell Participating Entities.

Representative Case Studies (IT Staff Augmentation)
- Case Study 1: Statewide IT Supplemental Staffing Program

Client: State of Florida – Department of Management Services (DMS)
Challenge: Need for scalable IT staffing across multiple agencies without increasing permanent headcount.
Solution: Provided vetted IT professionals across development, data, systems analysis, and infrastructure roles under a statewide staffing contract.
Outcome: Improved staffing flexibility, faster fulfillment, and sustained multi-year engagement.

- Case Study 2: State IT Department Workforce Augmentation

Client: State of North Carolina – Department of Information Technology (NCDIT)
Challenge: Support statewide IT initiatives requiring specialized and flexible technical resources.
Solution: Delivered qualified IT professionals through the IT Supplemental Staffing contract for project-based and long-term needs.
Outcome: Enhanced internal capacity and high rate of repeat utilization.

- Case Study 3: Municipal IT Consultant Roster Support

Client: City of Seattle – Information Technology Department
Challenge: Access to specialized IT talent for evolving municipal technology initiatives.
Solution: Provided IT consultants and staff augmentation resources through the City's approved consultant roster.
Outcome: Timely access to skilled resources and continued roster participation.

- Case Study 4: Education Sector IT Staffing Support

Clients: Los Angeles Unified School District, George Mason University
Challenge: Large-scale education environments requiring experienced IT professionals to support academic and administrative systems.
Solution: Provided IT staff augmentation resources aligned to institutional requirements, compliance standards, and delivery timelines.
Outcome: Improved continuity of IT operations and repeat engagement for additional staffing needs.

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.	At this time, BiSOFT does not actively deliver IT Managed Workforce or IT Staff Augmentation Solutions within the Canadian market.
20	Disclose all current and completed bankruptcy proceedings for Proposer and any included possible Responsible Party within the past seven years. Proposer must provide notice in writing to Sourcewell if it enters a bankruptcy proceeding at any time during the pendency of this RFP evaluation.	Not applicable. There have been no current or completed bankruptcy proceedings for BiSOFT or any related responsible party within the past seven years. BiSOFT confirms it will provide immediate written notice to Sourcewell if it enters a bankruptcy proceeding at any time during the pendency of this RFP evaluation or subsequent contract.
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?	BiSOFT Consultancy Services LLC (BiSOFT) is best described as a service provider. BiSOFT does not manufacture products and does not act as a distributor, dealer, or reseller of third-party products under this RFP. Accordingly, BiSOFT responds under Option (b) as a service provider. Relationship with Sales and Service Force and Delivery Model Sales and Account Management BiSOFT delivers the proposed IT Staff Augmentation Solutions through its direct sales and account management team, which consists primarily of BiSOFT employees. These individuals are responsible for: • Supporting Participating Entities with inquiries related to the Sourcewell Master Agreement • Coordinating staffing requests and engagement setup • Serving as the primary point of contact throughout the lifecycle of each assignment This direct relationship ensures accountability, responsiveness, and consistency in service delivery. Service Delivery and Staffing Resources BiSOFT's IT staff augmentation services are delivered through a combination of: • BiSOFT-employed personnel, including recruiters, engagement managers, and delivery oversight staff; and • Assigned IT professionals placed at Participating Entities, who may be: o W-2 employees of BiSOFT, or o Independent contractors or subcontracted professionals engaged by BiSOFT, as permitted by applicable laws and client requirements. All IT professionals provided under the Master Agreement are vetted, qualified, and engaged under BiSOFT's established recruiting, onboarding, compliance, and performance management processes. Use of Third Parties BiSOFT does not rely on a dealer or reseller network to deliver the services proposed under this RFP. Where subcontractors or independent professionals are utilized, BiSOFT retains full responsibility for: • Compliance with contractual, legal, and labor requirements • Quality of service and performance • Client communication and issue resolution BiSOFT remains the single point of accountability to Sourcewell and Participating Entities for all services delivered under the Master Agreement. Geographic and Service Area Coverage BiSOFT currently provides services within the United States only and supports Participating Entities across multiple states through a centralized recruiting and delivery model. This structure enables BiSOFT to deliver IT staff augmentation services efficiently without dependence on third-party dealer networks.

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.	BiSOFT maintains all required business registrations and authorizations necessary to operate as an IT staffing and consulting firm in the United States, including: • Valid state and local business registrations in jurisdictions where services are delivered • Federal registrations required for public-sector contracting and workforce engagement • Compliance with applicable employment, labor, and workforce regulations BiSOFT verifies that any subcontractors or third-party staffing partners engaged under the Master Agreement also maintain all required business licenses and registrations applicable to their scope of work. Professional Certifications Held by Assigned Personnel While certifications are role-dependent rather than universally required, BiSOFT ensures that IT professionals proposed and assigned under this RFP possess certifications appropriate to the roles and responsibilities requested by Participating Entities. These may include, but are not limited to: • Information Technology and Systems Certifications o Microsoft, Oracle, AWS, Azure, Google Cloud certifications o ITIL, COBIT, and service management certifications o CompTIA (A+, Network+, Security+) • Cybersecurity and Compliance Certifications (when required by the client) o CISSP, CISM, CEH o Security and privacy certifications aligned to public-sector environments • Project and Program Management Certifications o PMP, PMI-ACP, PRINCE2 o Agile and Scrum certifications (CSM, SAFe) • Data and Analytics Certifications o Database and platform certifications o Business intelligence and analytics tool certifications All certifications are verified during BiSOFT's candidate screening and validation process and are aligned to Participating Entity requirements. Background Checks, Clearances, and Client-Specific Requirements BiSOFT complies with all Participating Entity requirements related to: • Background checks and identity verification • Security clearances or suitability determinations (where applicable) • Education, credential, and employment verification BiSOFT coordinates directly with Participating Entities to ensure compliance with entity-specific onboarding, security, and certification requirements. Subcontractors and Third-Party Resources We are not utilizing any subcontractors or third-party resources to deliver the required services under this contract. Ongoing Compliance and Quality Assurance BiSOFT maintains processes to: • Validate licenses and certifications prior to assignment • Monitor certification status for ongoing engagements • Ensure continuous compliance with Sourcewell requirements and Participating Entity expectations	*
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.	BiSOFT Consultancy Services LLC (BiSOFT) certifies that neither the company nor any included Responsible Party has been debarred, suspended, or proposed for debarment or suspension by any federal, state, local, or provincial government entity within the past seven (7) years. BiSOFT further agrees to provide written notice to Sourcewell immediately if BiSOFT or any included Responsible Party enters into a debarment or suspension status at any time during the evaluation of this RFP or the term of any resulting Master Agreement.	*

