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

This Master Agreement (Master Agreement) is between Sourcewell, a Minnesota service cooperative located at 202 12th Street Northeast, Staples, MN 56479 (Sourcewell) and CDW Government LLC, 230 N. Milwaukee Avenue, Vernon Hills, IL 60061 (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 Master Agreement may be made available to any Participating Entity. Supplier understands that a Participating Entity's use of this Master 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 Master Agreement is effective upon the date of the final signature below. The term of this Master Agreement is four (4) years from the effective date. The Master Agreement expires at 11:59 P.M. Central Time on October 20, 2030, unless it is cancelled or extended as defined in this Master 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 Master 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 Master Agreement, the obligations of this Master 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 Master 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

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request adjustments to pricing directly from Supplier during the negotiation and execution of any transaction.

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

13) **Supplier Representations:**

i) **Compliance.** Supplier represents and warrants it will provide all Included Solutions under this Master 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 Master Agreement are free from liens and encumbrances, and are free from defects in design, materials, and workmanship. Supplier warrants that the Services will be performed in a good and workmanlike manner. Participating Entity's sole and exclusive remedy with respect to this warranty will be, at the sole option of Supplier, to either (a) use its reasonable commercial efforts to reperform any Services not in substantial compliance with this warranty, or (b) refund amounts paid by the Participating Entity related to the portion of the Services not in substantial compliance; provided in each case, Participating Entity notifies Supplier in writing within thirty (30) business days after performance of the applicable Services. This warranty is voided if the Services are altered by anyone other than Supplier or any of its affiliates or its or their personnel. Except as otherwise agreed in a Statement of Work, the Participating Entity shall be solely responsible for daily back-up and other protection of its data and software against loss, damage or corruption during the performance of Services and for any necessary reconstruction thereof. EXCEPT AS OTHERWISE PROVIDED HEREIN, SUPPLIER AND ITS AFFILIATES HEREBY EXPRESSLY DISCLAIM ALL OTHER WARRANTIES EITHER EXPRESS OR IMPLIED, RELATED TO SERVICES, INCLUDING, BUT NOT LIMITED TO, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

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 Master 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 Master Agreement. Supplier further warrants that it will provide prompt written notice to Sourcewell if this certification changes at any time during the term of this Master Agreement.

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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 Master Agreement may be subject to additional requirements including the procurement standards of the Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards, 2 C.F.R. § 200. Participating Entities may have additional requirements based on specific funding source terms or conditions. Within this Section, all references to "federal" should be interpreted to mean the United States federal government. The following list applies when a Participating Entity accesses Supplier's Included Solutions with United States federal funds.

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

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

iii) **CONTRACT WORK HOURS AND SAFETY STANDARDS ACT (40 U.S.C. § 3701-3708).** Where applicable, all contracts awarded by the non-federal entity in excess of $100,000 that involve the employment of mechanics or laborers must include a provision for compliance with 40 U.S.C. §§ 3702 and 3704, as supplemented by Department of Labor regulations (29 C.F.R. § 5). Under 40 U.S.C. § 3702 of the Act, each contractor must be required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of

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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 Master Agreement. Supplier certifies that during the term of an award for all Master Agreements by Sourcewell resulting from this procurement process, Supplier must comply with applicable requirements as referenced above.

iv) **RIGHTS TO INVENTIONS MADE UNDER A CONTRACT OR AGREEMENT.** If the federal award meets the definition of "funding agreement" under 37 C.F.R. § 401.2(a) and the recipient or subrecipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that "funding agreement," the recipient or subrecipient must comply with the requirements of 37 C.F.R. § 401, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements," and any implementing regulations issued by the awarding agency. Supplier certifies that during the term of an award for all Master 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 Master 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

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award covered by 31 U.S.C. § 1352. Suppliers must disclose any lobbying with non-federal funds that takes place in connection with obtaining any federal award. Such disclosures are forwarded from tier to tier up to the non-federal award. Suppliers must file all certifications and disclosures required by, and otherwise comply with, the Byrd Anti-Lobbying Amendment (31 U.S.C. § 1352).

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

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

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

xi) **ACCESS TO RECORDS (2 C.F.R. § 200.336).** Supplier agrees that duly authorized representatives of a federal agency must have access to any books, documents, papers and records of Supplier that are directly pertinent to Supplier's discharge of its obligations under this Master 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 Master 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 Master Agreement or any purchase by a Participating Entity.

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

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

xix) **PROHIBITION ON CERTAIN TELECOMMUNICATIONS AND VIDEO SURVEILLANCE SERVICES OR EQUIPMENT.** To the extent applicable, Supplier certifies that during the term of this Master 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 Master 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 Master 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 Master 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

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- 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 Master Agreement and will be incorporated by reference.

3) **Authorized Representative.** Supplier will assign an Authorized Representative to Sourcewell for this Master 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 Master Agreement;
   - Timely response to all Sourcewell and Participating Entity inquiries; and
   - Participation in reviews with Sourcewell.

   Sourcewell's Authorized Representative is its Chief Procurement Officer.

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

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

6) **Reporting Requirements.** Supplier must provide Sourcewell an activity report of all transactions completed utilizing this Master 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:

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- 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 Master Agreement. Supplier will include its Administrative Fee within its proposed pricing. Supplier may not directly charge Participating Entities to offset the Administrative Fee.

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

9) **Fee Remittance.** Supplier will remit fee to Sourcewell no later than 45 calendar days after the close of the preceding calendar quarter in conjunction with Supplier's Reporting Period obligations defined herein. Payments should note the Supplier's name and Sourcewell-assigned Master 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.** In the event the Supplier is delinquent in any undisputed administrative fees, Sourcewell reserves the right to cancel this Master Agreement and reject any proposal submitted by the Supplier in any subsequent solicitation. In the event this Master Agreement is cancelled by either party prior to the Master Agreement's expiration date, the administrative fee payment will be due no more than 30 days from the cancellation date.

11) **Audit Requirements.** Pursuant to Minn. Stat. § 16C.05, subdivision 5, the books, records, documents, and accounting procedures and practices relevant to this Master Agreement are subject to examination by Sourcewell and the Minnesota State Auditor for a minimum of six years from the end of this Master Agreement. Supplier agrees to fully cooperate with Sourcewell in auditing transactions under this Master 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.** Neither party may assign or otherwise transfer its rights or obligations under this Master Agreement without the prior written consent of the other party and a fully executed assignment agreement. Such consent will not be unreasonably withheld. Any prohibited assignment will be invalid.

13) **Amendments.** Any material change to this Master 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 either party to take action or to enforce any right under this Master 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. Any such waiver must be in writing and signed by the parties.

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15) **Complete Agreement.** This Master 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 Master Agreement. No other understanding regarding this Master Agreement, whether written or oral, may be used to bind either party. For any conflict between the Proposal and the terms set out this Master Agreement, the terms of this Master Agreement will govern.

16) **Relationship of Sourcewell and Supplier.** This Master 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, and Participating Entities, including their agents and employees, harmless from any claims or causes of action, including reasonable attorneys' fees incurred by Sourcewell, arising out of any negligent act or omission in the performance of this Master Agreement by the Supplier or its agents or employees, including injury or death to person(s) or damage to tangible personal property alleged to have been caused by some defect in performance of Included Solutions under this Master Agreement. Sourcewell's responsibility will be governed by the State of Minnesota's Tort Liability Act (Minnesota Statutes Chapter 466) and other applicable law.

    EXCEPT FOR INSTANCES OF GROSS NEGLIGENCE OR WILLFUL MISCONDUCT, UNDER NO CIRCUMSTANCES, AND NOTWITHSTANDING THE FAILURE OF ESSENTIAL PURPOSE OF ANY REMEDY SET FORTH HEREIN, WILL SUPPLIER, ITS AFFILIATES OR ITS SUPPLIERS, SUBCONTRACTORS OR AGENTS BE LIABLE FOR ANY INCIDENTAL, INDIRECT, SPECIAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOSS OF PROFITS, BUSINESS, REVENUES OR SAVINGS AND LOSS, DAMAGE OR CORRUPTION OF DATA OR SOFTWARE, EVEN IF SUCH PARTY HAS BEEN ADVISED OF THE POSSIBILITIES OF SUCH DAMAGES OR IF SUCH DAMAGES ARE OTHERWISE FORESEEABLE. EXCEPT IN THE EVENT OF GROSS NEGLIGENCE OR WILLFUL MISCONDUCT, SUPPLIER'S AGGREGATE LIABILITY HEREUNDER WILL NOT EXCEED THE TOTAL DOLLAR AMOUNT PAID BY SUPPLIER TO SOURCEWELL IN ADMINISTRATIVE FEES UNDER THIS MASTER AGREEMENT DURING THE PRECEDING TWELVE-MONTH PERIOD.

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 Master Agreement, Supplier may be subject to the requirements of this chapter.

19) **Grant of License.**
    a) **During the term of this Master 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 Master 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 Master Agreement with Sourcewell.

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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 to Participating Entities. 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 Master 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). Each party must return all marketing and promotional materials to the other party, including signage, provided by the other party, or dispose of such materials.

20) **Venue and Governing law between Sourcewell and Supplier Only.** The substantive and procedural laws of the State of Minnesota will govern this Master Agreement between Sourcewell and Supplier. Venue for all legal proceedings arising out of this Master 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 Master 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 Master 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 Master 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 Master 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,

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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 Master 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 Master Agreement, Supplier must furnish to Sourcewell a certificate of insurance, as evidence of the insurance required under this Master 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 paid under the insurance policies required by this Master 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 Master 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 Master 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 Master 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 Master 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 Master 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 Master Agreement for any transactions entered with

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Participating Entities through the date of termination, including reporting and payment of applicable Administrative Fees.

Article 3:
Supplier Obligations to Participating Entities

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

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

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

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

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

5) **Transaction Documents.** Participating Entity may require the use of its own forms to complete transactions directly with Supplier utilizing the terms established in this Master 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 Master 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.

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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	CDW Government LLC
Signed by: Jeremy Schwartz C0FD2A139D06489...	Signed by: Joe Simone E290BCB577CC445...
By: _____	By: _____
Jeremy Schwartz	Joe Simone
Title: Chief Procurement Officer	Title: SVP, Sales
Date: 11/12/2026 | 8:49 AM CST	Date: 11/12/2026 | 8:24 AM CST

Docusign Envelope ID: B229DE1F-F965-8E3E-80B7-8D44C63F7BC4

RFP 010826 - IT Managed Workforce and Staff Augmentation Solutions

Vendor Details

Company Name:	CDW Government LLC
Address:	230 N. Milwaukee Ave Vernon Hills, IL 60061
Contact:	Debb Atnip
Email:	debb.atnip@cdw.com
Phone:	214-729-9078
HST#:	36-4230110

Submission Details

Created On:	Thursday November 20, 2025 08:23:00
Submitted On:	Thursday January 08, 2026 12:35:47
Submitted By:	Debb Atnip
Email:	debb.atnip@cdw.com
Transaction #:	61b543d1-9728-4f20-8c06-299965b2c234
Submitter's IP Address:	69.15.33.46

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.	CDW Government LLC	*
6	In the event of award, is this entity the Responsible Supplier that will execute the master agreement with Sourcewell? Y or N.	Yes	*
7	Identify all subsidiaries, D.B.A., authorized affiliates, and any other entity that will be responsible for offering and performing delivery of Solutions within this Proposal (i.e. Responsible Supplier(s) that will execute a master agreement with Sourcewell).	CDW Canada Corp.	*
8	Provide your CAGE code or Unique Entity Identifier (SAM):	Unique Entity Identifier: PHZDZ8SJ5CM1	*
9	Provide your NAICS code applicable to Solutions proposed.	561311 – Employment Placement Agencies 561312 – Executive Search Services 561320 – Temporary Help Services	
10	Proposer Physical Address:	230 N. Milwaukee Avenue, Vernon Hills, IL, 60061	*
11	Proposer website address (or addresses):	www.cdwg.com www.cdw.ca	*
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: Dario Bertocchi Title: Vice President, Contract Operations Address: 230 N. Milwaukee Ave Vernon Hills, IL, 60061 Email Address: dario.bertocchi@cdw.com Phone: 203.851.7049	*
13	Proposer's primary contact for this proposal (name, title, address, email address & phone):	Name: Debb Atnip Title: Manager, Education Capture and Growth Address: 10520 Abbeville Ave., Lubbock, TX, 79424 Email Address: Debb.atnip@cdw.com Phone: 214.729.9078	*
14	Proposer's other contacts for this proposal, if any (name, title, address, email address & phone):	N/A	*

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

Line Item	Question	Response *	
15	Provide a brief history of your company,	Founded in 1984, CDW LLC (CDW) is a Fortune 500 company and member of the	

	including your company's core values, business philosophy, and industry longevity related to the requested Solutions.	S&P 500 Index providing information technology products, solutions and services to business, government, education, healthcare, and non-profit customers in the United States, the United Kingdom and Canada. We are a leading multi-brand technology solution provider with approximately 15,100 coworkers; over 250,000 active customer accounts; and $21 billion in net sales in 2024. A technology neutral company with over four decades of experience building extensive relationships throughout the industry, CDW offers a product portfolio with more than 250,000 technology products from over 1,000 brands. Our offerings include products from top original equipment manufacturers (OEMs). We provide our products and solutions through our sales and service delivery teams, with more than 7,500 customer-facing coworkers, including more than 2,400 field sellers, alongside highly skilled technology specialists and advanced service delivery engineers. CDW Government LLC (CDW Government), a wholly owned subsidiary of CDW, was established in 1998 to further focus on the federal, state, and local government and education markets, with public health and healthcare incorporated in 2005. Today, CDW Education and CDW Healthcare are specialized segments within CDW Government supporting the unique needs of K-12, higher education, and healthcare customers. Established in 2003, CDW Canada is a wholly owned subsidiary of CDW and a leading provider of technology solutions for business, government, education, and healthcare across the Territories. CDW Canada consistently held the number one spot on the Channel Daily News (CDN) top 100 Solutions Provider list until its dissolution in 2023. Over 1,000 coworkers strong, CDW Canada helps customers achieve their goals by delivering integrated technology products, solutions and services with deep technical knowledge in security, cloud, hybrid infrastructure and digital workspace. With offices across the country, CDW Canada combines unmatched local knowledge with true expertise in international logistics, offering consistent, service-driven solutions on a local and international scale. Staff Augmentation. For more than 20 years, CDW has been providing customers the ability to staff their projects by giving them access to our experienced architects, engineers, project managers, and consultants drawn from our deep national and in-market resources. We maintain relationships with thousands of qualified resources and provide organizations with the best candidates the first time around. Our ability to provide such a wide range of IT staffing solutions to Sourcewell participating entities is a result of our continued investments in emerging solution areas, and in the people who make these solutions possible. Since 2006, CDW has made several strategic acquisitions expanding our services portfolio. Those relevant to staffing solutions include: CDW Strategic Acquisitions that Impact Staffing Capabilities 2020: CDW acquired IGNW, a leading provider of cloud-native services, software development and data orchestration capabilities. In addition, the IGNW portfolio included Talent Orchestration. IGNW has been providing staffing services to clients and customers since 2017. 2023: CDW acquired Locus Recruiting LLC (Locus), an experienced consulting team specializing in information security, cloud computing, networking, and infrastructure. Locus has focused on staffing solutions since 2016. CDW Government serves the full range of eligible entities under the IT Managed Workforce and Staff Augmentation Solutions RFP, including federal agencies. Our Federal Talent Delivery Services team maintains relationships with virtually every federal agency and manages a large portfolio of Government Wide Acquisition Contracts (GWACs), Multiple Award Contracts, Indefinite Delivery Indefinite Quantity (IDIQ) Contracts, and Direct Contracts, including GSA, NASA SEWP V, and NITAAC CIO-CS. The team includes: Dedicated program managers and solution architects, supported by more than 50 full-time recruiters, all specializing in federal requirements and cleared resources. Recruiters average more than 15 years each recruiting, vetting, and onboarding qualified, cleared resources. We have successfully delivered talent services for numerous federal clients, including the U.S. House of Representatives, the Defense Intelligence Agency, and Consolidated Nuclear Services, to name a few. Core Values. At CDW, we get that integrity matters. Our stakeholders, including our customers, coworkers, business partners, shareholders and the communities where we conduct business, trust us to act with integrity and fair dealing. Our commitment to

integrity is reflected in The CDW Way and the CDW Way Code (the Code). While the CDW Way describes the shared values that guide our behavior, this Code sets forth the standards of behavior which help us ensure we live up to those values every day. The Code demonstrates how we get IT done. These are the values we use to guide our behavior toward each other, our customers, our partners, and our communities.

The CDW Way directs that:
WE Run our business with passion and integrity.
WE Empower others to do their jobs.
WE Keep our commitments.
WE Treat others with respect.
WE Resolve conflict directly.
WE Listen.
WE Include stakeholders in the decision process.
WE Live our “philosophies of success” every day.
WE Make things happen.

Business Philosophy. CDW’s strong customer focus is reflected in our core philosophy, the CDW Circle of Service, which means that everything we do – including sales, product and partner management, operations, marketing, technology services, coworker services, information technology, and finance and legal – revolves around the customer.