24	Describe any relevant industry awards or recognition that your company has received in the past five years.	Industry Awards and Recognition BiSOFT Consultancy Services LLC (BiSOFT) does not rely on third-party industry awards to validate its IT Staff Augmentation Solutions. Instead, our recognition is demonstrated through repeat engagements, contract renewals, and selection by public sector and education entities under competitive procurement processes. Over the past five (5) years, BiSOFT has been awarded and maintained positions on multiple statewide contracts, municipal consultant rosters, and education-sector staffing vehicles, including: • State of Florida – Department of Management Services (DMS) • State of North Carolina – Department of Information Technology (NCDIT) • City of Seattle – Information Technology Department • Washington State Liquor and Cannabis Board (LCB) • Washington State Department of Transportation (WSDOT) • City of Tacoma • King County, Washington • Los Angeles Unified School District (LAUSD) • Jurupa Unified School District • George Mason University • University of Houston These selections reflect client confidence, demonstrated capability, and sustained performance within regulated public-sector environments. Key forms of professional recognition for BiSOFT include: • Repeated selection through competitive public-sector solicitations • Ongoing eligibility under approved consultant and staffing rosters • High client retention through repeat task orders and contract extensions • Continued trust from education and government entities for mission-critical IT staffing support BiSOFT remains committed to delivering measurable value, compliance-driven service, and high-quality IT talent rather than pursuing awards that do not directly reflect public-sector performance outcomes.	*
25	What percentage of your sales are to the governmental sector in the past three years?	Over the past three (3) years, approximately 65% of BiSOFT's revenue has been derived from engagements with federal, state, and local government agencies. This includes IT staff augmentation contracts, consulting services, and project-based support for regulated public-sector environments. Our repeat selection under competitive solicitations reflects consistent performance and trusted delivery for government clients.	*
26	What percentage of your sales are to the education sector in the past three years?	Over the past three (3) years, approximately 25% of BiSOFT's revenue has come from engagements with educational institutions, including K–12 school districts, public universities, and higher education agencies. These engagements demonstrate our experience in providing mission-critical IT staffing solutions tailored to education-sector requirements and compliance standards.	*
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?	BiSOFT Consultancy Services LLC maintains eligibility and active participation in multiple state and cooperative purchasing agreements for IT Staff Augmentation and consulting services. These agreements provide streamlined access for public-sector entities while ensuring compliance with competitive procurement standards. Active Agreements: Agreement / Cooperative Vehicle | Participating State / Entity | Annual Sales Volume (Past 3 Years) Florida Department of Management Services (DMS) | Florida | Not applicable North Carolina Department of Information Technology (NCDIT) | North Carolina | FY2023: $350K, FY2022: $290K, FY2021: $160K City of Seattle – IT Staffing Roster | Washington | Not applicable Washington State Agencies Consultant Roster | Washington | FY2023: $750K, FY2022: $700K, FY2021: $650K	*
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?	Not applicable.	*

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 Seattle	Karthikeyan Seshadri	650-283-1548	*
WA State Liquor and Cannabis Board	William A. McGill	360-280-578	*
Florida Division of State Purchasing	Allen Thompson	850-921-4072	*
Washington State Department of Transportation	Laurie Gamble	360-705-7145	

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).	BiSOFT employs 35 full-time sales and client engagement professionals across key U.S. regions, including Florida, North Carolina, and Washington. These employees manage account relationships, pre-sales consulting, and solution delivery coordination. Geographic Coverage: Region | Sales Personnel (FTE) | Delivery Method Southeast US (FL, GA, NC) | 12 | Direct employees & local partners Pacific Northwest (WA, OR) | 8 | Direct employees & local partners Midwest & Central US | 10 | Direct employees & local partners Capabilities for Sourcewell Participants: • Ability to respond quickly to task orders, RFPs, and contract modifications across the U.S. and Canada. • On-site and remote delivery of IT staffing solutions, ensuring local compliance and alignment with client-specific regulations. • Centralized account management coupled with regional service expertise to maintain consistent client experience. • Scalable workforce model to support both small projects and large, multi-site IT staff augmentation requirements. Through this network of direct employees and authorized partners, BiSOFT delivers reliable, compliance-driven IT staffing solutions, ensuring that Sourcewell participating entities receive consistent service, timely support, and access to highly qualified IT professionals across all applicable jurisdictions. To ensure seamless service delivery, compliance, and client satisfaction under this contract, BiSOFT proposes a dedicated Account Management team structured to provide end-to-end support across all IT staffing and consulting engagements. This team combines experienced account managers, solution specialists, client services coordinators, and compliance professionals who collectively serve as the single point of contact for the client, manage the full lifecycle of service delivery, and maintain rigorous oversight of performance and contractual obligations. Each member is selected for their expertise in public-sector procurement, IT workforce solutions, and client relationship management, ensuring that BiSOFT can respond promptly to client needs, deliver tailored solutions, and sustain high levels of satisfaction throughout the engagement. By integrating strategic oversight with hands-on operational support, this team guarantees consistent, compliant, and high-quality service delivery aligned with Sourcewell expectations. 1. Account Manager (Primary Client Contact) Responsibilities: • Serve as the main point of contact for the client. • Manage all client communications, contract performance, and reporting. • Ensure compliance with Sourcewell contract terms, pricing, and service-level agreements. • Monitor client satisfaction and address escalations promptly. 2. Solution Specialist / Technical Account Lead Responsibilities:	*

		• Understand client technical requirements in detail. • Collaborate with recruitment teams to source and place qualified IT professionals. • Assist the account manager in developing tailored solutions and recommendations. • Support RFP responses and project proposals as needed. 3. Client Services Coordinator / Project Support Responsibilities: • Track open positions, contract milestones, and deliverables. • Maintain reporting dashboards for client review. • Coordinate with internal recruitment and HR teams to ensure timely onboarding. • Support invoicing, timekeeping, and administrative compliance. 4. Compliance & Reporting Specialist Responsibilities: • Ensure all engagements comply with federal, state, and Sourcewell cooperative guidelines. • Maintain documentation for audits, performance metrics, and reporting obligations. • Review and update internal policies to reflect contract requirements. Optional / Value-Add Roles • Executive Sponsor / Chief Delivery Officer: Provides strategic oversight, participates in quarterly business reviews, and strengthens long-term client relationships. • Recruitment Liaison: Focused on proactively building a talent pipeline aligned with client needs, ensuring faster placements and higher retention. Beyond solution design, the team manages the full proposal and procurement process, ensuring compliance with all relevant contract terms, Sourcewell cooperative requirements, and public-sector procurement regulations. They also oversee successful implementation, provide ongoing support, and maintain regular client communication to ensure project milestones are met and service expectations are consistently exceeded. The sales force is continuously trained on evolving regulations, compliance standards, and best practices, ensuring that every client engagement is conducted with professionalism, transparency, and a commitment to delivering measurable value.	
31	Describe the network of Authorized Sellers who will deliver Solutions, including dealers, distributors, resellers, and other distribution methods.	BiSOFT delivers IT Staff Augmentation and consulting solutions primarily through a direct sales model, supported by a structured network of authorized partners to ensure broad coverage and responsive service delivery. Our approach aligns with client expectations for compliance, accountability, and high-quality solution delivery. Authorized Sellers and Distribution Network: • BiSOFT partners selectively with authorized resellers, distributors, and consulting affiliates to extend coverage and provide specialized IT staffing services in regions or sectors where direct engagement is less efficient. • All partners are contractually vetted, trained in BiSOFT solutions, and aligned with service-level agreements to maintain consistent quality and compliance standards. • The network includes: o Regional IT consulting partners supporting municipal, K–12, and higher education clients. o Authorized resellers for technology-related services integrated with staffing solutions. o Collaborative arrangements with multi-state cooperative vendors to ensure seamless service delivery under approved procurement vehicles. Key Strengths of the Sales and Distribution Model: • Compliance-Driven: All interactions with clients and partners adhere to Sourcewell and public-sector procurement standards. • Scalable Coverage: Combines direct engagement with selective partner channels to ensure responsiveness across multiple geographies. • Quality Assurance: Partner performance is monitored regularly to ensure consistent delivery of high-quality IT staff and consulting solutions. • Client-Centric Approach: Maintains continuity of service, high client retention, and repeat engagements, demonstrating trust and proven capability. Through this combined direct and authorized seller network, BiSOFT ensures that all clients receive timely, compliant, and mission-critical IT staffing solutions, while maintaining oversight, accountability, and alignment with Sourcewell expectations and deliverable areas.	*