Our Philosophies of Success include:
It’s only good if it’s win/win.
Good luck many times comes disguised as hard work.
People do business with people they like.
Perfection is unattainable. If you strive for perfection, you’ll achieve excellence.
Pay attention to your weaknesses. If you dwell on your successes, you will suffocate on your weaknesses.
Success means never being satisfied.

Our objective is to have companies and customers view us as a valuable extension of their IT staff. We seek to achieve this goal by providing superior customer service through our large and experienced sales and service delivery teams. Our Market Research Teams work with a third-party research firm to measure and track customer loyalty and satisfaction through periodic customer surveys. Survey feedback is used by senior leadership to create action and development plans for continuous improvement. *

Strategic Partnerships. CDW invests in building relationships with our strategic partners, including small and local businesses, and in working side-by-side with them to serve our customers. Successful strategic partnerships seek to provide all suppliers access to purchasing opportunities, but it also promotes all suppliers’ participation reflective of the community and customers; optimizes your supply chain; creates revenue, jobs and wages; builds stronger communities; unleashes economic growth; and raises the competition.

Environmental Responsibility. CDW has long been conscious of our impact on the environment, especially regarding our energy consumption, and we have taken significant steps to effectively manage our consumption of resources and lessen our environmental impact. Given CDW’s role in the technology sector as a leading multi-brand technology solutions provider, our greatest opportunities for impact on the environment lie in collaborating with our supply chain and working with our partners and customers to help them achieve their environmental goals. This includes continuing to expand our range of sustainable and socially responsible technology products and solutions. We also regularly evaluate the efficiency of our use of natural resources. We seek to identify and address opportunities to improve by reducing waste to landfill through enterprise-wide recycling initiatives, implementing innovative packaging solutions, and integrating principles of environmental responsibility throughout our business.

Supporting Our Communities. At CDW, giving back is part of our DNA. We approach community engagement through coworker volunteering, fundraising, financial sponsorships and grants, donation of resources, pro bono advice, knowledge sharing and board service.

Causes we support include:
Education and Job Readiness. We support schools and organizations focused on improving K-12 academic achievement with a focus on digital divide opportunities. We also support efforts to help transition students to the workforce with mentorships, job readiness training and technical programs.

Health and Wellness. We strive to increase the quality, availability and effectiveness of programs designed to prevent disease and injury, improve health, and enhance the quality of life of our current and future coworkers.

		Military Veterans. We honor our veterans, wounded warriors, active-duty service members and their families by providing technology and support to help U.S. military service members and their families. Global Social Impact. At CDW, everything we do is guided by our purpose, culture and values. Empowering communities around the world is core to our company culture. Our commitment to making a lasting difference is underpinned by our foundational beliefs that everyone should have equitable opportunities and be able to experience the unlimited possibilities that technology unlocks. Our Social Impact Values include: Trust. The ability to act with integrity and respect, be transparent and reliable in all our engagements, and remain fair in everything we do. Connection. The ability to be humble, inclusive and caring, acknowledging we don't know all the answers, but can work together to find them. Commitment. The ability to keep promises, make things happen with passion and urgency, and always learn, improve and grow. Advancing Digital Opportunity. With a steadfast focus on digital opportunity for all, we drive meaningful progress by: Providing Tech Access. We help ensure people have access to the technology they need, including computers, software and internet connectivity. Supporting Education. We power initiatives that excite learners about science, technology, engineering and mathematics (STEM), including computer science and digital literacy. Building Our Workforce. We're committed to a welcoming and respectful culture and are actively creating a technology industry that reflets the world we live in. Business Resource Groups. By engaging with coworkers and communities on meaningful topics, Business Resource Groups (BRGs) help elevate cultural awareness throughout CDW and beyond. Our North American BRGs are briefly described below. Alliance for Business Leading Equality (ABLE) aims to advocate and educate for an accessible environment that facilitates self-advocacy, focusing on coworkers who are disabled and our allies, so they can achieve their full potential. Black Excellence Unlimited (BeU) has a mission to provide resources and development opportunities for CDW's Black coworkers and allies that enable them to achieve excellence and have a positive impact on our customers and community. Business Resource Inclusion and Diversity Group for Everyone (BRIDGE) seeks to foster connections and mentorships across CDW for coworkers from all roles and walks of life. We aim to cultivate a community of discovery, passion and growth where all coworkers are valued. Whether a seasoned CDW veteran or a newcomer, BRIDGE is a network where we embrace differences and grow as one. Hispanic Organization for Leadership & Achievement (HOLA) follows their mission to provide professional development and community involvement opportunities for all HOLA members and CDW coworkers at large in support of the professional growth and multiracial nature of Latin Americans. Military & Allies Resource Council (MARC) seeks to develop and support coworkers who have served our country both past and present, along with our allies, to strengthen connections and partnerships with the greater community. Pan Asian Council (PAC) members follow a mission to build a diverse community of coworkers that enable personal and professional development opportunities for Pan Asian coworkers. PRIDE's mission is to assemble the building blocks for LGBTQ+ inclusion within CDW through networking and outreach with LGBTQ+ coworkers globally, connecting with our BRGs on topics of intersectionality, and educating CDW on issues that impact the LGBTQ+ community. Women's Opportunity Network (WON) aims to promote an environment where women succeed at all levels by providing resources, connections and development opportunities while driving CDW's business objectives. UNITE is designed to foster meaningful human connections, with a priority on professional development, community engagement and diversity, equity and inclusion.
16	What are your company's expectations in the	CDW Government's Sourcewell contract portfolio has a history of unparalleled success

	event of an award?	and growth, and we anticipate the same with the award of Sourcewell's next generation IT Managed Workforce and IT Staff Augmentation Solutions. Our estimated year over year (YoY) growth for our contract portfolio has been consistently outpaced by real sales, fueled by increased Sourcewell Member adoption and increased sales engagement by both CDW Government and CDW Canada and we proudly report unprecedented YoY growth for unaudited total sales of $1.23B across our portfolio. With all market indications showing continued growth in IT paired with reduced budgets and workforce numbers, we anticipate consistent YoY growth for IT Managed Workforce and IT Staff Augmentation Solutions. With a similar award strategy from Sourcewell, and a potential $10M in year one, we conservatively project the following revenue targets in the initial contract years: 2026: $10,000,000 2027: $10,750,000 2028: $11,556,250 2029: $12,422,968 2030: $13,354,691 Working together with our strategic partners, across business units and practice areas within CDW, and in collaboration with Sourcewell, we envision continued success through the delivery of IT Managed Workforce Solutions and IT Staff Augmentation Services to meet and exceed the needs of Sourcewell Members today, tomorrow, and well into the future through growth, collaboration, and partnership. Growth and Collaboration CDW Government and CDW Canada's proven partnership in growth with Sourcewell is driven by the following activities: Active engagement with CDW Government and Education's Contract Growth and Success teams will help increase understanding and use by Sourcewell Members and CDW sales teams with the implementation of customizable marketing flyers, topical webinars, and recurring training. Align CDW Business Development Managers from across State and Local Government, Federal Government, K-12, and Higher Education to help improve historically low engagement by geographical location and low performance on existing agreements. Continued work between Canoe Procurement Group of Canada and CDW Canada to identify and engage new customers, while expanding contract use with current customers. Identify opportunities to introduce the Sourcewell IT Managed Workforce Solutions and IT Staff Augmentation contract as a viable option for customers considering workforce and staff augmentation solutions. Working together, Sourcewell and CDW will increase revenue and adoption of the contract by each introducing the other to new potential members or service opportunities. Create co-branded marketing and Member engagement through collaborative presentations, online articles, and podcasts for the US and Canada. We are committed to building upon these successes throughout the life of the new IT Managed Workforce and Staff Augmentation contract. Partnership and Resources CDW Government's partnership offers key resources that support Sourcewell: As a tenured Sourcewell supplier and one of the largest in terms of revenue volume, CDW Government provides access to tremendous resources. We actively participate in support of Sourcewell with regular leadership and operational meetings; attendance and engagement at H2O, Sourcewell's annual vendor conference; and participation on the Advisory Board through CDW's named representative Brian Fisher, Director of Program Management. Lisa Bailey, Senior Program Manager within CDW Government's Program Management team, serves as Sourcewell's primary point of contact for all things Sourcewell. Her knowledge and understanding of Sourcewell, combined with her expertise and background in contracts, contributes to a win-win for Sourcewell and CDW Government. Working together with Sourcewell she executes participating entity initiatives such as collecting data for BuySourcewell, co-developing messages and training materials, and leveraging Sourcewell resources and programs to further educate and support Members. Nicole Tuzzolino, Education Business Development Manager for Contract Growth and Success, has Sourcewell included in her focus area. She sets growth goals and	*

		works with sales, customers, and CDW Talent Orchestration Services to create custom and customizable marketing and education tools. Past successful efforts have included topical webinar, education flyers, and topical outreach campaigns to targeted customers. These resources will continue to work closely with Sourcewell to identify and better define mutual growth opportunities.	
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.	Sourcewell can be confident that CDW Government – a wholly-owned subsidiary of CDW LLC (CDW) – has the financial strength and stability to support its members today and throughout the life of this contract. CDW posted net sales of $20.9 billion in 2024, with excellent profitability. As seen below, net sales for CDW have remained constant over the past six years. CDW Net Sales 2019 - 2024: 2024 - $20.9 Billion 2023 - $21.4 Billion 2022 - $23.7 Billion 2021 - $20.8 Billion 2020 - $18.5 Billion 2019 - $18 Billion We believe the major factor ensuring our financial stability and separating us from our competitors is the balanced approach to our business. We do not rely on any one customer, partner, technology, or solution. Our total sales span multiple categories including Services (8.9%), Notebooks/Mobile Devices (24.2%), Netcomm Products (12.1%), Collaboration (8.4%), Data Storage and Servers (10.2%), Desktops (5.3%), and Other Hardware (12.3%). We have included copies of our last four (2021-2024) annual 10-K reports to provide a thorough accounting of our financial health. CDW Corporation files a 10-K as required by law, which along with our complete financial portfolio is posted on our website.	*
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.	CDW's market share remains strong, with net sales in the United States in 2024 of approximately $18.9 billion. CDW had total net sales in 2024 of approximately $21 billion, which represents a 4%share of its approximately $460 billion addressable market in the US, UK, and Canada.	*
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.	CDW Canada competes strongly in IT staffing for mid-to-large enterprise projects by leveraging our broader technology solutions portfolio. Our approach integrates staffing with infrastructure, cloud, and managed services, enabling clients to benefit from a single trusted partner for both talent and technology. We currently maintain 120–130 billing consultants across Canada, supporting specialized roles in areas such as cloud (AWS, Azure), cybersecurity, DevOps, system administration, and digital transformation. This allows us to deliver highly skilled professionals quickly and efficiently. CDW Canada holds a strategic share of the Canadian IT staff augmentation market, where our strength lies in speed, compliance, and integration with broader IT services. This positions us as a strong partner for partner for Sourcewell participating entities seeking quality, agility, and end-to-end IT solutions that help achieve their desired outcomes. CDW Canada's net sales in 2024 were $1.8 billion. CDW had total net sales in 2024 of approximately $21 billion, which represents an 8.6% share of its approximately $440 billion addressable market in the US, UK, and Canada.	*
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.	As of the date of submission, CDW Government has never filed a petition for bankruptcy protection.	*

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?	CDW Government is best described as a service provider relative to the requirements of Sourcewell's IT Managed Workforce and IT Staff Augmentation Services solicitation. CDW Government's staff augmentation practice offers peace of mind by expertly guiding Sourcewell participating entities toward tailored solutions that meet requirements for building successful teams to help drive innovation and foster collaboration, leading to long-term success. Our services include: strategic staffing, ad-hoc or fractional staffing, building an elastic bench, workforce management, consulting, and virtual bench. * CDW Government's segmented strategy supports a sales and services force that understands the needs, environment, and requirements of participating entities in the public sector that are eligible to use Sourcewell.
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.	CDW Government holds all applicable unique state business license and tax certificates and follows all applicable laws to successfully transact business contemplated by the RFP across the US and Canada. In addition: CDW Government's SAM.gov registration is active and valid through May 28, 2026, confirming our eligibility for federal contracts and compliance with all relevant federal registration requirements. CDW is registered and compliant with the E-Verify program for both CDW LLC and CDW Government, confirming employment eligibility verification for all new coworkers. In 2025, CDW developed and launched a Trust Center, which is a secure platform that automates the security review process. Instead of Sourcewell eligible and participating entities reaching out to CDW Government to complete their vendor due diligence, including documentation collection questionnaire completion, our CDW Trust Center enables us to seamlessly share information on our security posture, including all externally facing documentation. We believe that transparency is key to building customer trust, and that's why we are committed to providing easy access to information through our Trust Center. We invite Sourcewell and participating entities to view our Trust Center instances by visiting: CDW Corp. (U.S.): For customers and partners who conduct business within the United States and need to collect due diligence related to our US-based product sales, professional services, and managed services business. https://trust.cdw.com/?product=cdw CDW Canada: For customers and partners who conduct business within Canada and need to collect due diligence information pertaining to our Canadian-based services. https://trust.cdw.com/?product=cdw-canada Quality Management Certifications International Organization for Standardization (ISO) certified since 2001, CDW has a mature, well-defined Quality Management Systems (QMS) that includes continued compliance to the following ISO Standards: ISO 9001:2015, ISO 14001:2015, ISO/IEC 20243, ISO 27001:2013, and ISO 28000:2007. The following is a summary of the scope of CDW's ISO certifications and areas of compliance across our organization to benefit all Sourcewell participating entities: ISO 9001 – Quality Management System: Sales, configuration and support of computer and related technology within both of CDW's Configuration Centers. ISO 28000 – Supply Chain Security Management System: The planning, delivery and oversight of secure supply chain management and supporting activities in the US. ISO 27001 – Information Security Management System: Provision of product sales to CDW customers, including all backbone functions and support of computer and related technology. ISO/IEC 20243 – Information Technology: Complies with the requirements in the Open Trusted Technology Provider Standard (O-TTPS). ISO 14001 – Environmental Management System: The environmental activities related to product/service management, inventory control, shipping, returns management, and receiving for computers and related technologies, excluding the office, cafeterias and the lessee area.

HIPAA - Health Insurance Portability and Accountability Act: CDW complies with all applicable HIPAA regulations, including those related to auditing.

SSAE18 SOC2 Type 2 - CDW Managed Services has had clean, annual PCI and SAS70 Type II (and now SSAE18) audits since 2004. This report also includes an assessment of compliance with ISO27001.

PCI Level 1 Compliance – CDW Managed Services is audited annually for Level 1 Payment Card Industry (PCI) compliance which attests to the fact that its Managed Services operations and services meet requirements to comply with the standards of the PCI Security Standards Council.

Earning a quality certification is just one juncture in CDW's ongoing effort to increase customer satisfaction through our delivery of superior IT solutions at the best value. To stay ahead of Sourcewell participating entities' evolving needs, our dedicated compliance management groups use internal and external audits to monitor our compliance with Government and industry association standards and to anticipate our next steps to meet new certification standards. We investigate nonconformities in our products, services, processes, and management system and implement preventative or corrective actions.

CDW Coworker Technology Certifications
CDW maintains a highly skilled and credentialed workforce to support our customers' technology needs. We invest significantly in the training, certification, and ongoing professional development of our coworkers across all major technology domains. Our coworkers collectively hold more than 2,600 technical certifications, including vendor-specific and industry-recognized credentials. Key areas of certification include:

ITIL (IT Service Management):

137 coworkers hold ITIL V3 Foundation, 8 hold ITIL V3 IT Operational Support and Analysis, 5 hold ITIL Foundation Certificate in IT Service Management, and 15 hold ITIL 4 Foundation.

Several coworkers have achieved ITIL Intermediate and higher-level certifications.
Managed Services:

CDW Managed Services holds certifications in and maintains compliance with ITIL, HIPAA, SSAE18 SOC2 Type 2, ISO 9001:2015, ISO 14001:2015, and PCI Level 1 compliance standards.

Internal Governance Training based on ITIL is mandatory for Managed Services staff.
Process Certifications:

Lean Six Sigma: White Belt, Yellow Belt, Green Belt, and Black Belt
Project Management Institute (PMI): Project Management Professional (PMP), Risk Management Professional (RMP), Program Management Professional (PgMP), and Certified Associate in Project Management (CAPM)

SCRUM: Certified Scrum Master, and Certified Scrum Product Owner
Ongoing Training and Professional Development:

IT coworkers have access to a Technology Training Portal with 60+ learning paths covering automation, cloud, security, networking, SD-WAN, and more.

Our Sales Academy and ongoing training programs ensure our teams remain current with emerging technologies and vendor requirements.

Vendor Accreditation Maintenance:
A dedicated Vendor Accreditations Coordinator monitors and manages coworker certifications to ensure ongoing compliance with vendor partnership requirements, leveraging both vendor and internal tools for tracking and gap analysis.