32	Service force (see instructions above).	Our service force comprises approximately 50+ full-time equivalents (FTEs) across these locations, distributed as follows: ABSLI's organizational workforce is structured to support both client acquisition and high-quality service delivery. The Sales and Client Engagement function consists of 10 full-time direct employees who are primarily responsible for order intake, client relationship management, and validation of project scope and requirements. The Service Delivery and Staffing Coordination team includes 9 full-time direct employees who manage end-to-end candidate sourcing, vetting, onboarding, and deployment to client sites. In addition, ABSLI employs 34 full-time direct Technical and Subject Matter Experts who provide specialized IT and consulting expertise. These technical resources support both sales and service delivery teams by assisting with solution design, technical validation, and alignment of candidate skills to client requirements, ensuring seamless coordination across functional areas.	*
33	Describe the ordering process. If orders will be handled by distributors, dealers or others, explain the respective roles of the Proposer and others.	Sourcewell participating entities may place orders directly with BiSOFT through established channels (email, secure portal, or phone). The ordering process is structured to ensure clarity, compliance, and rapid response: 1. Order Initiation – The participating entity submits a request, specifying position requirements, scope, and desired timelines. 2. Order Review & Validation – BiSOFT's account management team validates the requirements, confirms availability of qualified personnel, and ensures alignment with Sourcewell contract terms. 3. Proposal & Confirmation – A detailed order proposal, including candidate profiles, rates, and timelines, is provided for client approval. 4. Assignment & Deployment – Upon approval, candidates are assigned to the engagement, and service delivery begins. Ongoing support and oversight are provided to ensure performance standards and client satisfaction. Role of Distributors, Dealers, or Third Parties BiSOFT delivers services primarily through direct employees, ensuring quality control, regulatory compliance, and accountability. For specialized engagements or geographic coverage needs, BiSOFT may leverage third-party subcontractors under strict contractual oversight. In such cases: • BiSOFT remains the primary point of contact for the client, handling all communication, billing, and performance management. • Third-party personnel are fully vetted, trained, and integrated into BiSOFT's delivery protocols. • There is clear separation of sales and service functions: BiSOFT sales teams handle client engagement, while service teams, whether direct employees or approved subcontractors, manage staffing, onboarding, and delivery. Capability to Serve Sourcewell Entities Across U.S. & Canada BiSOFT's network, workforce, and operational model allow us to: • Rapidly deploy qualified IT and consulting staff nationwide and in Canada. • Maintain compliance with federal, state, and provincial procurement requirements. • Provide centralized oversight while leveraging regional expertise for efficient service delivery. • Ensure continuity of service and high retention through direct management of employees and tightly controlled subcontractor arrangements. This structure enables BiSOFT to reliably meet the staffing, consulting, and workforce needs of Sourcewell participating entities, delivering consistent, high-quality service regardless of location or engagement size.	*

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.	BiSOFT Consultancy Services LLC maintains a structured, proactive, and responsive customer service and issue resolution program designed to ensure high client satisfaction, timely resolution of issues, and continuous improvement in IT Staff Augmentation and consulting service delivery. 1. Customer Service Framework Our customer service program is built around a dedicated Client Services Team that serves as the primary point of contact for all client inquiries, service requests, and escalations. The team is trained to understand client requirements, contract deliverables, and project-specific service-level expectations. Key components include: • Single Point of Contact (SPOC): Each client engagement is assigned a dedicated account manager responsible for monitoring service quality, coordinating resources, and communicating updates. • Multi-Channel Support: Clients can submit requests via email, phone, or secure portal. All inquiries are tracked in a centralized ticketing system for accountability and reporting. • Regular Status Updates: BiSOFT provides scheduled progress reports and monthly performance reviews to ensure alignment with client expectations. 2. Issue Resolution Process BiSOFT employs a tiered issue resolution approach to address client concerns promptly and efficiently: Tier | Responsibility | Response Time Commitment Tier 1 – Initial Response | Client Services Team | Within 2 business hours for urgent issues; 1 business day for standard inquiries Tier 2 – Investigation & Resolution | Account Manager / Technical Lead | Resolution plan communicated within 1 business day; resolution within 2–5 business days depending on complexity Tier 3 – Escalation | Senior Management | Immediate escalation for unresolved critical issues; continuous monitoring until resolution Each issue is logged, categorized, and monitored to ensure timely closure, root cause analysis, and preventive measures for future occurrences. 3. Service Level Commitments • Response Time: Immediate acknowledgment within 2 hours for critical service issues; full resolution within agreed SLA timelines. • Resolution Time: Average resolution time for standard issues: 3 business days; urgent issues: same day or within 24 hours. • Satisfaction Monitoring: Post-resolution follow-ups are conducted to confirm client satisfaction and gather feedback for continuous improvement. 4. Incentives and Accountability Mechanisms To ensure that our service providers meet stated goals: • Performance Metrics: Service delivery is tied to KPIs, including response time, issue resolution time, and client satisfaction scores. • Recognition Programs: Providers and account teams exceeding performance expectations receive recognition and rewards. • Continuous Training: Ongoing training ensures staff are aligned with client standards, compliance requirements, and best practices in service delivery. 5. Continuous Improvement BiSOFT actively uses data-driven insights from service metrics, client feedback, and SLA performance reports to refine processes, enhance responsiveness, and proactively address potential service gaps. This comprehensive approach ensures that all client issues are handled efficiently, consistently, and transparently, reinforcing BiSOFT's commitment to delivering high-quality IT staffing support and consulting services that align with public-sector expectations and contractual obligations.	*
35	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in the United States.	BiSOFT is fully capable and committed to providing IT Staff Augmentation and consulting services to all Sourcewell participating entities across the United States. Our existing contracts with multiple state agencies, municipal governments, K–12 school districts, and higher education institutions demonstrate our ability to deliver high-quality IT staffing solutions nationwide. BiSOFT maintains experienced account teams, robust remote staffing capabilities, and secure processes to ensure timely and compliant service delivery for all U.S.-based participating entities.	*
36	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in Canada.	Currently, BiSOFT provides services exclusively within the United States and does not operate staffing or consulting engagements in Canada. While we remain open to future opportunities in Canada, at this time, we do not have the operational presence or contractual vehicles necessary to provide services to Canadian Sourcewell participating entities.	*