CDW's commitment to technical training and professional certification ensures our coworkers have the expertise required to support our customers with the latest technologies and industry best practices, and strongly positions CDW Government's Staff Augmentation and practice to quickly identify the right talent for participating entities' critical IT project and workforce demands.

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.	As of date of submittal, and for the prior seven years, CDW certifies to the best of its knowledge and belief, that we are not now, nor have we been listed by any federal or state authority as debarred or suspended, where such debarment or suspension would have a material or adverse impact on our ability to perform hereunder. *
24	Describe any relevant industry awards or recognition that your company has received in the past five years.	With more than forty years in business, CDW has been consistently recognized for our excellence within the industry as well as creating a positive and successful workplace culture. Below is a selection of recognition awarded CDW since 2023: 2025: CDW was named the Official IT Equipment Services and Solutions Provider of the LA28 Olympic and Paralympic Games and Team USA. CDW was included in Forbes' America's Dream Employers 2025 and America's Best Large Employers 2025. CDW was included in Built-In's 2025 Best Places to Work and 100 Best Large Places to Work in Chicago, New York City, and Dallas. Foundry's Computerworld has once again named CDW to its Best Places to Work in IT list (2026), a highly regarded ranking of the top work environments for technology professionals. CDW Healthcare received the Technology Excellence Award from Vizient, the largest provider-driven healthcare performance improvement company in the U.S. CDW Canada have consistently been listed among Deloitte's "Canada's Best Managed Companies," Canadian Business' "Canada's Fastest Growing Companies," and CDW Canada is listed in Canada Daily News' "Top 100 Canadian Solution Providers" for the thirteenth consecutive year, holding the number one position for nine of those years. 2024: CDW was named the #5 Tech Elite Managed Service Provider and 2024 IoT Innovator by CRN. CDW was named a Major Player in worldwide cybersecurity consulting services by IDC MarketScape 2024. CDW was included in Forbes' America's Best Large Employers, Best Employers for Diversity, Best Employers for New Grads, and Best Employers for Women. CDW was included in Newsweek's America's Greatest Workplaces, and Greatest Workplaces for Parents & Families CDW was named ServiceNow's Technology Workflow Partner of the Year, recognizing our digital transformation leadership and delivery excellence. CDW Canada received the Schneider Electric Sustainability Impact Award as Country Winner in 2024, reflecting our commitment to sustainability and environmental leadership. 2023: Named to listing of 2023 IoT Innovators Award – CRN, a brand of The Channel Company Named to inaugural World's Best Companies list – TIME Recognized as part of World's Best Employers list – Forbes Recognized as a 2024 Best Places to Work in IT – Foundry's Computerworld 2023 Best Places to Work, Best Large Places to Work, Chicago – Built In One of America's most JUST Companies – JUST Capital America's Top Corporations for Women's Business Enterprises – Women's Business Enterprise National Council (WBENC) Best Employers for Diversity and Best Employers for New Graduates – Forbes

The #4 position on CRN's 2023 Solution Provider 500 list for 2023, a ranking of the top 500 solution providers by revenue – CRN, a brand of The Channel Company

The #10 ranking out of 501 premier managed service providers (MSPs) for 2023 – Channel Futures

A top score of 100 for 2023 – Disability Equality Index (DEI)

#37 in the Global Top 100 IT Vendors list for 2022 – Gartner

CDW and CEO Chris Leahy were awarded the CEO Excellence in Gender Equity and Diversity Award, recognizing corporate leaders whose efforts have made significant contributions to the advancement of diversity within their companies and increased opportunities for women in business roles – Women Business Collaborative

CDW was honored with 1871's Corporate Champion Award, an award recognizing a company that consistently champions the growth of the Illinois tech industry through community-focused action.

Named to inaugural World's Best Companies list – TIME, in partnership with Statista

Recognized as part of World's Best Employers list – Forbes, in partnership with Statista

CDW Canada named Top Solution Provider of the Year on the Top 100 Solution Providers list (for 9 years in a row) – Channel Daily News.

CDW received Channel Innovation Award recognizing its commitment to supplier diversity in Canada – Channel Daily News.

2022:
Named in list of the Best Places to Work in 2022 for large U.S. companies, which must have over 1,000 workers; Glassdoor Employees' Choice Awards

Named one of the Best Places to Work for Disability Inclusion – 2022 Disability Equality Index®

Ranked on 2022 MSP 501, which is known as the tech industry's most prestigious list of MSPs (managed service providers) worldwide – Channel Futures

Selected for 2022 list of World's Best Employers – Forbes

Named to World's Top Female-Friendly Companies list – Forbes

Highlighted as part of annual Best Companies for Women list – Fairygodboss

Named to the 2022 Best for Vets: Employers list – Military Times

Named to 2022 Best of the Best Top Veteran-Friendly Companies list – U.S. Veterans Magazine

Ranked #11 of 100 companies for ESG reputation as part of the 2022 RepTrak 100 ESG rankings – Nasdaq

Ranked was 9th among large organizations on the Best Places to Work in IT list, an annual ranking of the top work environments for technology professionals – Foundry's Computerworld

Received Global Customer Value Leadership Award for the second year in a row – Frost & Sullivan

CDW Canada named Top Solution Provider of the Year on the Top 100 Solution Providers list (for 9 years in a row) – Channel Daily News
2021:
Named in list of the Best Places to Work in 2021 for large U.S. companies, which must have over 1,000 workers Glassdoor Employees' Choice Awards

Named to list of America's Best Employers for 2021, recognizing the top 500 large companies in the U.S. for employee satisfaction – Forbes

Named as a 2022 Best Places to Work in IT – IDG's Insider Pro and Computerworld

CDW Canada named Top Solution Provider of the Year on the Top 100 Solution Providers list (for 9 years in a row) – Channel Daily News

25	What percentage of your sales are to the governmental sector in the past three years?	While the majority of sales to governmental entities happens within CDW Government, Education, and Canada, we are presenting percentages from CDW, CDW Government and CDW Canada to paint a complete corporate picture of our engagement and footprint. 2025 (Q1-Q3): CDW 11.24% CDW Government 28.6% CDW Canada 15.3% 2024: CDW 11.9% CDW Government 30.6% CDW Canada 16.7% 2023: CDW 12.5% CDW Government 32.3% CDW Canada 17% Source: https://investor.cdw.com/financials/sec-filings/	*
26	What percentage of your sales are to the education sector in the past three years?	Education customers are the primary focus of CDW Government and our specialized segment for CDW Education; however, we are presenting percentages from CDW, CDW Government and CDW Canada to paint a complete corporate picture of our engagement and footprint across the education space. 2025 (Q1-Q3): CDW 14.79% CDW Government 84.1% CDW Canada 6.9% 2024: CDW 15.1% CDW Government 38.8% CDW Canada 5.7% 2023 CDW 15.43% CDW Government 39.91% CDW Canada 5.8% Source: https://investor.cdw.com/financials/sec-filings/	*

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?	CDW Government and CDW Canada actively participate in other state, provincial, and cooperative purchasing organizations across Public Sector. A representative listing of organizations and contracts is below. CDW Government: Alabama Joint Purchasing (ALJP) BuyQ National Charter School Contract California Department of General Services (DGS) Laptops/Desktops California IT in Education Association (CITE) Google Workspace CalSAVE Central Indiana Education Services Center (CIESC) County of Riverside – Microsoft E&I Cooperative Services Educational Service Commission of NJ (ESCNJ) Fairfax County Hardware and Software Florida Technology Refresh Program (TRP) – Seminole State College Foundation for California Community Colleges (FCCC) Illinois Public Higher Education (IPHEC) Internet 2 (I2) Consortium Iowa Board of Regents (IBOR) Massachusetts Statewide Contracts – ITS75, ITC73, ITT72, ITS78 Michigan Master Computing Program (MMCP) Mid-South Independent School Business Officers (MISBO) Midwestern Higher Education Compact (MHEC) Massachusetts Higher Education Compact (MHEC) NASPO ValuePoint Audio Video Equipment and Supplies NASPO ValuePoint Cloud Solutions NASPO ValuePoint Software Value Added Reseller (SVAR) New York City Department of Education (NYC DOE) New York Office of General Services (NY OGS) OMNIA Partners Pennsylvania Education Purchasing Program for Microcomputers (PEPPM) Regional Education Media Center (REMC) Association of Michigan School Project for Utility Rate Reduction (SPURR) Sourcewell Texas Department of Information Resources (DIR) The Association of Educational Purchasing Agencies (AEPA) The Interlocal Purchasing System (TIPS) The Quilt US Educational Technology Purchasing Alliance (USETPA) Wisconsin Counties Association (WCA) CDW Canada: BC Government IT Services Vendor of Record BCNET IT Professional Services Agreement BCNET IT Professional Services Roster for Cybersecurity BCNET IT Professional Services Roster for Infrastructure Services BCNET IT Professional Services Roster for Network Services CAG Microsoft EA and Select Plus Cybera Uninterruptible Power Supply Focused Education Resources End User Computing Devices (EUCD) Agreement Focused Education Resources IT Professional Services Healthcare Materials Management Services (HMMS) End User Computing Devices and Related Technologies HealthPRO Contract for the Supply of Clinical Procedure Carts Interuniversity Services Inc Staff Augmentation Interuniversity Services Inc Apple Solutions Kinetic GPO RFSO Contract Information Technology Solutions OECM End User Computing Devices and Services OECM IT Staffing and Recruitment OECM Networking Products and Related Services OECM Software License Products and Related Services OECM Vulnerability Assessment and Penetration Testing Services Ontario Ministry of Public and Business Service Delivery IT Security Products & Services Sourcewell Supply Ontario EUC VOR University of Toronto Supply of Apple Products Agreement CDW Government does not, as a practice, break out sales by cooperative agreement or contract against CDW global sales.

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?	CDW Government holds GSA IT Schedule 70, Contract Number 47QTCA18D004K and GSA IT Schedule 70 Contract Number 47QTCA19D002A (originally awarded to Sirius Federal, now Sirius Federal, a CDW Company), open to all federal and civilian agencies, state and local agencies, and public schools in the US. Annual sales volume for the past three full years are as follows: Contract 47QTCA18D004K 2025: $3,208,235 (through NOV 2025) 2024: $5,488,363 2023: $15,324,251 Contract 47QTCA19D002A 2025: $133,111,957.90 (through NOV 2025) 2024: $224,462,038.70 2023: $8,108,905.44	*

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 *	
Montgomery College	Valeria da Silva Director, Enterprise Project Management Office	240.567.3240	*
Rape, Abuse, and Incest National Network (RAINN)	William Bondurant Chief Technology Officer	304.839.4784	*
Municipality of Strathroy-Caradoc 52 Frank Street Strathroy, ON N7G 2R4 Canada	Matthew Payne Manager of Information Technology	519.245.1105 x269	*

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).	Sourcewell's request for proposals for IT Managed Workforce and IT Staff Augmentations Solutions encourages suppliers to offer the broadest possible selection of services and to the largest possible cross-section of current and future participating entities. As entities use the Sourcewell agreement to augment their workforce, they can rely on CDW Government to be more than a provider of IT solutions; our goal is to be seen as a valuable extension of their IT staff and as a vendor-partner focused on outcomes, not just transactions. To meet this goal, CDW Government provides a sales force that is segmented to specifically support the unique needs and challenges of Sourcewell participating entities in several business segments including nonprofit, federal government, state and local government, K – 12 education, and higher education. Our U.S. sales force is comprised of the focused segments below where all coworkers are direct employees of CDW Government with no overlap between segment sales and services forces. Nonprofit: We are a trusted technology solutions partner to more than 5,000 nonprofit organizations. 50+ dedicated nonprofit strategists and advisors 20+ nonprofit technology specialists 2 Talent Orchestration Business Development Managers (BDMs) Federal Government: We are the largest reseller serving federal agencies and a technology partner to defense, intelligence, and civilian agencies and are a trusted integrator of National Security Agency (NSA) Commercial Solutions for Classified (CSfC) program. CDW's Federal Services Group delivers comprehensive IT and talent solutions to federal agencies, leveraging more than 25 years of experience serving the public sector. 299 federal-focused account professionals 1 Talent Orchestration BDM	

State and Local Government: CDW Government has more than 20 years' experience and currently serves more than 14,000 active state and local government customers across the U.S., including public libraries and first responders.
202 dedicated account professionals
1 Talent Orchestration BDM

K-12: We deliver solutions and services to more than 15,000 schools across the U.S. including public, private, charter, and parochial.
254 dedicated K-12 account professionals
2 education-focused Talent Orchestration BDMs (K-12 and Higher Education)

Higher Education: We serve over 2,800 institutes of higher education including large public university systems, small private schools, technical and trade schools, and community colleges.
225 dedicated account professionals
2 education-focused Talent Orchestration BDMs (K-12 and Higher Education) *

Headquartered in Chicago, CDW has over 53 offices throughout the United States and Canada where CDW Government, CDW Education and CDW Canada sales forces support Sourcewell participating entities.

Beyond our executive office and Eastern distribution center in Vernon Hills, Illinois and our Western distribution center in Las Vegas, Nevada, our U.S. offices are located in Tempe, Arizona; Glendale, Irvine, and San Diego in California; Centennial, Colorado; Shelton, Connecticut; Washington D.C.; Boca Raton and Tampa in Florida; Chicago, Elk Grove, and Rosemont in Illinois; Carmel, Indiana; West Des Moines, Iowa; Overland Park, Kansas; Columbia and Crofton in Maryland; Detroit and Grand Rapids in Michigan; Bloomington, Minnesota; St. Louis, Missouri; Omaha, Nebraska; Holmdel and Cherry Hill in New Jersey; Liverpool, New York, and Pittsford in New York; Charlotte, Greensboro, and Raleigh in North Carolina; Cincinnati, Cleveland, and Columbus in Ohio; Portland, Oregon; Greenville, South Carolina; Sioux Falls, South Dakota; Nashville, Tennessee; Austin, Houston, Plano and San Antonio in Texas; Midvale, Utah; McLean, Virginia; Bellevue and Seattle in Washington; and Appleton, Madison, and Milwaukee in Wisconsin.

CDW Canada has nine regional offices, located in Calgary, Edmonton, Montreal, Ottawa, Etobicoke (HQ), Toronto, Vancouver, Victoria, and Winnipeg, with 1,000+ Sales and Service Professionals. Market coverage is segmented by Solutions including Cloud Platforms, Networking and Digital Workspace, Modern Data Centre, Partner Management and Managed Services.

CDW Canada currently works with more than 4,500 actively buying Public Sector customers. At present, we have more than 67 Account Managers and over 20 field coworkers comprised of Client Executives catering to the public sector.

Federal, Provincial, and Municipal Government: CDW Canada holds provincial and municipal technology contracts spanning hardware, software, professional services, managed services, staffing services, cybersecurity, and cloud. CDW Canada is also enabled under several OEM-awarded government contracts.

16 dedicated account professionals

K-12 and Higher Education: CDW Canada is a valued partner and advisor collaborating with universities, colleges, and school boards across Canada. Awarded several GPO contracts offering end-user computing, software, and a variety of professional and managed services.
15 dedicated account professionals
1 dedicated Education Strategist

By partnering with CDW, Sourcewell and participating entities gain the benefit of a partner with not only national scale across the U.S. and Canada, but also the local touch of specialized teams who understand the business needs of each entity type.

31	Describe the network of Authorized Sellers who will deliver Solutions, including dealers, distributors, resellers, and other distribution methods.	CDW is a global systems integrator partner and managed services provider with a wide network of distribution partners across the U.S. and Canada. For the services contemplated under Sourcewell's Staff Augmentation and Managed IT Workforce RFP, our staff augmentation solutions are in-house and we do not anticipate using our distributor or partner network for delivery of services. CDW Government's staff augmentation practice works with a Sourcewell participating entity's dedicated account team and draws upon decades of trusted partnerships with industry leaders and a wealth of expertise in engineering, architecture, and project delivery across the U.S. Unlike many of our competitors, CDW Government is not constrained by a limited bench of resources; we actively recruit for the exact talent the Sourcewell participating entity requires upon their initial request / work order. While we may identify resources that we have already onboarded and who have supported CDW and our customers in the past, we are not limited to a set headcount per staff category. Our screening process involves leveraging our Applicant Tracking System, which houses over 100,000 fully vetted candidates, to find suitable profiles. Our Recruitment Team of more than 40 highly skilled technical recruiters thoroughly screen each candidate, matching skills and experience to the specific requirements provided by Sourcewell participating entities. This process ensures that only the most qualified individuals advance to the selection stage, where final candidates are presented to the Hiring Manager. Our Staff Augmentation fulfillment process begins with a discovery meeting led by the BDM to understand the participating entity's requirements, followed by consistent touchpoints for feedback and monitoring progress. The BDM is supported by a full "backbone" team to provide reporting on consultant time, invoicing, and burn reports against Statements of Work (SOWs). This team is comprised of: Consultant Care Team Specialist - manages onboarding and consultant needs Sales Project Support Coordinators - run reports and provide project oversight Timekeeping Specialist - helps with timecards, reporting, and time adjustment Accounts Receivable Specialist - helps with invoicing issues, pre-bills, and escalations We use Bullhorn as our primary technology for time tracking and approvals, providing a seamless interface for candidate management and tracking engagement milestones. Bullhorn enables efficient time reporting, multi-approval options, and visibility into time details and adjustments, all of which contribute to a smoother staff augmentation experience for Sourcewell participating entities.	*
32	Service force (see instructions above).	CDW Government has twenty (20) Talent Orchestration BDMs who provide customer-focused recruitment and talent sourcing across the Education, Healthcare, State, Local and Federal Government, and Nonprofit segments. For our company-wide service force capabilities, CDW Government offers full-stack engineering services teams to help accelerate innovation, enhance customer experience, and optimize collaboration while also delivering agility and cost efficiencies. Over 3,700 coworkers worldwide are focused on our integrated technology solutions, including: 1,000+ Solution Architects 2,000+ Expert Engineers 300+ Software Engineers Rather than breaking out our services professionals into sectors (except for the federal sector, which has its own unique clearance requirements) our services professionals are deployed into all segments. This focus on technology, which is further demonstrated by the over 10,000 technology certifications attained by our coworkers, helps ensure the best possible solution outcomes for our customers over a particular segment. For those Participating Entities not located near a local CDW branch, we have a network of over 1,200 services professionals and a fast-growing network of trusted service and solutions partners all trained to follow the same consistent approach, processes, methodologies and professional manner of CDW badged engineers to help ensure that Sourcewell Participating Entities get the full attention and resources they deserves. Continued Commitment and Focus — CDW's Strategic Acquisitions Change is continuous in the IT industry. Throughout our history, CDW has successfully adapted to better meet our customers' needs and fine-tune our customer-focused approach. We created verticals that target market segments, and regionalized account teams to allow greater expertise in Sourcewell participating entities' local markets, trends, and competitive environments. We also invest in strategic acquisitions that enhance our broad portfolio of solutions and services that matter most to participating entities. Our ability to provide staff augmentation solutions across the broadest range of Sourcewell participating entities is a result of our continued investments in emerging solution areas, and the thoughtful acquisition of Locus Recruiting and IGNW, both well-	

known and successful staffing companies. Recent acquisition highlights include:

Mission Cloud Services (2024): A leading cloud services and consulting provider for AWS customers, Mission's focus on cloud, security and AI solutions will better enable CDW to deliver full stack outcomes.
Enquizit (2023): An experienced provider of AWS cloud services, Enquizit had extensive experience designing, developing, and managing mission-critical applications, as well as developed a proprietary AI-powered cloud migration service delivery accelerator.
Locus Recruiting (2023): An experienced consulting team specializing in information security, cloud computing, networking and infrastructure, Locus had also provided staffing services since 2016.
Sirius Computer Solutions (2021): One of the largest IT solutions integrators in the U.S., Sirius further broadened CDW's services portfolio and enhanced our capabilities in key growth areas such as hybrid infrastructure, security, digital and data innovation, cloud and managed services.
Focal Point Data Risk (2021): A cybersecurity services leader, Focal Point enhanced CDW's security practice with deep capabilities in the most in-demand domains, including identity and access management (IAM), cloud security, and DevSecOps.
IGNW (2020): A leading provider of cloud-native services, software development and data orchestration capabilities, IGNW had also provided staffing services to clients and customers since 2017

Our Unique Market Insight
Our teams of experts are continually surveying the market, collecting firsthand data on high-growth solutions and in-demand services to inform the development of CDW's portfolio. A leading multi-brand technology solutions provider, CDW experts leverage our shared knowledge across the verticals and regions we serve. With an expansive catalogue of more than 100,000 products from more than 1,000 partners, our teams bring an informed vendor-neutral approach to creating the right solution for you. We also serve on advisory boards for some of the top manufacturers which affords an intimate insight to the products we sell. Sourcewell participating entities can rely on our unique market knowledge and perspective to inform their investments, because they also inform our own. The following chart highlights how some of our recent investments enhanced key solution areas in our services portfolio:

A Powerful Technology Partner
We invest in our customers by investing in our acquisitions. We pay attention to your needs through careful listening and feedback. We engage industry experts to provide unique market insight. Working to build a stronger CDW, our acquisitions help us become a more powerful technology partner, adapting to your ever-evolving needs, and supporting you on your entire IT journey from beginning to end.

33	Describe the ordering process. If orders will be handled by distributors, dealers or others, explain the respective roles of the Proposer and others.	As noted above, our staff augmentation solutions are delivered in-house and managed by our business development managers (BDMs). Our candidate placement process described herein is not an order process for products and will not be handled by dealers, distributors, or others. While we have a strategic partner network to meet the needs of Sourcewell participating entities for staff augmentation based on their procurement goals as required, our staff augmentation is handled in-house through CDW's Talent Orchestration practice. CDW's Talent Orchestration team has a rigorous methodology for identifying candidates, and this has been honed through our decades of experience with staff augmentation projects. Recruitment Upon receipt of the initial customer request, your BDM schedules an intake call with the hiring manager to understand the position requirements, candidate profile, length of engagement and ideal start date. Our BDMs also review factors including soft skills, technical skills, nice-to-have skillsets and experiences, non-negotiables and organizational culture as part of their project buildout. In this way, we can best align Participating Entities with the correct talent. The alignment fostered during the intake call ensures a more cohesive candidate experience and hiring process. Staff Augmentation engagements begin by aligning our goals and resources to Sourcewell participating entities' specific business needs. We typically place six and twelve month contracts, however, we can discuss three month contracts, or contracts longer than twelve months, as required by the project at hand. You may choose from various staffing options - temporary, permanent, traditional contracted time and materials (T&M), and full-time placement. You can hire resources to help with short-term, long-term, and contract-to-hire projects spanning several roles, including: Project Managers Business Analysts Web Designers User Experience Designers Business Intelligence Analysts Business Infrastructure Analysts Network Engineering Administrators Developers System Architects System Analysts GIS Analysts Database Administrators Enterprise Content Management Systems Analyst Enterprise Resource Planning Information Systems Analysts We are typically able to staff contract, contract-to-hire, and full-time employees throughout the U.S. and Canada in the following configurations: Contract Term Length: 1-24 months Commitment from Candidate: Candidate must work 32hr/week (full time) Commitment from Participating Entity: No obligation to hire Contract to Hire Term Length: 6 months minimum Conversion Cost: Can convert to Full Time Employee at no additional cost When a company requests someone for a full time hire position, we have a 90% conversion rate Full Time Employee (FTE) We provide a 3-month guarantee. If the person staffed leaves within the first 3 months of staffing, CDW will find a suitable replacement. Based on our intake methodology and technical acumen, 81% of our staffing engagements have been satisfactorily fulfilled by the first or second candidate, cutting down on time spent in multiple interviews and enabling the candidates to get to work.	*
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.	CDW Government's unyielding focus on customer satisfaction empowers all coworkers with a detailed communication plan, clear escalation path, and issue resolution guidelines and practices to address customer issues and concerns. We describe in detail below CDW's Customer Relations process, as well as the escalation procedure for your dedicated Account Team, and our response-time capabilities as applicable to staff augmentation solutions. CDW Customer Relations In addition to the support Sourcewell participating entities will receive from their dedicated account team and BDM for their staffing and project needs, CDW as a broad company maintains a comprehensive customer service and relations program designed to ensure high quality, rapid response, and continuous improvement. Our process integrates structured support channels, daily performance monitoring, and defined escalation procedures to resolve customer issues efficiently and uphold service standards.	

Customer Service Process and Procedure
CDW Government's customer relations representatives are available from 7:00 a.m. to 7:00 p.m. CT, Monday through Friday, for post-sales inquiries via phone, email, and live chat (chat support available until 6:00 p.m. CT). Sourcewell participating entities can access support directly or through their dedicated Account Manager (or their Talent Orchestration BDM as needed for staff augmentation), who coordinates all needs and satisfaction efforts. Each customer relations representative completes a rigorous 6–8 week training program focused on customer service experience, quality, and consistency. Our department also provides career development paths to retain experienced staff, ensuring continuity and expertise in support.

Response-Time Capabilities and Commitments
CDW Government tracks daily service metrics for phone, chat, and email support, including call answer speed (target: less than 60 seconds), chat session wait times, and email response times. Customer Relations Supervisors audit service requests and review cases daily to ensure immediate handling and continuous quality. Our Quality Analysts audit 20 cases per representative monthly, ensuring compliance with standards and identifying training needs.

Continuous Improvement and Incentives
CDW Government evaluates process changes when high volumes of specific requests occur. We monitor returns and service requests by type and reason, conducting audits and adjusting processes as needed. Regular audits and quality reviews incentivize representatives to meet or exceed service goals, reinforced by ongoing training and career advancement opportunities within the department.

Contact Information and Support Channels
Customers can reach CDW Government Customer Relations at 866.782.4239 or returns@cdw.com. Additional resources, including account management and technical specialists, are available to support complex needs and coordinate with vendor partners for timely resolution and information.
All of our support options are available on the CDW.com website Help Center: https://www.cdw.com/content/cdw/en/help-center/contact-us.html

Escalation Path - Dedicated Account Team
If a lapse in performance occurs, CDW Government's escalation path begins with notifying the Account Manager. Unresolved issues are escalated to the Sales Manager, then to their Sales Director, on to their Vice President, and above. At each step additional resources are engaged, and data collected as needed.

There are no time requirements or system forms required for escalation; Sourcewell participating entities can rest assured that each situation is given the urgent level of attention and engagement it demands to ensure immediate identification to help ensure rapid and complete resolution. For recurring or significant issues, CDW implements proactive measures to prevent future occurrences, including process review and targeted corrective actions.

Staff Augmentation Response Time and Retention
We continue to grow and foster our staff augmentation talent pool with our "Make the Switch" Program, which offers learning credits, healthcare benefits, and a Contract Care Manager (CCM). The CCM is responsible for all contractors and contracts. The CCM maintains contact with our valued contractors and the customer's dedicated Account Manager to ensure seamless integration, satisfaction, and retention. Key metrics include:
We have a 90% conversion rate for contract to hire positions.
CDW vets high-quality candidates and conducts background/drug screenings prior to hiring, allowing you to save time searching.
CDW works with your timeline. We will provide resumes in 48-72 hours, and a consultant can be ready to start in as little as two weeks, so you can experience fast results.
As noted in 33 above, 81% of our staffing engagements have been satisfactorily fulfilled by the first or second candidate, saving time spent in multiple interviews.

Oversight, Feedback, and Escalation

Personnel Onboarding and Initial Feedback
Your BDM talks to the contractor at the end of their first day. In the first week of their assignment, CDW Government provides a comprehensive orientation to familiarize them with our company's values, policies, and customer engagement protocols. The BDM checks in with personnel and the participating entity at the end of the first week to gather feedback and ensure alignment. *

Feedback Collection
Throughout the engagement, CDW Government proactively collects feedback from the participating entity regarding contractor performance. We use one-on-one meetings to understand the customer's initial impressions and identify any areas of improvement.

We continue to engage in regular check-ins to gather ongoing feedback about contractors' contributions and to address any evolving needs or concerns.

Personnel Support
We assign a consultant care specialist to support our contractors during the onboarding phase. They provide guidance, address questions, and ensure the personnel's successful integration into the participating entity's team.

Escalation of Personnel Issues
Our goal is to provide you with the best resources possible. However, we also understand that sometimes a resource may not be the best fit for various reasons. Should participating entities have any issues with their resources, please contact your account team to ensure we can resolve your issue and find a replacement if needed.

Past Successes - Keeping our Promises, Focusing on Outcomes
While reliable response metrics are an important way we build trust with our customers, we are also focused on the outcomes of a project, including meeting the contours of its timeline and dependencies. The following case study outcomes serve as examples of how we meet our services goals and keep our promises.

Public Service Customer
Industry: Public Service
Size: More than 10,000 employees.
Challenge: This public service customer had a multi-petabyte EMC storage environment supporting both video collection and data analysis. Several critical updates were needed to create an expanded role, as was mandated by the city's management. The organization had neither the personnel nor the time to administer this deployment on its own.
Solution: CDW proposed a seven-person staff augmentation team over a 12-month period. The team included a CDW project manager and was staffed by EMC engineers.
Outcome: Not only were the upgrades scheduled and deployed, but day-to-day operations were also managed, and the environment was stabilized to a point that the customer's network could facilitate the rollout of a more robust public safety system.

A Midwest Comprehensive Health System
Industry: Healthcare
Challenge: The health system's mobile devices struggled to support consistent connectivity and VOIP. They needed a better solution that enhanced the user experience, collaboration, and connectivity.
Solution: CDW and the health system completed a clinical mobility workshop to identify the best solution. The solution included MobileHeart's MH-Cure mobile app for reliable role-based VoIP calling, messaging, alert and alarm management, Apple iPhones, VMware for device provisioning and automation and Imprivata for deployment services for Ground Control lifecycle management. CDW staff augmentation services aided in the expansion of their MDM platform.
Outcome: The new clinical mobility solution was rolled out to seven hospitals and is seeing improved user satisfaction and greater efficiencies to their clinicians' day-to-day productivity.

A Large K-12 School District
Industry: K-12 Education
Size: One of the top ten largest school systems in the U.S. by enrollment.
Challenge: Since 2018, CDW Education has supported the school system with designing and implementing an IT solution platform that consolidated fragmented tools and legacy systems while automating service management processes. While the school district was benefiting from the migration, in 2020 it faced unplanned challenges with the dramatic shift to remote learning, followed by the return to in-person learning. It needed to quickly expand and scale services while maintaining a personalized focus.
Solution: When the global pandemic began, the district needed new technology tools to support a variety of stakeholders and needs. Working closely with CDW Education and the ServiceNow ITSM solution, the district designed and deployed technology tools including a parent portal and support for home-based learning. For these needs, CDW Education onboarded and trained 12 new non-IT teams. Next, projects shifted to tools for the safe return to schools. The team created a K-12 contact tracing platform that integrated systems and created a parent, student and employee health screening and check-in process.
Outcome: Since its initial launch in 2018, the district's ServiceNow platform has been deployed to 12 departments, with 34 managed teams and 670 agents. With new tools, parents for the first time can submit requests directly to district tech support teams.

Health-Insurance Provider
Industry: Healthcare Insurance
Size: $2.5 Billion company
Challenge: Customer needed additional resources leading up to a CIS audit.
Solution: After identifying stakeholders and their immediate and holistic goals, we understood what types of engineers would best suit the client's needs.

		Outcome: This extremely successful engagement led us to provide 13 engineers that enabled the customer to hit all of their CIS milestones,and ignited an ongoing partnership that has since brought forth a Cloud Training Workshop and Azure Cloud Migration Project.	
35	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in the United States.	CDW Government is willing and able to provide our products and services to Sourcewell participating entities in the United States. In addition, we also have the capabilities to support those entities should they have international needs. We operate from four international hubs, and each year export to more than 150 countries. CDW Government has a multifaceted approach to providing our solutions to Sourcewell participating entities across the U.S. We enable our sellers through custom training and participating entities through custom flyers, emails, and webinars to engage with Sourcewell and grow the contract through Salesforce campaigns to target "white space" in the market. Our unprecedented year-over-year growth is a testament to our ability to provide complete solutions available through our Sourcewell contract portfolio. Our customers served by Sourcewell across the Public and Non-Profit sectors, CDW Government and CDW Canada are supported by dedicated program management, capture and growth specialists, and sellers across North America that are focused on each customer type across education, healthcare, state and local government, and federal entities. Finally, our size and scale provide visibility into what pricing is competitive across all markets, eligible entity types, and regions. Whether a Sourcewell member's desired solution is for staff / workforce augmentation, or related products and services, Sourcewell can be confident that CDW Government provides an accurate, best-value solution within the market at the time of a participating entity's request. This unique visibility into the market also means we can often provide much lower rates than the not-to-exceed rates in our offer at the time of request. Our strong partnership with Sourcewell is proven by our 16% YoY growth, to a current spend of ~$1.2 Billion across our current Sourcewell contracts. This figure is testament to the level of responsibility and effectiveness we will bring in delivering solutions for Sourcewell participating entities under the Staff Augmentation and Managed IT Workforce Solutions contract.	*
36	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in Canada.	CDW Canada is willing and able to continue to provide our products and services to Sourcewell participating entities in Canada. Incorporated in 2003, CDW Canada is the largest IT solution provider in the country. We have nine office locations and employ 1,175 coworkers across Canada. In addition, we also have the capabilities to support those entities should they have international needs. We operate from four international hubs, and each year export to more than 150 countries.	*
37	Identify any geographic areas of the United States or Canada that you will NOT be fully serving through the proposed agreement.	CDW Government and CDW Canada have both the capacity and the capability to continue delivering technology solutions and services including IT Workforce Management and IT Staff Augmentation Solutions to customers in all geographic areas of the US and Canada.	*
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.	CDW Government and CDW Canada are proud to continue to serve all participating entity sectors served through the current, and proposed contract including customers in the government, education, and nonprofit sectors.	*
39	Define any specific requirements or restrictions that would apply to our participating entities in Hawaii and Alaska and in US Territories.	Participating entities in Hawai'i, Alaska, and in US Territories have full access to CDW Government IT Workforce Management and Staff Augmentation Solutions with no specific contract requirements or restrictions.	*
40	Will Proposer extend terms of any awarded master agreement to nonprofit entities?	CDW Government currently serves our nonprofit customers through the Sourcewell contracts portfolio and will continue to offer solutions available through the IT Managed Workforce and Staff Augmentation Services contract.	*