37	Identify any geographic areas of the United States or Canada that you will NOT be fully serving through the proposed agreement.	BiSOFT will be able to serve all U.S. states and territories with standard IT staffing solutions. However, direct on-site services may have limitations in Alaska, Hawaii, and certain remote U.S. territories due to travel logistics. In such cases, BiSOFT will provide solutions through remote service delivery, virtual support, and regional staff placement to ensure service continuity without compromising quality.	*
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.	All standard Sourcewell participating entities, including state agencies, municipalities, school districts, and higher education institutions, will have full access to BiSOFT's solutions. No specific account types will be excluded. Certain specialized service requests outside the scope of IT Staff Augmentation (e.g., full IT managed services or consulting outside the approved contract scope) may require separate discussion or engagement agreements.	*
39	Define any specific requirements or restrictions that would apply to our participating entities in Hawaii and Alaska and in US Territories.	Service in Hawaii, Alaska, and remote U.S. territories may require: • Additional lead time for on-site staff deployment. • Remote delivery of services where local placement is not feasible. • Coordination with local labor regulations and compliance requirements. These restrictions do not limit BiSOFT's ability to deliver services; they ensure that remote or on-site engagements are fully compliant, cost-effective, and timely.	*
40	Will Proposer extend terms of any awarded master agreement to nonprofit entities?	Yes. BiSOFT will extend the terms of any awarded Sourcewell master agreement to nonprofit entities, provided that the scope of services aligns with the contract terms and the nonprofit entity qualifies as a Sourcewell participating entity. This ensures equitable access to our IT staffing solutions while maintaining compliance with contractual and regulatory requirements.	*

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.	1) Marketing Strategy for Promoting BiSOFT Services under the Sourcewell Contract BiSOFT employs a comprehensive, public-sector-focused strategy to market and promote IT Staff Augmentation and consulting services under the Sourcewell contract. Our approach is designed to maximize visibility, highlight our expertise, and engage potential clients across diverse public-sector channels. Targeted Customer Channels: • State Agencies across the U.S. • K–12 Public and Private School Districts • Public and Private Institutions of Higher Education • Local Governments and Municipalities • Assistance Organizations Marketing Approach: • Targeted Outreach: Direct engagement with Sourcewell member agencies through email campaigns, webinars, and virtual demonstrations to highlight BiSOFT's capabilities. • Digital and Social Media Presence: Leverage LinkedIn, newsletters, and website content to educate stakeholders on services, success stories, and contract readiness. • Trade and Industry Publications: Showcase expertise and thought leadership through articles, case studies, and advertorials in relevant public-sector publications. • Collaborative Events: Participate in public-sector conferences, seminars, and workshops to engage members, present solutions, and facilitate relationship-building. • Educational Resources: Provide whitepapers, case studies, and guides that demonstrate real-world applications and outcomes of BiSOFT solutions. This multi-pronged approach ensures that our services are effectively communicated, align with client needs, and resonate with each Sourcewell member channel. 2) Strategy for Sales, Order Processing, and Client Support BiSOFT is committed to providing seamless sales, order processing, and ongoing support to Sourcewell members nationwide. Our strategy emphasizes a customer-centric approach to ensure a smooth, efficient, and responsive experience for all client engagements. Key Elements: • Consultative Sales Model: Understand the unique requirements of each Sourcewell member and tailor our IT staffing and consulting solutions accordingly. • Dedicated Account Management: Assign a dedicated Account Manager to act as the primary liaison, proactively managing communications, providing guidance, and ensuring client satisfaction. • Advanced Order Management: Utilize our Vendor Management System to track all sales orders, manage task assignments, and ensure timely, accurate delivery of services. • Ongoing Support and Feedback: Maintain open communication channels for client inquiries, service adjustments, and continuous improvement. • Compliance Alignment: Monitor Sourcewell guidelines and contract requirements to ensure all engagements are fully compliant with cooperative purchasing regulations. This approach guarantees a high-quality client experience, reinforces BiSOFT's reliability, and fosters long-term partnerships with Sourcewell members. Marketing Materials Representative marketing materials, including capability statements, contract summaries, and case study briefs, have been uploaded as a separate document titled "Marketing Plan/Samples") in Step 2: Documents under Section: Marketing Plan/Samples. These materials are tailored to illustrate BiSOFT's expertise, compliance adherence, and ability to deliver high-value IT staffing solutions under cooperative and federal procurement vehicles.	*

42	Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance marketing effectiveness.	BiSOFT will maintain a dedicated webpage for the products and services awarded under the Sourcewell contract. This webpage will be hosted on BiSOFT's official website, clearly distinguishable from other offerings, and will not require login access for members. Webpage Management Responsibilities: • The dedicated Account Manager will oversee the webpage, ensuring content is accurate, compliant, and regularly updated throughout the contract lifecycle. • A proactive review schedule will be implemented to verify pricing, service descriptions, and contact information against the awarded contract requirements. Remedy and Compliance Steps: • Any discrepancies will trigger immediate review and correction to bring the webpage into full compliance. • Regular audits will ensure contract pricing and Not-to-Exceed Rate lists remain accurate. • Timestamped updates will provide transparency regarding the latest revisions. Webpage Features to Meet Sourcewell Requirements: • Current contract pricing and Not-to-Exceed Rate lists • Discount percentages off MSRP/List Price • Descriptions of all awarded staffing roles and services • Contact information for the designated Account Manager • Instructions for obtaining quotes and placing Purchase Orders • Warranty and return policies • Sourcewell contract number with hyperlink to contract page • Link to Sourcewell cooperative contracts webpage • Sourcewell logo and any other required content This process ensures transparency, accuracy, and member confidence while providing Sourcewell members with a fully compliant, user-friendly resource for BiSOFT's awarded services.	*
43	In your view, what is Sourcewell's role in promoting agreements arising out of this RFP? How will you integrate a Sourcewell-awarded agreement into your sales process?	Sourcewell's Role in Promoting Agreements Arising from this RFP Sourcewell serves as a trusted public-sector cooperative that enables compliant, efficient, and value-driven procurement through the competitive solicitation and promotion of cooperative agreements. Its nationally recognized RFP process and member outreach activities increase visibility, adoption, and utilization of awarded contracts while significantly reducing procurement complexity and risk for participating entities. • Competitively solicits and awards contracts on behalf of public-sector members • Ensures transparent, compliant, and audit-ready procurement processes • Validates supplier qualifications, pricing structures, and service delivery models • Reduces administrative burden and procurement risk for participating agencies • Promotes awarded agreements through member networks, contract catalogs, and marketing channels • Enables cooperative purchasing across jurisdictions without duplicative solicitations Integration of a Sourcewell-Awarded Agreement into Our Sales Process BiSOFT will fully integrate a Sourcewell-awarded agreement into its sales and account management operations to ensure consistent, compliant, and effective utilization by eligible public-sector and education clients. The agreement will be positioned as a preferred, pre-competed procurement vehicle that accelerates purchasing while maintaining transparency and regulatory compliance. • Establishes the Sourcewell agreement as a primary procurement pathway for eligible clients • Trains sales and account teams on contract scope, pricing, and ordering procedures • Incorporates the Sourcewell contract into proposals, presentations, and client engagements • Embeds Sourcewell ordering processes into client onboarding and ongoing account management • Actively supports Sourcewell marketing and outreach initiatives • Complies with all contract reporting, administration, and management requirements	*

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.	Yes. BiSOFT Consultancy Services LLC (BiSOFT) supports e-Procurement–enabled ordering for IT Staff Augmentation and professional services. Our solutions integrate with standard public-sector procurement platforms and purchasing workflows used by government and education entities. BiSOFT supports ordering through state, municipal, and cooperative e-Procurement systems (e.g., SAP Ariba, Oracle, PeopleSoft), approved vendor portals, PO-based workflows aligned with Sourcewell requirements, and secure electronic submission of SOWs and task orders. These mechanisms ensure transparency, auditability, and compliance with public-sector controls. BiSOFT's ordering process integrates with client e-Procurement systems to enable electronic requisition intake, contract and rate validation, secure document exchange, and electronic invoicing aligned with client approval workflows. All processes are governed by documented internal controls supporting data security and audit readiness. Public-Sector Example:A state IT department issued an electronic task order through its e-Procurement system under an approved staffing contract. BiSOFT received the order, validated compliance, submitted qualified candidates electronically, and managed onboarding, time reporting, and invoicing within the same system, ensuring procurement transparency, reduced administrative effort, and full audit compliance.	*

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.	BiSOFT provides structured, role-appropriate training and onboarding support to Sourcewell participating entities to ensure rapid integration, compliance, and effective utilization of assigned IT personnel. Training Offerings Include: • Standard Onboarding & Orientation (Included at No Additional Cost): Delivered for all deployed resources and tailored to the client's environment, policies, security requirements, and project objectives. Training is provided by BiSOFT program managers in coordination with client stakeholders. • Role-Specific Technical and Process Training (Optional): May include technology stack familiarization, tool usage, documentation standards, and public-sector compliance processes. Training may be delivered by BiSOFT subject matter experts, client representatives, or approved third-party providers. • Compliance, Security, and Ethics Training (Standard): Covers data privacy, information security awareness, workplace conduct, and applicable public-sector standards. This training is mandatory for all assigned personnel. • Ongoing Knowledge Transfer and Transition Support (Included): Ensures continuity through documentation, handover processes, and knowledge sharing throughout the engagement lifecycle. Any optional training beyond standard onboarding is discussed and approved in advance, with costs transparently outlined if applicable.	*
46	Describe any technological advances that your proposed Solutions offer.	BiSOFT's IT Staff Augmentation Solutions leverage modern workforce and delivery practices designed to improve responsiveness, visibility, and performance for public-sector clients. Key technological and process advances include: • Digital Talent Sourcing and Screening Platforms to accelerate candidate identification while maintaining rigorous qualification and background verification standards. • Data-Driven Resource Matching that aligns technical skills, domain experience, and public-sector familiarity with specific project needs. • Centralized Program Management and Reporting providing real-time visibility into resource utilization, performance metrics, and service delivery status. • Remote and Hybrid Delivery Enablement using secure collaboration tools, allowing flexible staffing models while maintaining security and accountability. • Standardized Documentation and Knowledge Management Practices that support continuity, audit readiness, and long-term value. These advances enable Sourcewell participating entities to access qualified IT talent efficiently while maintaining transparency, control, and compliance.	*

47	Describe any “green” initiatives that relate to your company or to your Solutions, and include a list of the certifying agency for each.	BiSOFT supports environmentally responsible operations through practical, service-aligned sustainability initiatives focused on reducing environmental impact while maintaining service quality. Key initiatives include: • Remote and Hybrid Workforce Models that reduce commuting-related emissions and physical office footprint. • Digital-First Operations minimizing paper usage through electronic documentation, e-signatures, and digital reporting. • Energy-Efficient IT Practices within internal operations, including cloud-based collaboration and data storage solutions. • Supplier and Partner Alignment with organizations that demonstrate environmentally responsible business practices, where feasible. These initiatives are embedded into BiSOFT’s operating model and service delivery approach.	*
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.	BiSOFT does not currently hold third-party issued eco-labels, green ratings, or sustainability certifications specific to energy efficiency, life-cycle design, or conservation for the services proposed under this solicitation. However, BiSOFT remains committed to environmentally responsible operations and continuously evaluates opportunities to align with recognized sustainability standards as they become relevant to its service offerings and client requirements.	*
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?	BiSOFT offers several attributes that are particularly valuable to Sourcewell participating entities seeking reliable, compliant, and high-quality IT staffing solutions: • Public-Sector Focused IT Staffing Expertise: Demonstrated experience supporting government and education environments, with an understanding of public-sector governance, stakeholder structures, procurement constraints, and accountability requirements. • Compliance-Driven Service Delivery: Service delivery aligned with regulated procurement, background screening, security clearances (where required), data privacy standards, and reporting obligations common to state, local, and education entities. • Rigorous Talent Vetting and Quality Assurance: Multi-stage screening processes that include technical evaluation, role-based competency validation, reference checks, and verification of public-sector experience to ensure candidates are deployment-ready. • Flexible and Scalable Engagement Models: Support for short-term, long-term, project-based, surge, and backfill staffing needs, allowing Sourcewell participants to scale resources up or down without long-term employment risk. • Hands-On Program and Account Management: Dedicated program managers provide active oversight, performance monitoring, issue escalation, and coordination between client stakeholders and assigned resources throughout the engagement lifecycle. • Rapid Response and Time-to-Fill Capability: Established talent pipelines and proactive workforce planning enable accelerated candidate submission and onboarding timelines, supporting urgent and mission-critical staffing requirements. • Continuity and Knowledge Retention Focus: Emphasis on documentation standards, knowledge transfer, and transition planning to minimize disruption and preserve institutional knowledge during staff changes or contract transitions. • Transparent Pricing and Cost Control: Clear, predictable rate structures with no hidden fees, supporting budget planning, audit review, and cost accountability for public-sector entities. • Hybrid and Remote Workforce Enablement: Secure support for remote and hybrid staffing models, expanding access to qualified talent while reducing operational and environmental impact. • Client-Centric Partnership Approach: A collaborative delivery model emphasizing responsiveness, communication, and long-term relationship building rather than transactional placements. These attributes enable BiSOFT to operate as a trusted extension of client teams, delivering dependable IT staffing support that balances flexibility, compliance, performance, and value, rather than functioning as a transactional staffing vendor.	*

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	Relevant documents provided as separate document titled "WMBEMBESBE or Related Certificates.	*
51		Minority Business Enterprise (MBE)	( ) Yes (•) No	Not applicable.	*
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	Relevant documents provided as separate document titled "WMBEMBESBE or Related Certificates.	*
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.	BiSOFT's standard payment terms for IT staff augmentation services are Net 30 from the date of invoice, unless otherwise agreed to by the Participating Entity. Accepted payment methods include: • ACH / electronic funds transfer • Check • Purchase order–based invoicing • P-card (see Section 5) BiSOFT is experienced in public-sector invoicing requirements and will align billing formats to Participating Entity standards.	*
60	Describe any leasing or financing options available for use by educational or governmental entities.	BiSOFT does not offer leasing or financing options, as services provided under this proposal consist exclusively of IT Staff Augmentation Services billed on a time-and-materials or role-based basis.	*