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.	CDW Government understands and appreciates Sourcewell's vision to 'provide leading solutions that empower community success' supported by a mission to be 'a force multiplier.' To help create and deliver customer-centric, meaningful marketing messaging, CDW Government has dedicated marketing teams that align with our public sector business units that develop and execute demand-generation marketing strategies and programs. The marketing team leverages marketing technologies to create virtual events, emails, and digital campaigns designed to build awareness, develop customer engagement, and generate demand for products and services by nurturing leads to conversation. With contract-specific abilities and strategies, combined with industry-standard best practices, actions, and activities, CDW Government delivers a comprehensive contract marketing and support plan positioning us to serve Sourcewell participating entities across the U.S. and Canada. Actions already in place for our current Sourcewell contract portfolio will continue uninterrupted and benefit from successes we have had across CDW's contract space. Our contract marketing strategy includes advertising and cobranding efforts, event attendance and support, publications and social media, purposeful contract launch, and focused contract growth and success efforts, each of which are detailed below. Advertising and Cobranding. A holistic marketing strategy focuses on the solution capabilities of CDW Government's Sourcewell portfolio of products and services. We work with internal and external marketing teams to profile CDW Government and partner-delivered technology products, services, and solutions. Custom contract and portfolio flyers are created for all business units and include detailed contract benefits and CDW Government contact information. Event Attendance and Support. CDW Government sponsors, attends, and presents at national, statewide, and local events focused across the Public Sector – Federal Government, State and Local Government, K-12 and Higher Education, and Public Safety, with audience-specific messaging, training, and education opportunities. We proudly display our Sourcewell materials and engage with customers to help them see the value of our contract solutions. A representative sample of large events where we market Sourcewell includes: Future of Education Technology Conference (FETC); EDUCAUSE; National Association of Education Procurement (NAEP) – National and Regional; State-based Digital Government Summits; National Sheriff's Association (NSA); National Police Association (NPA); and the International Society for Technology in Education (ISTE) Publications and Social Media. CDW Government partners with industry experts to publish sector-specific online and hardcopy magazines for State Government (StateTech), K-12 (EdTech Focus on K-12), and Higher Education (EdTech Focus on Higher Education). These publications deliver relevant content via print, blog, video case studies, and e-newsletters on topics including classroom, cloud, data center, hardware, software, security, and services. CDW Government meets our customers where they are on today's technology horizon. The CDW Social Squad—employees educated on and active in social media—pushes customized content to and through social media outlets including relevant articles, emerging technology news, information on available contracts, and upcoming events in customer-specific markets. Purposeful Contract Launch. To help ensure a smooth transition into the new iteration of Sourcewell's IT Managed Workforce and IT Staff Augmentation Services, CDW Government will implement our well-defined and proven contract launch process with specific activities and milestones. The six workstreams of contract launch – pre-award; award notification, negotiation, and partner updates; contract execution; internal and external requirements setup; communication, marketing, training, and reporting; and maintenance, updates, renewal, and growth – help ensure success with a cohesive, multidisciplinary team. Elements of contract launch include business unit-specific and customizable marketing flyers; customer-facing webinars and information sessions; seller training and enablement with contract details and talking points; and initial contract training across sales and reporting. Focused Contract Growth and Success Efforts. Dedicated resources from CDW Government Strategic Programs oversee outcome-based actions and activities to support continued growth and success for our Sourcewell portfolio. Actions and impact are tracked across sales and customer engagement. Contract Growth and Success is actively engaged with developing and delivering customer-facing webinars on myriad topics – including the value of staff augmentation; developing and leading topical marketing campaigns across business units; analyzing customer spend (high, midrange, and low) to create orchestrated customer outreach messages using appropriate modalities; and finally working with internal teams to ensure the CDW Government Sourcewell participating entity webpages are maximized. Please see representative samples of our Sourcewell marketing materials, uploaded to the solicitation portal under "Marketing Plan / Samples."	*

42	Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance marketing effectiveness.	To help enhance marketing effectiveness, CDW Government's Marketing team developed digital programs that include digital events and campaigns that resonate with target audiences to drive higher engagement and optimize coordinated marketing and sales efforts. CDW Government uses X (formerly known as Twitter), Facebook, and LinkedIn as additional avenues for marketing, education, updates, and general communication with Sourcewell participating entities. Active social media helps users stay informed with links, posts, and articles of interest in the way that they choose to receive information. The CDW Social Squad – which CDW employees are educated on and encouraged to be active in social media – pushes customized content of interest to and through social media outlets including relevant articles, emerging technology news, information on available contracts and upcoming events in customer-specific markets. We also provide Sourcewell participating entities access to CDW's curated information repository with more than 2,000 entries and counting across topics including cloud, data analytics, data center, digital workspace, hardware, networking, security, services, software, and staff augmentation. CDW's Research Hub (www.cdw.com/content/cdw/en/research-hub.html) delivers meaningful and timely information delivered in the form of articles, interviews, step-by-step instructions, product information and comparison sheets, and presentations. Authored by our subject matter experts, articles help customers navigate and digest the overwhelming amount of data that comes at them every day as they work to define and understand technology solutions and services. Fully integrated with Salesforce, the world's leading cloud-based Customer Relationship Management platform, CDW Government's Contract Growth and Success Team has developed and executed a repeatable campaign strategy to help increase Sourcewell adoption and broaden usage across our customer base. A recent Salesforce campaign targeted our Top 200 Sourcewell customers across K-12 and higher education to encourage expanding their Sourcewell purchases to new solution sets, with a focus on staff augmentation for higher education. Using a phased messaging approach, customers received information on Sourcewell, CDW Government-specific solutions available through Sourcewell, and an invitation to a solution-based pre-recorded webinar. Sellers were informed on all customer details and encouraged to contact customers with specific follow up messages and invitations.	*
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?	As a mature and successful, self-sustaining government partner and public entity, Sourcewell has demonstrated its ability and willingness to engage with contract holders and help chart a course for success. CDW Government is proud of our history and relationship with Sourcewell and look forward to continued opportunities for mutual support. We appreciate that Sourcewell maintains an up-to-date website with detailed contract and contact information, making it easy for new Sourcewell participating entities to understand contract offerings and connect with agreement holders. With no shortage of opportunities for connection – from conferences, such as H20 and Room to Grow, to webinars and podcasts – we look to continued support through cobranding, introductions, and taking advantage of Sourcewell's state-of-the-art recording and broadcast studio. We will continue our proven and historically successful, purposefully executed contract launch activities to help support ongoing contract growth and success efforts. Sourcewell's IT Managed Workforce and IT Staff Augmentation Solutions contract will be seamlessly integrated into the CDW Government sales process lifecycle.	*
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.	The very nature of workforce management and staff augmentation demands intentional design and is led by our segment assigned, dedicated IT workforce management and staff augmentation Business Development Managers (BDMs). BDMs are engaged with sellers to help understand customer goals, requirements, timelines, and budgets to create bespoke staffing solutions. While our workforce management and staff augmentation solutions are not applicable to our e-procurement ordering process, CDW Government provides its broader technology solutions available on the Sourcewell contract through e-procurement in the form of Rubi, which represents the evolution of our customer portal, online account center, and the digital enablement of our customers. Rubi supports governmental and educational customers and serves as a trusted digital advisor to Sourcewell participating entities, helping them plan, procure, and manage assets across their technology lifecycle with greater confidence and less complexity. From one central portal, configurable for relevance, Sourcewell participating entities can simplify the ordering process, access industry knowledge, and collaborate with technology experts to take more informed action on investments. Key features and functions of Rubi include: Action Items: Receive reminders and notifications on new quotes, order approval requests, expiring payment methods, and more. Orders: View order status and keep tabs on what has shipped, is pending, awaits approval or is on backorder. Shipment Tracking: Drill down into process orders and access tracking numbers and ship	

status.

Research Hub: Tap into industry insights to learn about the latest technology trends and solutions.

Rubi Mobile App: Act on quotes and purchases, view and track orders, and approve orders from anywhere with this additional option.

Through the Security Settings feature, Rubi provides Sourcewell participating entities an efficient method for granting users control of and access to specific website features and information.

This feature enables participating entities to:
Assign roles, restrictions, and permissions to individual users and groups of users.

Grant users access to all products CDW Government offers or only to specific catalogs.

Allow users to view only their quotes, orders, and purchase history.

Grant users' rights to view multiple accounts.

Assign responsibility for following established workflows as a purchaser or approver.

Grant administrative rights to set up and maintain advanced website features including the Purchase Authorization System, Custom Catalogs, Asset Management, and Security Settings.

Using Rubi, Sourcewell participating entities have complete visibility into their technology history and the ability to access multiple features and complete tasks including:

Contacting their CDW Government team
Placing orders
Searching order history
Managing assets
Administering order approval workflows
Defining and governing technology standards
Viewing contract pricing

The Rubi homepage can be configured to a participating entity's needs, saving time and putting the most important decision-making information at their fingertips, including:
Managing subscriptions
Managing quotes
Streamlining repeat purchases (bundles and favorites)
Approving orders

Rubi also provides key insights to participating entities to help reduce guesswork and uncover opportunities for participating entities to accurately plan their technology implementations. These include:
Estimated time of arrival/inventory/supply chain insights to support implementation
Order tracking
Order status
Current CDW Research Hub information

The Rubi portal also allows Sourcewell participating entities to access consolidated information for two or more related accounts online (for example, headquarters and departments). Upon request, account managers will assist in enabling administrators to view, place, and track orders across the organization without having to log on to multiple accounts and create quotes for multiple accounts. This helps centralize the purchasing process while letting administrators place and track orders by address and location.

This capability allows access to the following types of information for accounts linked together:
Order status
Quote activity
Purchase history
Financial reporting
Purchase approval system

After purchase, Rubi allows participating Entities to manage their hardware, software, and subscriptions purchased from CDW Government in the Asset Hub section of their Rubi portal on cdwg.com. The Asset Hub experience includes:

An asset overview page that shows a view of hardware and software assets purchased from CDW Government, including the total counts of products, asset age, and spend across asset type, category, and brand.

A hardware overview page, where participating entities can view and filter across their hardware assets based on type, brand, asset age, and more. Additionally, participating

		Entities can click on each line item to see more details. A hardware detail page, where participating entities will see information such as the quantity owned of a specific asset, technical specifications, availability, prior orders, and can also re-purchase quickly by using the “Buy Again” button. A software overview page, where participating entities will see software assets broken out across brands, can view total counts of software products and associated licenses and seats, and can quickly view upcoming renewals. participating entities can also access and filter a list of software assets and click to view more details. A software detail page, where participating entities can view license counts, product attributes, associated licenses for that asset based on order history, and renewal dates for renewable software assets. Additionally from this page, participating entities can request a quote for a software renewal. A subscriptions page where participating entities can manage their software subscription assets, including renewal and adding/removing seats.	

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.	As part of our company’s full offering of solutions, and through our highest-level partnerships with leading OEMs, publishers, and service providers, CDW Government helps facilitate product, equipment, maintenance, and operator training programs for Sourcewell participating entities. CDW works with OEMs, publishers, and service providers to offer customized workforce development programs and skills training to help optimize large-scale technology projects. Working closely with Sourcewell participating entities, CDW Government delivers the exact skills their teams need to lead, support, and maximize the value of technology solutions in today’s environment. These trainings help maximize the impact of technology, broaden the reach of oversubscribed IT teams, and create career growth and enablement for staff. Our services are built around our customer-centric core value of listening, determining, and addressing the needs of our customers, and that includes providing the knowledge base to properly address the unknown. As a Sourcewell partner, we have had and will continue to have the resources in place to help participating entities fully understand the depth and breadth of their options to maximize their investments. CDW Government supports Sourcewell participating entities in several ways: Our Account Managers are well positioned to aid members in taking advantage of all our programs. In our Technology Solutions contract, Sourcewell members have made good use of our Tech Solutions Library, a resource where our experts have established more than 400 thoughtful recommendations and education videos helping viewers accomplish so many things, from choosing a keyboard to modernizing a classroom. We share knowledge with participating entities by hosting Technology Symposiums. These symposiums bring our best-of-breed partner networks to our customers, where they can share key industry updates, product roadmaps, and technical deep dives. Our technical specialists and OEM partners (including dedicated onsite OEM representatives at CDW offices throughout the U.S.) conduct service and product roadmap sessions, arrange demo loan product, and facilitate a combination of web and onsite trainings. CDW Government has trainings that include security incident planning, ITIL workshops, and cloud adoption workshops. Our teams can also train members on utilizing our Service portal once onboarded with our Managed Services team. We have certain programs, called jumpstarts and foundational services, that help train the participating entity’s IT staff to achieve a particular outcome. As a solution matures, we understand additional implementation and configuration services may be necessary. CDW Government can provide these informally or through a formal training as part of the transition to Day 2 Support. Additionally, CDW has a Technology Experience Center located in our Vernon Hills, IL location. This facility offers onsite and remote demos of leading solutions and is managed by our Demo Lab team. The Demo Lab demonstrates how integrated solutions work in a real-world environment and help Sourcewell participating entities determine which solutions best meet their needs. Demonstrations allow customers to: See the newest technologies built as integrated solutions	*

		Compare alternative solutions side by side See what a proposed back-end infrastructure looks like See how different components interact Sourcewell participating entities can work with their account managers to arrange a virtual or in- person visit to our Technology Experience Center. CDW Government will work to offer as much training as possible through the above options, which are available at no additional cost. On any Professional Services engagements, knowledge transfer is part of our core methodology, ensuring that on-the-spot training is taking place and that IT staff knows how to manage and drive the new technology or environment upon our engineers' departure. Knowledge transfer is fundamental to our belief that we can empower our customers to evolve their IT capabilities and reap significant reward from the intelligent application of the latest generations of technology. Our industry accolades and consistent customer recommendations endorse an impressive track record of delivering customer value — customer value that is closely related to our ability to transfer knowledge to our clients. Be it a staffing services engagement or a deliverables-based project, engagement start-up, we discuss and, with the approval of the participating entity, build in any necessary steps, processes, timelines and activities in our engagement plans to ensure effective knowledge transfer. Each of our personnel has been selected for their technical capabilities, expertise and experience, as well as their ability to transfer applicable knowledge to participating entities' staff. CDW Government also offers a wide array of in-depth training options that, depending on scope may be offered for purchase by Sourcewell participating entities depending on the scope of a particular engagement. Certification Reimbursement – Scope Dependent As it relates to staff augmentation solutions for Sourcewell participating entities, CDW Government is pleased to offer reimbursement on Project Management Institute, Project Management Professional courses and certification opportunities for consultants in support of staffing engagements. While not unlimited, these reimbursements are typically tied to the scope of a participating entity's project. When a Sourcewell participating entity's engagement and has a certification requirement that may be unique to their project or goal, we work together with the customer to secure appropriately certified resources.
46	Describe any technological advances that your proposed Solutions offer.	CDW's extensive experience providing IT services and solutions with a sole focus on Information Technology and Engineering resources differentiates us from other managed services providers who may act more as a 'body shop' for staff augmentation. More than a value-added reseller, we are a global systems integrator and an IT engineering company that is driven by outcome-based solutions that help deliver advanced Application Services, DevOps, Cybersecurity, Cloud Architecture, and Big Data. We understand the skill sets and experience that individual Sourcewell participating entities will need to increase business agility and enhance human resource bandwidth for their organization, today and into the future. Addressing Shortages in Digital Talent Public sector IT staff shortages are driven by an aging workforce nearing retirement, intense competition from higher-paying private sector jobs, and burnout from maintaining sometimes outdated legacy systems, leading to gaps in critical areas like cybersecurity, cloud, and AI, impacting digital transformation and service delivery. Technical resources are in high demand, and Sourcewell eligible and participating entities may be feeling this strain in their day-to-day operations. According to the U.S. Bureau of Labor Statistics, employment of software developers, quality assurance analysts, and testers is projected to grow 15 percent from 2025 to 2035 (much faster than the average for all occupations) further increasing the gap of skilled and available resources. CDW Government can help participating entities address shortages in their technical resource talent, allowing them to free up their internal resources and focus on their core projects. We have access to a wide range of resources ranging from Level One help desk to Senior Engineers and Architects to Management. Our areas of support run the gamut, from Networking to Cloud Engineering, DevOps, to Application Development. Our staff augmentation BDMs understand IT solutions and can identify the necessary skill sets of candidates to help Sourcewell participating entities meet their desired project outcomes with speed and flexibility, whether for temporary, convert-to-hire, full time, or a tailored combination of these staffing models. Digital Velocity at CDW Contemporary technologies can be hugely beneficial, but can also quickly create overlap, confusion, and sprawl. If done incorrectly, they are even harder to support. CDW's experienced Digital Velocity (DV) team helps you leverage your existing tech investments while integrating new solutions and tools to create dramatic business outcomes which are easy to manage. We help you adopt technology very quickly and painlessly and assure that you learn as you go.