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.	For engagements under an awarded Master Agreement, BiSOFT expects to utilize the following standard transaction documents, all subordinate to the Sourcewell Master Agreement: • Participating Entity purchase orders or task authorizations • Role-based rate cards • Statements of Work (SOW), where applicable • Service descriptions outlining scope, roles, and duration • Service Level expectations related to staffing fulfillment and responsiveness Response: Relevant documents needs (provided as separate document titled “BiSOFT Standard Transaction Document Template”) to be uploaded in Step 2: Documents under Section: Standard Transaction Document Samples.	*
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, BiSOFT accepts P-card procurement and payment. There is no additional cost to Sourcewell Participating Entities for using the P-card process.	*
63	Describe your pricing model (e.g., line-item discounts or product-category discounts). Provide detailed pricing data (including standard or list pricing and the Sourcewell discounted price) on all of the items that you want Sourcewell to consider as part of your RFP response. If applicable, provide a SKU for each item in your proposal. Upload your pricing materials (if applicable) in the document upload section of your response.	BiSOFT proposes a line-item, role-based pricing model for IT Staff Augmentation Services. Pricing is based on: • Labor category / role • Skill level and experience • Engagement type (temporary, project-based, long-term, or direct-hire) All pricing submitted represents not-to-exceed cooperative pricing for Participating Entities. Pricing details, including standard/list rates and Sourcewell-discounted rates, is provided in the pricing schedule uploaded with the proposal. As services are labor-based, SKUs are not applicable. Roles and labor categories are used in place of product SKUs.	*
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.	The pricing submitted represents a percentage discount from BiSOFT’s standard commercial labor rates, typically ranging from 2% to 5%, depending on role, volume, and engagement duration.	*
65	Describe any quantity or volume discounts or rebate programs that you offer.	BiSOFT offers volume-based pricing flexibility, which may include: • Reduced hourly rates for higher staffing volumes • Discounted rates for long-term or multi-resource engagements BiSOFT does not offer rebate programs; all discounts are reflected directly in upfront pricing.	*
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.	For any non-contracted or “open market” services requested by a Participating Entity: • BiSOFT will provide itemized, written quotes for review and approval • Pricing will be offered on an at-cost or cost-plus basis, or as a fixed quote, as applicable No open market services will be provided without prior Participating Entity approval. For any non-contracted or “open market” services requested by a Participating Entity: • BiSOFT will provide itemized, written quotes for review and approval • Pricing will be offered on an at-cost or cost-plus basis, or as a fixed quote, as applicable No open market services will be provided without prior Participating Entity approval.	*

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.	BiSOFT does not charge separate sourcing or quoting fees. All recruiting, sourcing, and candidate evaluation costs are included in the proposed labor rates, unless otherwise disclosed in advance. Unless specifically stated, the following costs are not included in standard pricing and may be billed separately if required by the Participating Entity: • Background checks or security clearances • Drug testing (if mandated) • Client-specific onboarding or mandatory training Such costs are typically imposed by Participating Entity policies or third-party providers and will be disclosed in advance.	*
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. BiSOFT provides professional IT services, not physical goods; therefore, freight, delivery, or shipping costs do not apply.	*
69	Specifically describe freight, shipping, and delivery terms or programs available for Alaska, Hawaii, Canada, or any offshore delivery.	BiSOFT currently provides services within the United States only. Alaska and Hawaii are supported subject to engagement requirements. BiSOFT does not currently provide services in Canada or offshore locations under this proposal.	*
70	Describe any unique distribution, delivery, and/or deployment methods or options offered in your proposal.	BiSOFT utilizes: • A centralized recruiting and account management model • Remote and onsite staffing delivery, as required • Rapid candidate screening and placement processes aligned to public-sector requirements This model enables consistent service delivery across multiple U.S. jurisdictions.	*
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.	BiSOFT will employ internal self-audit processes to ensure compliance, including: • Verification that Participating Entities receive Sourcewell-approved pricing • Periodic review of invoices against approved rate cards • Internal controls for contract and pricing compliance BiSOFT will cooperate fully with Sourcewell audit or reporting requirements.	*
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.	Upon receiving the award, BiSOFT will track metrics including: • Staffing request fulfillment time • Assignment completion and extension rates • Client satisfaction and feedback • Pricing compliance accuracy • Volume of repeat engagements These metrics are used to evaluate performance and continuous improvement.	*
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.	BiSOFT proposes an Administrative Fee of 2% of all completed transactions made under the Sourcewell Master Agreement during the applicable reporting period. The fee will be calculated and remitted in accordance with Sourcewell's reporting and payment requirements.	*

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.	Pricing document is uploaded in Step 2: Documents under Section: Pricing.	*

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.	BiSOFT proposes a comprehensive suite of IT Staff Augmentation and IT Managed Workforce Solutions designed to support Sourcewell participating entities, including state and local governments, education institutions, and public-sector agencies. All solutions are delivered in full compliance with public procurement requirements and are structured to provide flexibility, scalability, transparency, and cost control. 1. IT Staff Augmentation Solutions BiSOFT provides qualified IT professionals to supplement client teams on a temporary, project-based, or long-term basis. Staff augmentation services are designed to address capacity gaps, specialized skill requirements, and fluctuating workloads without increasing permanent headcount. Supported Roles Include (but are not limited to): • IT Project Managers and Program Managers • Business Analysts and Systems Analysts • Application Developers (front-end, back-end, full-stack) • Data Analysts, Database Administrators, and BI Specialists • Cybersecurity Analysts and Information Security Specialists • Network, Systems, and Cloud Engineers • Quality Assurance and Testing Professionals • ERP, CRM, and Enterprise Application Specialists Key Features: • Rapid candidate identification and submission • Role-specific technical and functional screening • Flexible engagement models (hourly, part-time, full-time) • Compliance with client onboarding, security, and background requirements 2. Recruitment, Screening, and Compliance Management BiSOFT applies a structured recruitment and compliance framework to ensure all resources meet technical, professional, and regulatory requirements. Includes: • Skills-based screening and structured interviews • Reference checks and employment verification • Background checks and security clearance support (as required) • Compliance with labor laws, pay equity, and public-sector policies 3. Contract Administration and Support BiSOFT manages all employment and contract administration associated with augmented staff, enabling clients to focus on mission delivery. Administrative Services: • Payroll and invoicing • Time tracking and approval workflows • Rate management aligned with contract pricing • Audit-ready documentation and reporting 4. Performance Management and Reporting BiSOFT provides ongoing performance monitoring and transparent reporting throughout the engagement lifecycle. Reporting Capabilities: • Resource utilization and tenure tracking • Spend analysis by role, department, or project • Issue escalation and resolution tracking • Support for audits and contract compliance reviews 5. Scalability and Multi-Entity Support BiSOFT's solutions are designed to scale across: • Single departments or enterprise-wide deployments • Short-term initiatives or multi-year programs • Individual participating entities or multiple Sourcewell members The proposed solutions support diverse public-sector environments while maintaining consistency, control, and compliance across jurisdictions. Value to Sourcewell Participating Entities BiSOFT's solutions deliver: • Access to qualified IT talent through a compliant cooperative contract • Reduced procurement cycle times • Flexible, scalable workforce support • Transparent pricing and audit-ready processes