		As part of the evolution of CDW's services portfolio of offerings to support the full technology stack, CDW has invested in meaningful acquisitions of service providers including our in-house DV team, formerly known as IGNW. DV is built to address the widening gap between the promised business value of digitization and results delivered by most technical initiatives by taking a modern DevOps-based approach to all customer engagements. DV practices operate as a blended organization, delivering best-in-class digital solutions and talent while maintaining individual skill-sets and practice management. This rigor and approach ensures DV consistently delivers on customer outcomes and business transformation. DV is a full-stack modern infrastructure and software delivery partner focused on Cloud Native and Hybrid Cloud Adoption. Our full-stack engineering services team focuses on digital transformation from code to cloud, and data center to database. Practice areas include: Advanced Infrastructure & Hybrid IT: Consulting and delivery services for modern data center architecture, networking, servers, virtualization, and container and cloud platforms. Full Stack IT Automation & Orchestration: Consulting and delivery services in modern concepts for systems automation, Infrastructure as Code (IaC), and configuration management from the physical network, servers to cloud. Systems Integration & Software Engineering: Consulting and delivery services in modern software development and delivery, web development, mobile development, distributed systems, microservices, and serverless environments. DevOps: Consulting and delivery services in DevOps, cultural assessments, organizational redesign, CI/CD, and modern software delivery. Application Modernization and Software Engineering In today's competitive market, the speed of digital priorities is critical to success. With more than 250 engineers and three of the world's 20 Google Cloud Fellows on staff, CDW Government is a trusted technical services partner to deliver on each participating entity's desired outcome across their technology stack. Our expertise includes Certified Kubernetes Architects to Cisco DevNet Professionals behind a full-stack software development practice. Some of our awards and recognition include: Awarded "Cisco Global Ecosystem Partner of the Year" in 2019A A contributing member of the Cloud Native Computing Foundation Google Cloud Premier Partner HashiCorp Ninja Partner Hundreds of Fortune 5000 customers globally 250+ engineers focused on Software-Defined Infrastructure, Hybrid and Multi-Cloud Architectures, Cloud-Native Software Development, DataOps, and AI/ML This expertise and recognition differentiates CDW Government from many staffing firms in our deep understanding of the technical needs of Sourcewell participating entities' projects, and our ability to quickly place candidates to meet not only project milestones, but each of their desired outcomes.	*
47	Describe any "green" initiatives that relate to your company or to your Solutions, and include a list of the certifying agency for each.	CDW, and by extension CDW Government, and CDW Canada, have long been conscious of our impact on the environment. Our approach is to be sustainable and efficient in our operational practices and seek to positively impact the environmental performance of our value chain. Our environmental policies, procedures, and facilities management guide our day-to-day operations. As a leading multi-brand technology solutions provider, CDW's greatest opportunities for impact on the environment lie in collaborating with our partners and customers to help them achieve their environmental goals. This includes continuing to expand our offerings of sustainable and socially responsible technology products and solutions. Additionally, as part of our commitment to continuous improvement, we regularly evaluate our use of natural resources. For example, we seek to identify and address opportunities to continue reducing waste to landfill through enterprise-wide recycling initiatives and innovative packaging solutions. ISO 14001:2015 Certification All CDW distribution centers (two in the U.S. and one in the U.K.), and two of our U.K. offices, hold ISO 14001 certifications. This certification is the international standard for Environmental Management Systems (EMS) and ensures consistency and effectiveness in our EMS, as well as demonstrates our long-established commitment to managing our business responsibly. CDW Canada has achieved ISO 9001 (Quality) and ISO 27001 (Information Security Managed Services) certifications.	

Sustainability Performance Highlights

Following are a few highlights of our positive impact on the environment:

27% renewable energy consumption at our facilities worldwide

25% of our facilities portfolio are LEED certified

98% of our U.S. shipment spend is handled by carriers with climate goals

Additionally, we outperformed our waste diversion goal of 90% for the sixth year in a row at our two U.S. distribution centers.

Climate Action Progress and Targets

Our climate resilience work is led by a global Climate Action Committee who focus on decarbonization and climate risk. As of 2024, CDW has met our Scopes 1 and 2 reduction goals, and Scope 3 reduction targets. Additionally, CDW commits to:

Reduce absolute Scope 1 and Scope 2 GHG emissions by 42% by 2030

Reduce total Scope 3 GHG emissions from remaining categories by 25% by 2030

80% of our goods and services will be sourced from partners with science-based emissions targets by 2028

Energy Efficiency
We track our energy usage and continue to seek ways to drive further efficiency. As part of our ISO 14001 environmental management certification, we identify, assess and plan for implementation of additional energy efficiency improvements. Even though our ability to directly impact our energy usage is somewhat limited by the fact that we lease the majority of our global real estate footprint, we take sustainability factors and energy certifications into consideration when we evaluate new real estate options.

Our energy efficiency measures include indoor and outdoor LED lighting, motion sensor lighting and conveyor systems in our distribution centers that turn off in response to inactivity, and “smart” HVAC systems that adjust according to business hours and seasonal temperatures. We are also working with our third-party shipping and logistics partners to develop transportation management systems and delivery schedules that help them increase their own energy efficiency, which helps to reduce our transportation-related emissions. Currently, approximately 98% of our US shipments are delivered by carriers enrolled in the US EPA SmartWay Transport Partnership, which helps companies advance supply chain sustainability by measuring, benchmarking and improving freight transportation efficiency, and more than 72% of our US shipments are handled by carriers with climate goals. CDW UK has multiple transportation efficiency efforts in place, including using net zero couriers, bulk purchasing and delivery, and reducing air travel through in-country services. *

Given the non-manufacturing nature of our operations, our facilities do not represent a significant climate footprint. In fact, our Scope 3 (value chain) greenhouse gas (GHG) emissions represent the vast majority of our total GHG emissions. We report our Scope 1, 2 and 3 GHG emissions. The development of our SASB and TCFD disclosures have enhanced internal awareness of our climate impact, a fundamental step in the decarbonization journey. By completing our greenhouse gas inventory across our value chain, we are learning more about our best opportunities for further carbon reduction.

Responsible Consumption
CDW is committed to supporting sustainability and responsible consumption through materials efficiency and a reduction in waste to landfills. With a wide variety of recycling and reuse programs across our office and warehouse facilities, our largest impact is in two areas: reducing distribution center waste from packaging and other materials, and managing electronic waste. In addition to addressing packaging waste and electronic waste, our other efforts include:

Use of digital documentation when possible and recycling shredded paper documents if they are used

Recycling and composting of cafeteria waste

Elimination of plastic bottles from vending machines in our offices and warehouses

Elimination of single-use plastic cups

Company-wide internal toner cartridge recycling program

Recycling centers on each floor of our office locations

		Recycling chutes for certain materials at our distribution centers Collaboration across procurement functions to reduce the need for consumable supplies and increase recycling possibilities across our offices CDW Canada CDW Canada holds ISO 14001:2004 Certification, the international standard for Environmental Management Systems (EMS). In addition, all of our Canadian facilities are BOMA (Building Owners and Managers Association of Canada) certified. BOMA is North America's largest environmental assessment and certification program for existing buildings; it provides owners and managers with a consistent framework for assessing the environmental performance and management of existing buildings of all sizes. Through this certification, CDW Canada demonstrates its commitment to environmentally sustainable facilities. LEED Gold Certifications - 3 offices in Canada have received LEED Gold certifications Cisco Environmental Sustainability Specialization CDW Canada became one of Cisco's first Canadian partners to receive the Cisco Environmental Sustainability Specialization. CDW Canada was recognized for its commitment to reduce material consumption and waste. To be eligible for this distinction, the CDW Canada team completed required Cisco-delivered courses, passed all corresponding requirements and signed Cisco's sustainability pledge. With this recognition, Cisco and CDW work together to support each other's sustainability progress, meet government mandates, and provide additional customer opportunities through mutually sustainable business practices.	
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.	As a leading multi-brand solutions and services provider, CDW and CDW Government's greatest opportunities to impact the environment lie in collaborating with our supply chain and our technology partners to promote their environmentally certified products, and solving for Sourcewell participating entities' outcomes around their environmental goals and priorities. Sustainable Procurement and Supply Chain CDW's Partner Code of Conduct and Supply Chain Responsibility Program incorporate environmental sustainability expectations. Our program utilizes the EcoVadis framework to evaluate and promote environmental and social practices within our supply chain. By 2028, CDW commits that suppliers representing 80% of purchased goods and services emissions will have science-based targets, as approved by the Science Based Targets initiative (SBTi). Green Product Offerings CDW provides a broad catalog of technology devices certified by recognized environmental programs, including: Energy Star (certified by the U.S. Environmental Protection Agency) EPEAT (administered by the Global Electronics Council) TCO Certified (administered by TCO Development, Sweden) Sourcewell participating entities can filter and select sustainable products on CDW.com, with certification details provided at the product level. Sustainable Transportation Approximately 94% of U.S. shipments are delivered by carriers enrolled in the EPA SmartWay Transport Partnership, a program managed by the U.S. Environmental Protection Agency to improve freight transportation efficiency. Over 80% of U.S. shipment spend is handled by carriers with climate goals. IT Asset Disposition CDW Government has our own internal policy for recycling universal waste, but we do not take back old equipment from customers. However, we can direct customers to industry-leading service providers for trade-in and asset disposal (ITAD) programs. CDW's ITAD program partners with certified organizations, including Anything IT and Procurri, which hold R2v3 and e-Stewards certifications for responsible electronics recycling and disposition. ITAD services include but are not limited to data wiping, asset removal, evaluation, recycling, onsite shredding, potential value back credit to maximize recovery, and depot services. CDW ITAD offers many benefits to Sourcewell members, including: Logistics services for quick and efficient removal of equipment from client facilities Device Pickup including palletizing equipment, shrink wrapping and transport Document of Liability Transfer provided to indemnify client from any environmental liability Ensure removal of all client information and software from electronic media and assets U.S. Department of Defense (DoD)-compliant erasure services in full support of government standards EPA-approved disposal	

Zero-landfill policy

Complete serialized reporting available via a website

Green Initiatives at CDW
CDW implements a comprehensive set of 'green' initiatives that address sustainability across our operations, supply chain, product offerings, and facilities. These initiatives are supported by recognized third-party certifications and agencies.

Environmental Management and Certifications
As noted above, CDW operates our U.S. distribution centers under ISO 14001:2015 certification, the international standard for Environmental Management Systems (EMS). This ensures consistent and effective environmental management practices. Our largest office locations also hold LEED (Leadership in Energy and Environmental Design) certifications in the U.S. and Canada, and BOMA certifications in Canada.

Sustainable Facilities
As of December 2023, 25% of our facilities portfolio is LEED certified. LEED is administered by the U.S. Green Building Council and is a globally recognized green building rating system.

Renewable Energy and Waste Reduction
CDW achieved 27% renewable energy consumption at our facilities worldwide, with 100% of electricity for our U.K. operations derived from renewable sources. Our U.S. distribution centers have outperformed a waste diversion goal of 90% for six consecutive years, achieving greater than 92% waste diversion from landfill in 2023.

Reducing Paper Waste
CDW Government also offers customers, through our Printer Supplies Program, complimentary enrollment in PrintReleaf, a third-party certification program that empowers organizations to sustain and grow global forest systems through:

Ongoing measurement of paper consumption

Custom paper footprint and forest impact insights

Opportunities to automatically "releaf" forests through reforestation projects of the customer's choosing

Since CDW joined the program in June 2018, CDW customers have collectively offset the equivalent of more than 1.2 billion standard pages of paper consumption by supporting the reforesting of more than 140,000 trees. Additionally, our IT teams in the UK have implemented a "Pin to Print" program across all offices and warehouses, enabling enhanced print queue management to reduce wasted print jobs.

CDW is also working with partners on programs to help customers better manage their print needs and costs and stay within their corporate policies for sustainability.

The shared efforts also extend to the community. Annually, more than 40 CDW coworkers in Canada partner with Cisco to plant more than 200 trees in areas across Ontario. This project, using the hashtag #TreeDW, helps to enhance the habitat for birds and animals, provide communities with clean air and overall improve the natural environment now and for future generations.

Certifying Agencies List
ISO 14001: International Organization for Standardization (ISO)

LEED: U.S. Green Building Council (USGBC)

BOMA: Building Owners and Managers Association (Canada)

BREEAM: Building Research Establishment Environmental Assessment Method (UK)

Energy Star: U.S. Environmental Protection Agency (EPA)

EPEAT: Global Electronics Council

TCO Certified: TCO Development (Sweden)

EPA SmartWay: U.S. Environmental Protection Agency

R2v3: Sustainable Electronics Recycling International (SERI)

e-Stewards: Basel Action Network

SBTi: Science Based Targets initiative

		EcoVadis: EcoVadis SAS
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?	At CDW, we demonstrate daily—and year-over-year—that the whole is greater than the sum of our parts. Our continued commitment and focus, and our orientation toward outcome-based solutions come together to truly differentiate CDW as a strong partner in growth for Sourcewell participating entities seeking to augment their workforce. Driving all of this is our size and scale, local support, strong OEM and software publisher partnerships, and insightful acquisitions that make CDW uniquely positioned among our competitors to provide the most comprehensive solution offering to Sourcewell participating entities under this RFP. Below we describe the unique value proposition of CDW Government's staff augmentation practice and how our proven approach helps Sourcewell participating entities achieve amazing outcomes today and for the contract's duration. Staff Augmentation and Managed IT Workforce Solutions Backed by our in-house expertise, our staff augmentation practice offers a specialized focus on IT and engineering resourcing to help ensure high quality outcomes and to provide participating entities with a consistent team of trusted advisors. More than a value-added reseller, CDW Government is a global systems integrator whose teams understand the skill sets and experience required to efficiently and effectively achieve participating entities' desired outcomes. CDW Government is confident in our ability to comprehensively assess and meet the needs of participating entities with our thorough approach to staff augmentation solutions that has served our customers for decades and provides the following benefits: We offer flexible solutions, maintain relationships with thousands of qualified resources, and employ a rigorous, consistent methodology to meet your requirements and exceed your expectations, as seen in Table 1 below. Rigorous Talent Delivery Approach and Methodology Process Strategy Procedures Hiring Hire the right resource, with the right skills, the first time. Thoroughly evaluate potential candidate's skill sets. Keep resource database current and easily searchable by required skills and specialized certifications. Create contingency pool if the first choice is unavailable. Training Invest in training opportunities for our coworkers, because our employees and their skills are key to our shared success. Strategically plan training to upgrade coworker skills in latest technologies, career goals, and key performance indicators. Prepare resources based on organizational goals. Retention Offer programs aimed at not only retaining personnel, but also motivating them to perform better on a continuous basis. Foster team appreciation and positive mentorship. Provide career advancement opportunities. Review opportunities via our Retention Strategy Group. Recognize top performers and circulate employee satisfaction surveys. Table 1 – Talent Delivery Approach and Methodology Whether Sourcewell participating entities are seeking a solution in managed IT workforce and staff augmentation, or from CDW Government's full portfolio available through Sourcewell, the sum of our offering makes CDW Government uniquely qualified to help meet participating entities IT goals through workforce augmentation. Outcome-Based Solutions We understand the quality of people in an organization creates the ultimate competitive advantage and we are dedicated to getting Sourcewell participating entities the right resources quickly and efficiently. Our recruiters and BDMs are IT professionals with advanced technical experience. We use the same recruiting team to attract candidates for internal postings and customer positions. As a technology neutral company, we are concerned with delivering the technology products, solutions, and services that best meet the needs of our customers, rather than selling a particular brand or solution. This ethos extends to our staff augmentation approach, where Sourcewell participating entities benefit from a services and solutions provider in CDW Government that will understand where they are trying to get to, and offer solutions based on outcomes rather than transactions. To fulfil this need, CDW Government offers: Staff augmentation flexibility and customization to meet long term goals and project plans. Based on our discovery conversations with you to understand your requirements and goals, we will create a customized talent delivery strategy to address your needs. A participating entity's customized strategy may include one or multiple options, allowing the flexibility to meet their goals, and speed in responding to business changes. We provide skilled staff to augment your team with expertise in a wide range of technologies, offering an objective view of IT that ensures you'll always receive the right solution to your problems — not just the one that's convenient. Vertical-dedicated account teams and ongoing support and guidance. Our segmented account teams understand the specific needs of each industry and type of participating entity, and what challenges are faced by similar customers. Sourcewell participating entities' CDW team will align the project's outcome with your business strategy, ensuring each project meets necessary deliverables within the expected budget and schedule. We not only extend your staff with top talent aligned to a project's needs, but we also aim to be seen as an

extension of your IT staff. Unlike many staffing firms, our Business Development Managers understand the desired technology outcomes and goals of their customers, and the staffing roles needed to get them there.

Access to a deep bench of expertise. Our network of thousands of customer-facing coworkers along with offices operating throughout the US and Canada, empowers us to provide direct support to customers wherever they are. As a global systems integrator and managed service provider, CDW is the staffing partner with the view and expertise across all technology stacks and solution sets, allowing us to understand the outcomes Participating Entities aim to achieve, and how to find the right talent to get them there. We offer project-based, high-level consulting resources through CDW Government's Consulting Practice, as well as traditional contracted time and materials and full-time dedicated resources through our Residency Services Practice.

Continued Commitment and Focus

Sourcewell and participating entities require vendor partners who go above and beyond, delivering at the very highest level. That's why we've spent the last three decades cultivating relationships with companies including top original equipment manufacturers (OEMs) across the industry, of which we are often the top partner. Our OEM partnerships ensure our resources have proper training, highest certifications, and have worked on similar projects so they have extensive experience working with Sourcewell participating entities or similar agencies.

In addition, over the past several years, we have continued to evolve and grow with an eye to both better serve our customers and further develop our offerings. For Sourcewell participating entities, this means we can continue to perform at a high level for our customers today, while staying focused on their evolving technology needs. We have invested in expanding our solutions capabilities through acquisitions of such companies as Scalar Decisions (CDW Canada), Aptris, IGNW, Amplified IT, Focal Point Data Risk, Sirius Computer Solutions, Locus Recruiting, and Enquizit. These acquisitions have served the evolution and development of our offerings; Sourcewell participating entities can be assured that we can serve their needs across their entire technology stack, for the life of the contract and beyond.

Technical resources are in high demand, and customers may be feeling this strain in their day-to-day operations. CDW's Talent Orchestration Services team is our staff augmentation arm - a fully equipped resource procurement team specializing in finding skilled resources for IT positions. In the past several years, we have bolstered these capabilities further through CDW's acquisition of both Locus Recruiting and IGNW, as noted above.

With access to a wide range of resources ranging from Level-One help desk to Senior Engineers and Architects to Management, we ensure participating entities will always receive the right solution to their problems while minimizing payroll costs and maximizing time savings for their priority projects. Our areas of support run the gamut — from Networking to Cloud Engineering, DevOps, to Application Development.

As Sourcewell seeks to evaluate and award vendors who demonstrate a comprehensive depth and breadth of emerging technologies and solutions, CDW Government would like to affirm our commitment to ensuring that participating entities continue to view Sourcewell as a reliable vehicle to meet the full range of their IT staffing needs. CDW Government is confident in our ability to comprehensively assess and meet the needs of participating entities with our thorough approach to staff augmentation solutions that has served our customers for decades and provides the following benefits:

One consolidated, sole source of responsibility, for the full solution lifecycle. Our continued commitment and focus through recent acquisitions widens the base of Sourcewell participating entities we can cover and the range of services we can provide under this contract, with solutions now backed by the scale, market strength, and financial stability of CDW.

Freedom for your IT staff to focus on your priority projects. Our staff augmentation solutions provide participating entities with access to skills that are not available inside their organization, as well as flexibility, the ability to minimize payroll costs, time savings through a reduction in overall time to hire, as well as objective and comprehensive approaches to team projects.

Participating entities gain peace of mind knowing they have dedicated support for contract and project management. For the verticals served by Sourcewell, CDW Government and CDW Canada bring dedicated program management, dedicated capture specialists, and dedicated sellers across North America that are focused on each customer type across education, healthcare, state and local government, and federal entities. For staff augmentation projects, participating entities will have the support of a CDW Business Development Manager, who will serve as the entity's primary point of contact for their staff augmentation solution and be available to assist the customer every step of the way.

For further details on the composition and comprehensive coverage of our sales force, please see our organizational charts attached in the "Upload Additional Document" folder within the solicitation portal.

Our commitment to continuous improvement and even deeper expertise in timely, best-fit staffing solutions makes us an industry leader in IT talent sourcing. Participating entities can rely on CDW Government to invest in and grow our solution offering throughout the life of the contract and beyond.

Proven Partnership in Growth

CDW Government helps organizations optimize their technology environment to achieve

		success. No matter where you are in your IT journey, we have the expertise and unique capabilities to keep your organization moving forward to achieve its goals and pave the way for future growth. To help Sourcewell grow its contract utilization and sharpen its focus on continuously offering more advantageous pricing for eligible participating entities, CDW Government has a multifaceted approach: Salesforce campaigns to target "white space" in the market. Where eligible Sourcewell participating entities may not be using the contract or are unaware of the scope of offerings the Sourcewell contract vehicle provides, we increase awareness of the contract and its benefits through salesforce campaigns across all eligible entity types. Breadth of offerings and coverage across all verticals and geographic regions served by Sourcewell. By choosing CDW Government, Sourcewell gains the ability to offer IT Staff Augmentation and Managed Workforce solutions to the largest possible cross-section of Sourcewell current and future participating entities. Visibility into what pricing is competitive across all markets, eligible entity types, and regions. Whether a Sourcewell member's desired solution is for staff / workforce augmentation, or related products and services, Sourcewell can be confident that CDW Government is providing an accurate, best-value solution within the market at the time of a participating entity's request. The strength of the Sourcewell - CDW Government partnership is proven by our 16% YoY growth, to a current spend of ~$1.2 Billion on our current Sourcewell contract portfolio. This figure represents the largest spend across CDW Government's robust contract portfolio, and is testament to the level of responsibility and effectiveness we will bring in delivering solutions for Sourcewell participating entities under the Staff Augmentation and Managed IT Workforce Solutions contract. In addition, our numbers below demonstrate our extensive reach and strong financial performance, proving that we have and will continue to be able to support our customers moving forward: $21 billion in annual net sales in 2024 More than 250,000 active customers 15,100 coworkers No. 5 ranking on CRN's 2023 Solution Provider 500 list, a ranking of the largest IT solution providers in North America by revenue. As an IT integrator and managed services provider, CDW Government understands the importance of bringing the right technology talent onto a project and team. Over the years we have built up a network of trusted resources to deliver on our projects, but at times we have to reach out to market to find new resources. This is where our staff augmentation services come in, to help navigate that competitive and crowded market and allow us to bring on the best available candidates. We also have the added benefit of being a destination for job seekers, who apply through our website to join our IT workforce and delivery teams. Sourcewell participating entities that find similar challenges in attracting IT talent and are looking for a partner with an active network and talent pool to draw from, when they need, look to CDW for help. Our staff augmentation practice was built to respond to requests from participating entities, with vetted resources we trust for our own project teams.	

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	n/a	*
51		Minority Business Enterprise (MBE)	○ Yes ◉ No	n/a	*
52		Women Business Enterprise (WBE)	○ Yes ◉ No	n/a	*
53		Disabled-Owned Business Enterprise (DOBE)	○ Yes ◉ No	n/a	*
54		Veteran-Owned Business Enterprise (VBE)	○ Yes ◉ No	n/a	*
55		Service-Disabled Veteran-Owned Business (SDVOB)	○ Yes ◉ No	n/a	*
56		Small Business Enterprise (SBE)	○ Yes ◉ No	n/a	*
57		Small Disadvantaged Business (SDB)	○ Yes ◉ No	n/a	*
58		Women-Owned Small Business (WOSB)	○ Yes ◉ No	n/a	*

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

Provide detailed pricing information in the questions that follow below.

Line Item	Question	Response *	

59	Describe your payment terms and accepted payment methods.	CDW Government's standard payment terms are net 30 days from the date the invoice is issued. CDW Government accepts payment through: Credit Cards* (American Express, Discover, MasterCard, Visa) Checks Electronic Data Interchange (EDI) Electronic Funds Transfer (EFT) Procurement Cards (P-Card) *With a credit card order, CDW Government requires the credit card information at the time of order. Please note that we do not accept credit cards for term accounts. The mailing address for payments is: CDW Government LLC 75 Remittance Drive Suite 1515 Chicago IL 60675-1515	*
60	Describe any leasing or financing options available for use by educational or governmental entities.	CDW Government can facilitate an agreement between Sourcewell participating entities and a variety of leading financing companies to help ensure financing terms fit the unique needs and budget requirements. CDW Government offers 16 premier and preferred leasing partners, including: Arrow Capital Solutions Cisco Capital Dell Financial Services First Citizens Bank HPE Financial Services Lenovo Financial Services LEAF Commercial Capital, Inc. Sirius Financial Solutions While leasing partners may vary in Canada, the rest of this response is applicable for both entities. Sourcewell participating entities will also receive a value-added resource in CDW Government's Financial Solutions Team. This is an internal team of unbiased financing experts who work in conjunction with the account manager to align payment options with the participating entity's financial goals. CDW Government's approach to leasing and financing solutions mirrors our approach to technology solutions in that we listen, advise, assist, and present the best options. This collaborative process includes the following specific steps: 1. An initial discovery session to understand the participating entity's goals, requirements, and budget. 2. An assessment review of the participating entity's existing environment and definition of project requirements. 3. Detailed vendor evaluations, recommendations, future design, and proof of concept. 4. Procurement, configuration, and deployment of the solution. Our diverse portfolio offers Sourcewell participating entities the option to lease or finance virtually any IT product or solution at favorable rates and terms. These options can be available on a per-deal-basis, or in many cases, as a primary billing option. If a participating entity has a preferred leasing company that is not currently one of our 16 partners, the Account Manager can work to accommodate that solution.	*

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.	Upon award, CDW Government will leverage the Sourcewell contract terms and conditions to simplify and streamline the procurement process for Sourcewell participating entities. Other documents that may be needed include, but are not limited to: Customer-specific terms and conditions (if required by the participating entity) Statement of Work (SOW) for staff augmentation services We have included a sample SOW typically used for CDW Government's staff augmentation services in the "Standard Transaction Documents" folder on the solicitation page.	*
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, CDW Government accepts P-cards for payment, and Sourcewell participating entities can use P-cards for both e-procurement and non-digital orders at no additional cost. Please note, however, that participating entities who opt for payment terms (e.g. Net 30) cannot settle terms by invoice with a P-card. As an added capability and at no additional cost, CDW Government can provide Level 3 information on P-cards for Visa, MasterCard, or American Express. This service provides line-item detail remittance of the transaction on participating entity cardholders' statements. Level 3 allows the participating entity agency to track expenses and to ensure that the purchases on its card were in fact legitimate purchases.	*
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.	CDW Government's pricing response encompasses time-and-material or fixed-fee models. These rates are subject to 5 percent annual escalation, on the anniversary date of contract effective date. CDW Government and CDW Canada's pricing can be found in the uploaded PDF attachment titled "CDW Sourcewell Pricing".	*
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.	CDW Government is offering not-to-exceed rates rather than a percentage discount from MSRP or list for services. We are offering line-item pricing as shown within the uploaded Excel attachments noted in 63 above. Our pricing is provided in two separate attachments. One CDW Government-labeled file contains U.S. pricing and the other provides Canadian pricing. The application of service contracts can be iterated in either fixed-cost or time-and-material contractual terms.	*
65	Describe any quantity or volume discounts or rebate programs that you offer.	CDW Government does not offer quantity or volume discounts for services engagements. Our administrative fee offer is addressed in Question 73.	*
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.	As mentioned in Question 61, Technology Offerings which have specialized requirements not contemplated under this RFP, will be identified in a Statement of Work and/or similar document(s) which are mutually agreed upon and executed between CDW Government and Sourcewell Member. The pricing will be based on CDW Government invoice price.	*
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.	Services which require travel, lodging, work to be performed outside of normal business hours/holidays, or subject to overtime regulations, may be subject to additional fees, and will be outlined in a Statement of Work or similar document.	*
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.	Freight, shipping, and delivery terms are not applicable for the scope of services.	*
69	Specifically describe freight, shipping, and delivery terms or programs available for Alaska, Hawaii, Canada, or any offshore delivery.	Freight, shipping, and delivery terms are not applicable for the scope of services. In Canada, all travel costs will be detailed in each custom Scope of Work document.	*

70	Describe any unique distribution, delivery, and/or deployment methods or options offered in your proposal.	When delivering professional services, we once again leverage a hybrid approach inclusive of in-house technical resources and / or vetted, trusted subcontractors, to provide cost-effective solutions based on Sourcewell participating entities' needs. We also leverage remotely delivered service engagements, which can help contain costs and offer high availability for time-sensitive projects. These remote engagements are deployed safely, with the assistance of the participating entity's IT and security teams. For our staff augmentation solutions, CDW Government offers full or part-time contracts. We are able staff traditionally with three (3), six (6) and twelve (12) month contracts, however, we can also deliver on shorter engagements such as one (1) month contracts or what is required by the participating entity's project at hand. Participating entities may choose from various staffing options - temporary, permanent, traditional contracted time and materials (T&M), and full-time placement. They can hire resources to help with short-term, long-term, and contract-to-hire projects. We are typically able to staff contract, contract-to-hire, and full time employees throughout the U.S. and Canada in the following configurations: Contract: Term Length: 1-24 months Commitment from Candidate: Candidate must work 32hr/week (full time) Commitment from participating entity: No obligation to hire Contract to Hire: Term Length: 6 months minimum Conversion Cost: Can convert to Full Time Employee at no additional cost When a company requests someone for a full time hire position, we have a 90% conversion rate Full Time Employee (FTE): Guarantee: We provide a 3-month guarantee. If the person staffed leaves within the first 3 months of staffing, CDW Government will find a suitable replacement. Based on our intake methodology and technical acumen, 81% of our staffing engagements have been satisfactorily fulfilled by the first or second candidate, cutting down on time spent in multiple interviews and enabling the candidates to get to work. Your CDW Government Talent Orchestration and Delivery Team will organize meetings, gather feedback, and define next steps throughout the lifecycle of the project. Please see our phased engagement process below. How It Works - CDW Staff Augmentation Services STAGE 1 Staffing Need Determined and Outreach Begins Customer identifies a staffing need. Project implementation, refresh, etc. Searching for a specialized skill set Scaling team A brief call is scheduled between the customer and their CDW Talent Orchestration Services Business Development Manager. STAGE 2 Exploration with CDW Customer and CDW meet to understand requirements and next steps. Align on ideal candidate profile Set timeline for when customer would like a candidate to start Define expectations, success criteria Schedule regular touchpoints to gather feedback STAGE 3	*

		Candidate Recruitment CDW provides candidates for customer review within 48 to 72 hours Customer provides feedback and/or proceeds with interviews Process continues as needed (multi-round, additional recruiting to better fit requirements, etc.) STAGE 4 Candidate Selection Customer and CDW begin one of two onboarding processes, depending on the type of role. For a contract candidate or contract-to-hire candidate 1. Onboarding begins (5-7 business days), including I-9 verification, background check, drug screen, NDA, etc. 2. CDW sends SOW to customer for review/signature 3. Customer issues PO 4. Candidate begins 5. Customer and CDW continue routine check-ins to ensure success For a direct hire candidate 1. Customer's HR proceeds with their onboarding process 2. CDW sends Direct Hire SOW to customer for review/signature 3. Customer issues PO 4. Candidate begins new role	

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.	Any vendor hoping to be successful in executing this contract must clearly demonstrate the ability to manage an agreement of this size and scope by following all contract pricing rules, submitting timely reports, and ensuring remittance of fees. With respect to CDW Government's compliance strategy, we have bespoke, proprietary systems which ensure pricing is compliant with the contract, or with specific Sourcewell participating entity pricing agreements. Our compliance approach is for the full lifecycle of the agreement, from contract launch to post contract closeout. It starts during the launch process with mandatory training for all coworkers utilizing the contract and supported by annual training. In addition, we have internal automated quality checks in place which track our reporting deadlines and accuracy commitments. We have also previously partnered with Sourcewell to provide training for CDW Government sellers and intend to replicate that with a new award. CDW Government has a consistent communication cadence with Sourcewell to support our current contract awards and actively look for growth opportunities. For service engagements, our contract lifecycle management system automatically routes Statements of Work (SOWs) to our contracts team to ensure the pricing is compliant with hourly rates and commitments, as stated. CDW Government has been serving government customers since our inception in 1998. CDW Government has a highly experienced Program Management team, led by Lisa Bailey, and is supported by three Contract Administrators. Lisa's team is intimately familiar with Sourcewell, tightly integrated into the contract requirements, and understands the importance of compliance with Sourcewell participating entities. They are responsible for managing reporting and administrative fees, ensuring pricing compliance, and taking corrective action when needed. Our Program Management team is similarly structured in Canada and utilizes the same strong governance processes. In Canada, the assigned Program Management team will be led by Faith Cappleman, including support from Contract Analysts, Program Managers and the Business Development Team. In addition, with the importance of the Sourcewell contract portfolio within CDW Government, there is a high level of engagement from senior leaders across the organization. Collectively, the team managing Sourcewell's contracts have 80 years of combined contracts experience. The Program Management team is solely responsible for ensuring Sourcewell participating entities have access to the agreement, and for ensuring all stakeholders understand the contract's terms and benefits, pricing, and range of offerings. They utilize the online Sourcewell participating entities list (https://www.sourcewell-mn.gov/member-lookup), and access regular updates provided to CDW Government from Sourcewell's contract administrator, Lindsey Meech. We engage in monthly reviews to ensure all participating entities have access to the contract. Sales teams are trained to send any entity add-requests to the SourcewellContracts@cdwg.com inbox. These actions help to drive growth under a robust governance framework. CDW Government has held a Sourcewell contract for last 22 years, and CDW Government coworkers are well trained on compliance matters related to the Sourcewell contracts. CDW Government has successfully met all reporting requirements and deadlines under the IT Managed Service and Staff Augmentation Solutions #071321-CDW. CDW Government is confident that we can continue to meet and / or exceed requirements under this RFP.	*