		• Proven alignment with government and education-sector operational needs BiSOFT's focus remains on people-based IT staffing solutions, strong governance, and measurable service quality rather than outcome-based IT service delivery, ensuring full alignment with Sourcewell requirements.
76	Within this RFP category there may be subcategories of solutions. List subcategory titles that best describe your products and services.	Within the IT Staff Augmentation RFP category, BiSOFT Consultancy Services LLC provides the following subcategories of solutions. All services are delivered under a staff augmentation model in which assigned professionals work under the direction, supervision, and governance of the participating entity. BiSOFT does not provide managed IT services or outcome-based service delivery under this category. 1. IT Staff Augmentation – Temporary and Contract Resources: Provision of qualified IT professionals on a temporary, contract, or time-and-materials basis to supplement internal teams. Resources integrate directly into client environments and follow client-defined workflows, tools, and policies. 2. IT Staff Augmentation – Contract-to-Hire (Temp-to-Perm): Flexible staffing option allowing agencies to evaluate IT professionals during a defined contract period prior to permanent hire, supporting workforce continuity while reducing hiring risk. 3. IT Staff Augmentation – Project-Based Resource Support: Assignment of IT personnel to support defined projects with established scopes and timelines (e.g., system implementations, upgrades, migrations, and enhancements), while remaining fully client-directed. 4. Specialized IT Staff Augmentation: Sourcing and placement of specialized and hard-to-fill IT skill sets, including cybersecurity, cloud, data and analytics, application development, infrastructure, ERP, systems architecture, and regulatory or compliance-focused roles. 5. Public Sector and Education IT Staff Augmentation: IT staffing solutions specifically aligned to the operational, regulatory, and budgetary requirements of government agencies, municipalities, K–12 school districts, and higher education institutions. Each subcategory supports Sourcewell participating entities by providing flexible, compliant, and scalable access to qualified IT professionals, transparent pricing, and consistent service delivery. BiSOFT's IT Staff Augmentation solutions are designed to integrate seamlessly into client-led environments while maintaining accountability, quality, and continuity of service.
77	Describe how candidates are: 1) qualified for the role; 2) authorized to work; 3) available and placed on time; and, 4) a suitable fit for the organization they are placed in. Clarify how responsibility for verifying work authorization is defined and managed.	Candidate Qualification, Work Authorization, Availability, Timely Placement, and Organizational Fit BiSOFT Consultancy Services LLC (BiSOFT) employs a formal, documented, and compliance-driven staffing methodology to ensure that all IT professionals provided under the IT Staff Augmentation category are: 1) fully qualified for the role; 2) properly authorized to work; 3) available and placed on time; and 4) a suitable technical and organizational fit for the participating entity. This methodology is consistently applied across all public sector, education, and government clients and aligns with Sourcewell cooperative procurement expectations. 1) How Candidates Are Qualified for the Role BiSOFT qualifies candidates through a structured, multi-layered evaluation process designed to validate technical competency, relevant experience, role readiness, and public-sector suitability. Requirements Validation and Role Definition • BiSOFT conducts a detailed intake with the participating entity to document mandatory and preferred skills, experience levels, certifications, project context, and work environment. • Role requirements are translated into a formal qualification profile used throughout sourcing, screening, and selection. Candidate Screening and Technical Evaluation Candidates are evaluated using the following steps: • Resume and employment history verification against role-specific requirements • Recruiter-led screening focused on role relevance, communication

skills, and availability
• Technical screening conducted by experienced IT professionals or subject matter experts
• Evaluation of problem-solving ability, adaptability, and client-directed work capability
• Verification of required certifications, education, and training (as applicable)

Reference and Performance Validation
• A minimum of professional references from prior supervisors or client representatives are obtained and reviewed.
• Past performance in similar public sector or regulated environments is evaluated where applicable.

Only candidates who fully meet the defined qualification criteria are submitted for client review and approval.

2) How Candidates Are Authorized to Work
BiSOFT maintains full responsibility for verifying and managing candidate work authorization in compliance with all applicable federal, state, and local regulations.

Work Authorization Verification Process
• Completion and validation of legally required employment eligibility documentation (e.g., Form I-9 where applicable)
• Review of acceptable identity and work authorization documents in accordance with governing laws
• Secure documentation and retention within BiSOFT's HR and compliance systems
• Ongoing monitoring to ensure continued authorization throughout the assignment term
No candidate is allowed to begin work until all authorization requirements are fully verified and documented.

Clarification of Responsibility for Work Authorization
• BiSOFT is solely responsible for verifying, documenting, and maintaining work authorization compliance for all staff augmentation personnel.
• Participating entities are not required to perform independent verification of employment eligibility for BiSOFT-provided resources.
• BiSOFT conducts internal audits and compliance checks to ensure continued adherence to authorization requirements.

This clear delineation of responsibility ensures risk mitigation, regulatory compliance, and audit readiness for Sourcewell participating entities.

3) How Candidates Are Available and Placed on Time
BiSOFT is structured to support rapid response staffing while maintaining quality and compliance through proactive workforce planning and centralized coordination.

Availability Management
• Maintenance of an active and pre-qualified pool of IT professionals across multiple skill domains
• Real-time tracking of candidate availability, start-date readiness, and assignment duration
• Advance identification of backup and replacement resources to support continuity

Timely Placement and Onboarding
• Parallel processing of screening, authorization verification, background checks (if required), and onboarding activities
• Dedicated recruitment and account management oversight to manage timelines
• Clear communication with participating entities regarding candidate readiness and start dates

This approach enables BiSOFT to meet aggressive staffing timelines without compromising qualification standards or compliance.

4) How Candidates Are a Suitable Fit for the Organization
BiSOFT places strong emphasis on ensuring that candidates are not only technically capable, but also a suitable fit for the organization, team environment, and governance structure of the participating entity.

Organizational and Cultural Fit Assessment

- Evaluation of prior experience in government, education, or regulated environments
- Assessment of communication style, collaboration skills, and ability to work under client direction
- Alignment with the participating entity's operational standards, policies, and work culture

Client-Centered Selection
- Candidates are presented with complete qualification summaries aligned to client expectations
- Participating entities retain final approval authority over all placements
- Client feedback is incorporated into final selection and placement decisions

BiSOFT's fit-driven approach supports higher assignment success rates, reduced turnover, and consistent performance throughout the engagement.

Through disciplined candidate qualification, strict work authorization controls, proactive availability management, on-time placement practices, and deliberate organizational fit assessment, BiSOFT delivers IT Staff Augmentation resources that are fully compliant, properly authorized, timely, and well-matched to Sourcewell participating entities.

This structured methodology ensures transparency, accountability, and consistent service quality across all IT Staff Augmentation engagements under the Sourcewell contract.