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.	CDW Government currently tracks different metrics for contract performance internally. Given Sourcewell's diverse participating entities, CDW Government monitors our current IT Managed Service and Staff Augmentation Solution 071321-CDW contract performance utilization by geography (State) and segment (State & Local Government, K-12, Higher Education, Healthcare, Federal Government, Non-profit, Public Safety). Additional metrics include: Sourcewell participating entity agreements and state contract adoptions New Sourcewell participating entity growth Customer satisfaction survey responses Market share under Sourcewell contract and total available wallet share Target CDW Government customers who can be aligned with Sourcewell contract Industry trends, by public sector segment, and the performance of the CDW Government solutions aligned to those trends. We also track regulations and procurement policies on different entities where Sourcewell's contract may be leveraged as a state contract, or contract of choice.	*
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.	As an incumbent with a proven track record of success, we believe retaining existing fee structures for Sourcewell participating entities under the Incumbent Contract will help maintain continuity and stability for Sourcewell participating entities' needs. CDW Government is proposing a general administrative fee of 1%. We are confident the proposed fee structure, combined with our proven track record of success under the current contract, will incentivize Sourcewell participating entities and provide the right balance for growth under this contract.	*

Table 6B: Pricing Offered

Line Item	The Pricing Offered in this Proposal is: *	Comments	
74	The pricing offered does not fit the categories above. Please specify the basis for the pricing offered, including any unique circumstances or justifications that apply.	For the U.S., the services contemplated under this contract represent a broad and continually evolving portfolio that we tailor to each customer's specific operational and technical requirements. CDW Government's recent acquisitions, as outlined in Table 5: Value-Added Attributes, expand our capabilities significantly and enable us to deliver an extensive catalog of solutions appropriate for a large GPO such as Sourcewell. We have attached our pricing structure for U.S. participating entities in the attached Excel titled "CDW Government Sourcewell Pricing Offer" For Canada, the pricing structure included in the attached Excel titled "CDW Canada Sourcewell Pricing Offer" aligns most closely with the option "The pricing offered is consistent with standard market pricing typically offered to individual municipalities, universities, or school districts".	*

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.	CDW Government is proud to deliver complete IT solutions – products, solutions, and services – through our Sourcewell contract portfolio. In response to Sourcewell's IT Managed Workforce and Staff Augmentation Solutions RFP, CDW Government and CDW Canada offer tailored solutions focused on outcomes for each participating entity. What truly distinguishes our offer is the flexibility we enable for a participating entity's workforce and staff augmentation needs. Outcome Based Staff Augmentation and IT Managed Workforce Solutions Our services include: strategic staffing, ad-hoc or fractional staffing, building an elastic bench, workforce management, consulting, and virtual bench. Please see our not-to-exceed rate table in our pricing attachment for the roles we see typically requested for IT Managed Workforce and Staff Augmentation and Solutions. This PDF file is titled: 'CDW Sourcewell Pricing'. In table 7C, CDW Government is proud to showcase several case studies illustrating the breadth of our offering to participating entities for their staffing needs as well as the flexibility in staffing type. For example, a recent project that was accomplished with temporary, project-based, and long-term staffing for the following roles: Accessibility Testing Expert, Back-end Developer, Business Analyst, Change Manager, Chatbot Developer, Data Engineer, Helpdesk/IT Support, DevOps Engineer, Enterprise Architecture, Front-end Developer, Full Stack Developer, Network Architect, Network Engineer, QA Analyst, ServiceNow Developer, ServiceNow Engineer, Project Manager, Sr Project Manager, Storage Engineer, Systems Administrator, and Systems Engineer.

Flexible Solution Configurations
CDW Government typically staffs contract, contract-to-hire, and full-time employees throughout the U.S. and Canada in the following configurations:

Contract:

Term Length: 1-24 months

Commitment from Candidate: Candidate must work 32hr/week (full time)

Commitment from participating entity: No obligation to hire

Contract to Hire:

Term Length: 6 months minimum

Conversion Cost: Can convert to Full Time Employee at no additional cost

When a company requests someone for a full time hire position, we have a 90% conversion rate

Full Time Employee (FTE):
We provide a 3-month guarantee. If the person staffed leaves within the first 3 months of staffing, CDW will find a suitable replacement.

Based on our intake methodology and technical acumen, 81% of our staffing engagements have been satisfactorily fulfilled by the first or second candidate, cutting down on time spent in multiple interviews and enabling the candidates to get to work.

Financing Options
CDW Government offers 16 premier and preferred leasing partners, including:
Arrow Capital Solutions
Cisco Capital
Dell Financial Services
First Citizens Bank
HPE Financial Services
Lenovo Financial Services
LEAF Commercial Capital, Inc.
Sirius Financial Solutions

While leasing partners may vary in Canada, the rest of this response is applicable for both entities.

Sourcewell participating entities will also receive a value-added resource in CDW Government's Financial Solutions Team. This is an internal team of unbiased financing experts who work in conjunction with the account manager to align payment options with the participating entity's financial goals.

Continued Commitment to Meeting All Categories of IT Workforce Solutions
Working to build a stronger CDW, our acquisitions help us become a more powerful technology partner, adapting to Sourcewell participating entities' ever-evolving needs, and supporting them for the full lifecycle of their IT journey. Our key acquisitions strengthening our Talent Orchestration practice include:

Locus Recruiting (2023): An experienced consulting team specializing in information security, cloud computing, networking and infrastructure, Locus had also provided staffing services since 2016.

IGNW (2020): A leading provider of cloud-native services, software development and data orchestration capabilities, IGNW had also provided staffing services to clients and customers since 2017.

Our market position and visibility into the various public sector segment needs across the IT landscape further informs our ability to find the right candidates for Sourcewell participating entities right when they need, the first time, and in flexible configurations to meet their project goals. CDW Government and CDW Canada are well positioned to continue to be a reliable partner in growth across the IT

		categories and subcategories prioritized by Sourcewell participating entities, and we are fully committed to do so throughout contract lifecycle as new solution categories and subcategories emerge.
76	Within this RFP category there may be subcategories of solutions. List subcategory titles that best describe your products and services.	Focusing on solutions specific to IT Managed Workforce Solutions and Staff Augmentation Services, CDW best summarizes our Talent Capability Matrix into four quadrants, as detailed below: 1. Hybrid Infrastructure: Enterprise Networking and Wireless Collaboration, Unified Communications and Contact Center Digital Workspace Solutions Data Center Virtualization Software Define Infrastructure 2. Security: Cloud and Network Data Incident Response Identity and Access Management Application Threat and Vulnerability Management Governance, Risk and Compliance Data Identity Access Management (IAM) 3. Applications and Data Management: GenAI, Data and Analytics Application Development Software Modernization Intelligent Platforms Quality Assurance User Interface/User Experience (UI/UX) Enterprise Resource Planning/Customer Relationship Management (ERP/CRM) 4. Cloud and Digital: AWS, Microsoft Azure, and Google Cloud Platform (GCP) Hybrid and Multicloud Site Reliability SaaS Solutions Artificial Intelligence (AI), Machine Learning (ML) and Machine Learning Operations (MLOps) CDW's talent capability matrix is supported by skills specific to Project Management Office (PMO) and Business Operations including: Project/Program Management Business Analysis Agile Transformation Change Management

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.	CDW Government ensures consultants are fully qualified through a process that includes recruiter vetting for technical and soft skills, thorough reference checks, and leveraging our internal subject matter experts to validate expertise when needed. This multi-layered approach guarantees candidates meet both the role requirements and the participating entity's expectations. We verify work authorization through a compliance process that includes I-9 verification and background checks. These steps (further detailed below) ensure every consultant meets legal requirements and Participating Entity standards before placement. All timelines are confirmed during the initial project intake call. CDW Government makes every effort to meet the agreed-upon timeline and stays in regular schedule communication with project leadership. Candidate profiles are typically submitted within 48–72 hours for review. Standard onboarding is completed within 5–7 business days with additional timing for interviews, feedback, and final decisions determined by the participating entity. We ensure consultants are a strong fit by thoroughly understanding the participating entity's technical needs and organizational culture during the intake process. Each candidate is vetted for both expertise and soft skills to align with those requirements. Our proven approach delivers consultants who add immediate value and integrate seamlessly into the project teams. Specific to work authorization and management, following candidate selection one of two onboarding processes is initiated. For contract or contract-to-hire candidates onboarding through CDW Government Talent Orchestration Services typically begins in 5-7 business days and include I-9 verification, background check, drug screen, NDA, etc. For direct hire candidates onboarding is initiated, executed, and managed through the participating entity's human resources division.	*
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.	At CDW Government, we make sure candidates have the right equipment and access from day one. When CDW Government provides devices, our IT team handles configuration, security, and imaging before shipping directly to the candidate; this is ideal for remote work. We also set up CDW Government email accounts as needed. If the participating entity supplies equipment and credentials, we coordinate closely with the participating entity. At the end of the engagement, we confirm equipment is returned and all access is revoked promptly to maintain security.	*

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

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

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

Line Item	Category or Type	Comments	

79	Describe the range of IT managed workforce programs your organization has overseen in the government (GOV) sector within the last three (3) years. Provide one (1) example for each of the following: - small - average - large Include the following for each example in the comments field: 1) annual revenue; 2) duration; and, 3) a brief scope of services summary including IT roles managed.	SMALL Customer Name: Polk County IT Department, Florida Annual Revenue: $51,920 Duration: 7/2025 – 9/2026 Brief Scope: CDW Government provided a Systems Engineer who supported the engineering team and project with technical expertise and oversight in analysis, deployment of OS updates and software, imaging, security triage, documentation, and ongoing support for Polk County BoCC endpoint devices. AVERAGE Customer Name: San Mateo County Transit District, California Annual Revenue: $236,320 Duration: 5/2025 – 3/2026 Brief Scope: CDW Government provided a Project Manager to lead the IT Infrastructure project team. LARGE Customer Name: Orange County Internal Operations Center (IOC), Florida Annual Revenue: $1,226,720 Duration: 10/2022 – 3/2026 Brief Scope: CDW Government provided a Project Coordinator and Project Manager for day-to-day support of Orange County's project needs. The Project Coordinator and Project Manager support the client directly and interact with County project members.	*
80	Describe the range of IT managed workforce programs your organization has overseen in the education (EDU) sector within the last three (3) years. Provide one (1) example for each of the following: - small - average - large Include the following for each example in the comments field: 1) annual revenue; 2) duration; and, 3) a brief scope of services summary including IT roles managed.	SMALL Customer Name: Cleveland State University Annual Revenue: $15,400 Duration: 9/2024 – 03/2026 Brief Scope: CDW Government provided a Microsoft developer to help with Cleveland State University's reporting needs and fixing issues in the reports using SQL Server Integration Services (SISS). The person was utilized part time and oversaw junior developers. AVERAGE Customer Name: Montgomery College Annual Revenue: $553,700 Duration: 9/2023 – 6/2026 Brief Scope: CDW Government provided qualified candidates for two standard operational management roles. A project manager reported to the client to support the internal Montgomery College projects. A Cyber Risk Analyst worked directly for Montgomery College, reporting to the CISO and working with the college's third-party vendors. LARGE Customer Name: George Mason University Annual Revenue: $1,294,700 Duration: 11/2021 – 3/2026 Brief Scope: CDW Government assisted with laying the foundation for a data governance project. CDW provided roles including System Engineer, Business Analyst – Data Catalog, Business Analyst – Data Governance, and Project Coordinator. We also assisted with a one-off request for a Broadcast Engineer to oversee specific project completion.	*
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.	At the time of submission, CDW Government does not operate a multi-tenant Vendor Management System to support IT Managed Workforce programs. We use an internal, third-party system (Bullhorn) to meet the requirements of requisition management, candidate management, time and expense tracking, invoicing and payment, and reporting and analytics.	*

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	OVERVIEW: This Federal Government customer approached CDW Government to help modernize their ServiceNow-based mobile application. CDW Government previously helped by testing and proving ServiceNow's ability to operate in denied, degraded intermediate, and low-bandwidth (DDIL) environments, but the application required improvements and architecture adjustments before it could leverage the full potential of the platform. The customer needed a partner to work with users, gather feedback, and turn that feedback into actionable improvements to make the application work offline. Opportunity and Priorities: The customer wanted an easy-to-use mobile application that is bandwidth friendly for officials to track and record all key meetings and activity with the users. Solutions and Services: The solution was built on ServiceNow's App Engine capability. App Engine allows customers to build apps at scale with a low-code development environment and prebuilt templates. However, years of development by various individuals had left a situation where the desired offline functionality now required specialist attention to achieve. Outcomes: CDW Government met and exceeded every requirement in the Statement of Work, delivering an application that works on mobile devices just as well as in the browser, and can be easily set to function in a fully offline environment for up to 400 days. The application currently supports approximately 268 instances with over 1,600 users onsite and remote. * The application provides mission-critical data and analytics. Contract Duration. This contract began in the third quarter of 2024 and is ongoing. Types of Staffing Solutions. CDW Government provided temporary, project-based, and long-term staffing for this project. Number and Types of IT Roles Staffed. Roles staffed included (one for each role): Accessibility Testing Expert Back-end Developer Business Analyst Change Manager Chatbot Developer Data Engineer Helpdesk/IT Support DevOps Engineer Enterprise Architecture Front-end Developer Full Stack Developer Network Architect Network Engineer QA Analyst ServiceNow Developer ServiceNow Engineer Project Manager Sr Project Manager Storage Engineer Systems Administrator Systems Engineer
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	OVERVIEW: This U.S. Eastern public university was seeking help to build a strategic framework to implement the Salesforce CRM platform with an immediate focus on recruitment and admissions. A unified solution in these areas would support the broader needs of several other lines of business within the university including the community college, undergraduate and graduate schools, law school, workforce development and lifelong learning program, and the marketing and communications department.

		Opportunity and Priorities: Implement a unified Salesforce CRM platform to replace disparate systems. Enhance the student and teacher experience with a unified tech stack. Improve the functionality and adoption of recruitment and admissions capabilities to support the needs of other business units. Solutions and Services: CDW Government developed a strategic roadmap for a multi-phased Salesforce implementation approach. CDW Government hosted discovery sessions, reviewed detailed business requirements, built a compatibility roadmap with implementation phasing, recommended the solution design, integration source-to-target mapping, data migration, and integration and configuration testing. Discrete solution elements included Salesforce Education Cloud, Salesforce Experience Cloud, Salesforce Sales Marketing Cloud and Salesforce Einstein GPT. Outcomes: Implemented a unified solution design for a seamless student experience. Aligned university objectives and business processes to streamline operations and support students, staff, and faculty. Consolidated disparate tools and integration of key platforms to create a robust and unified tech stack. Leveraged strong project methodology to ensure efficient implementation and strong recruitment and admissions functionality adoption. Contract Duration. This contract began in the third quarter of 2024 and is ongoing. Types of Staffing Solutions. CDW Government provided temporary and project-based staffing. Number and Types of IT Roles Staffed. Roles staffed included (one for each role): Business Analyst Change Manager Data Engineer Helpdesk/IT Support DevOps Engineer Enterprise Architecture Front-end Developer Full Stack Developer Network Architect Network Engineer QA Analyst Salesforce Administrator Salesforce Data Developer Salesforce Developer Salesforce Marketing Cloud Developer Salesforce Release Manager Project Manager Sr Project Manager Systems Administrator Systems Engineer	*

Exceptions to Terms, Conditions, or Specifications Form

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

Documents

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

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

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

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

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

- Responsiveness - Responsiveness.zip - Thursday January 08, 2026 10:36:47
- Pricing - CDW Sourcewell Pricing.pdf - Wednesday January 07, 2026 14:35:47
- Financial Strength and Stability - CDW Financial Strength and Stability.pdf - Wednesday January 07, 2026 21:37:48
- Marketing Plan/Samples - CDW Table 4 Marketing Plan Samples.pdf - Wednesday January 07, 2026 20:55:31
- WMBE/MBE/SBE or Related Certificates (optional)
- Standard Transaction Document Samples - CDW-G SAMPLE SOW - Staff Augmentation.pdf - Thursday January 08, 2026 11:05:06
- Requested Exceptions - CDW Requested Exceptions.docx - Wednesday January 07, 2026 14:07:42
- Upload Additional Document - IT Managed Workforce and IT Staff Augmentation Solutions - CDWG Table responses (1).pdf - Thursday January 08, 2026 12:22:50

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. - Dario Bertocchi, VP Contracting Operations, CDW Government 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