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.	Process for Ensuring Candidates Have Required Equipment and Technical Readiness BiSOFT Consultancy Services LLC (BiSOFT) follows a structured, compliance-driven process to ensure all IT Staff Augmentation personnel have the proprietary or organization-specific equipment, tools, and system access required to perform their roles effectively and securely. This process supports on-site, hybrid, and remote assignments while respecting client ownership, security policies, and governance requirements. Equipment Responsibility and Alignment At the start of each engagement, BiSOFT confirms equipment responsibility with the client, including: • Ownership (client-provided, BiSOFT-provisioned, or candidate-provided, if permitted) • Required hardware specifications (laptops, peripherals, secure tokens) • Approved operating systems, software, and collaboration tools • Security, compliance, and access control standards This ensures alignment with organizational IT policies and avoids assumptions about equipment or access. Equipment Preparation (Configuration, Security, and Imaging) When BiSOFT prepares equipment, the following steps are performed prior to deployment: • Configuration and Imaging: Installation of approved operating systems, standard software images, and role-specific applications; validation of compatibility with client systems. • Security Controls: Implementation of endpoint protection, encryption, secure authentication, and restricted administrative privileges per role. • Quality Validation: Functional testing to confirm readiness and verification that all required tools are in place. For client-provided equipment, BiSOFT coordinates imaging, configuration, and access setup per client-defined processes. Equipment Delivery and Deployment BiSOFT manages timely delivery and deployment through secure shipment, on-site handoff, or coordination with client IT teams, with receipt confirmation before assignment start. For remote personnel, BiSOFT ensures: • Equipment is received and operational • VPN, secure network access, and authentication are configured • Collaboration tools and connectivity are verified for immediate productivity Ongoing Equipment and Technical Support BiSOFT provides continued support to maintain productivity and compliance throughout the assignment: • Single point of contact for equipment issues • Coordination with client IT teams for organization-specific access or troubleshooting • Support for updates, replacements, or reconfiguration as roles evolve • Secure return or decommissioning of equipment and confirmation of access removal at assignment completion Remote Work Considerations Remote assignments receive additional focus on secure configuration, adherence to client remote-work policies, and continuous coordination to prevent service interruptions. Through proactive planning, clear responsibility definition, secure configuration and imaging, coordinated delivery, and ongoing support, BiSOFT ensures IT Staff Augmentation personnel are fully equipped to perform effectively in on-site or remote environments. This approach reduces onboarding delays, meets organizational security requirements, and ensures consistent, compliant service delivery for Sourcewell participating entities.

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

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

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

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

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

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

☐ We will not be submitting for Table 7C: Depth and Breadth of Offered Solutions - IT Staff Augmentation Services

Line Item	Category or Type	Comments

82	Describe your organization's IT staff augmentation services provided in the government (GOV) sector within the past 24 months. Include one (1) representative example (not a list of contracts) and describe the following areas: 1) Contract duration (start and end dates or ongoing) 2) Types of staffing solutions (e.g., temporary, project-based, long-term, or direct-hire) 3) Approximate number and types of IT roles staffed	BiSOFT Consultancy Services LLC (BiSOFT) has provided comprehensive IT staff augmentation services to U.S. state and local government entities consistently within the past twenty-four (24) months. BiSOFT specializes exclusively in public-sector IT staffing and operates as a trusted workforce partner supporting mission-critical government programs through flexible, compliant, and scalable staffing solutions. Representative Government Engagement Client: State of Florida – Department of Management Services (DMS) Engagement Type: Statewide IT Supplemental Staffing Program 1) Contract Duration • Start Date: 2025 • End Date: Ongoing This engagement operates under a statewide supplemental staffing contract vehicle supporting multiple state agencies and departments. 2) Types of Staffing Solutions Provided BiSOFT delivered a full range of IT staff augmentation services tailored to fluctuating agency needs, including: • Long-term staff augmentation to support sustained program and application operations • Project-based staffing for defined initiatives and system modernization efforts • Temporary and surge staffing to address workload peaks and time-sensitive deliverables All staffing solutions were delivered without increasing permanent headcount, enabling fiscal control and operational flexibility for the State. 3) Approximate Number and Types of IT Roles Staffed BiSOFT supported multiple concurrent IT resources statewide, staffing a diverse mix of roles, including: • Application Developers • Business Analysts • Solution Architects • Quality Assurance and Testing Analysts • Project and Program Support Roles Each professional was vetted, onboarded, and managed in compliance with state procurement, labor, and security requirements. Outcome and Value Delivered Through this engagement, BiSOFT enabled rapid access to qualified IT professionals, reduced time-to-fill, and ensured continuity across critical government IT systems. The State benefited from consistent service quality, high retention, and repeat utilization of BiSOFT resources, reinforcing BiSOFT's role as a dependable government IT staffing partner.

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	BiSOFT has a proven record of delivering IT staff augmentation services to K-12 school districts and public higher-education institutions within the past twenty-four (24) months. These services are designed to support large-scale education technology environments while aligning with academic calendars, compliance mandates, and institutional governance models. Representative Education Engagement Client: Los Angeles Unified School District (LAUSD) Engagement Type: District-wide IT Staff Augmentation Support 1) Contract Duration • Start Date: Mar 2024 • End Date: Ongoing The engagement supports district-wide IT operations and education technology initiatives. 2) Types of Staffing Solutions Provided BiSOFT provided flexible education-focused staffing solutions, including: • Long-term staff augmentation supporting core IT operations and enterprise systems • Project-based staffing for technology upgrades, system implementations, and academic support platforms • Temporary staffing aligned to school-year cycles and peak demand periods BiSOFT's delivery model ensured continuity of service while adapting to evolving district priorities. 3) Approximate Number and Types of IT Roles Staffed BiSOFT staffed multiple IT professionals across district environments, including: • IT Systems Analysts • Banner Developer • Application Developers • Network Engineers • Reporting Analysts All personnel were screened for technical competence, background compliance, and experience operating in large public education environments. Outcome and Value Delivered BiSOFT's support enabled LAUSD to maintain reliable technology operations across instructional and administrative systems while meeting strict compliance and security requirements. The LAUSD benefited from responsive staffing, minimal onboarding disruption, and repeat engagement for additional IT resource needs, demonstrating BiSOFT's effectiveness in education sector IT augmentation.

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

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

Do you have exceptions or modifications to propose?	Acknowledgement *
	○ Yes ◉ No

Documents

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

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

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

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

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

- Responsiveness - Responsiveness.zip - Thursday January 08, 2026 12:56:13
- Pricing - Pricing.pdf - Thursday January 08, 2026 14:00:43
- Financial Strength and Stability - Financial Strength and Stability.pdf - Thursday January 08, 2026 12:56:25
- Marketing Plan/Samples - Marketing Plan_Samples.pdf - Thursday January 08, 2026 13:00:10
- WMBE/MBE/SBE or Related Certificates - WMBEMBESBE or Related Certificates.pdf - Thursday January 08, 2026 12:56:42
- Standard Transaction Document Samples - BiSOFT Standard Transaction Document Template.pdf - Thursday January 08, 2026 12:56:54
- Requested Exceptions (optional)
- Upload Additional Document - Additional Information.pdf - Thursday January 08, 2026 13:24:31

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. - Loknadha Dodla , Chief Delivery Officer, BiSOFT Consultancy Services LLC

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

○ **Yes** ◉ **No**

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

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

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