

**MASTER AGREEMENT #102325****CATEGORY: Public Safety Training and Simulation Equipment and Technology****SUPPLIER: Symtech Fire, LLC**

This Master Agreement (Agreement) is between Sourcewell, a Minnesota service cooperative located at 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 (Sourcewell) and Symtech Fire, LLC, 11533 Slater Ave., Unit A, Fountain Valley, CA 92708 (Supplier).

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

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

**Article 1:
General Terms**

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

- 1) **Purpose.** Pursuant to Minnesota law, the Sourcewell Board of Directors has authorized a Cooperative Purchasing Program designed to provide Participating Entities with access to competitively awarded cooperative purchasing agreements. To facilitate the Program, Sourcewell has awarded Supplier this cooperative purchasing Master Agreement following a competitive procurement process intended to meet compliance standards in accordance with Minnesota law and the requirements contained herein.
- 2) **Intent.** The intent of this Master Agreement is to define the roles of Sourcewell, Supplier, and Participating Entity as it relates to Sourcewell's Cooperative Purchasing Program.
- 3) **Participating Entity Access.** Sourcewell's Cooperative Purchasing Program Master Agreements are available to eligible public agencies (Participating Entities). A Participating Entity's authority to access Sourcewell's Cooperative Purchasing Program is determined through the laws of its respective jurisdiction.
- 4) **Supplier Access.** The Included Solutions offered under this Agreement may be made available to any Participating Entity. Supplier understands that a Participating Entity's use of this Agreement is at the Participating Entity's sole convenience. Supplier will educate its sales and service forces about Sourcewell eligibility requirements and required documentation. Supplier will be responsible for ensuring sales are with Participating Entities.

- 5) **Term.** This Agreement is effective upon the date of the final signature below. The term of this Agreement is four (4) years from the effective date. The Agreement expires at 11:59 P.M. Central Time on February 13, 2030, unless it is cancelled or extended as defined in this Agreement.
1. **Extensions.** Sourcewell and Supplier may agree to up to three (3) additional one-year extensions beyond the original four-year term. The total possible length of this Agreement will be seven (7) years from the effective date.
 2. **Exceptional Circumstances.** Sourcewell retains the right to consider additional extensions as required under exceptional circumstances.
- 6) **Survival of Terms.** Notwithstanding the termination of this Agreement, the obligations of this Agreement will continue through the performance period of any transaction entered between Supplier and any Participating Entity before the termination date.
- 7) **Scope.** Supplier is awarded a Master Agreement to provide the solutions identified in RFP #102325 to Participating Entities. In Scope solutions include:
1. Sourcewell is seeking proposals for Public Safety Training and Simulation Equipment and Technology, including but not limited to:
 - a. Facilities, structures (fixed or mobile);
 - b. Equipment, props, supplies, rentals, and consumables;
 - c. Augmented or virtual reality, interactive, and digital simulation technology and related software, hardware, and equipment;
 - d. Instructional, educational, training programs, incident-based training, and learning management systems with directly related materials and supplies; and,
 - e. Services, equipment, and software directly related to the offering of the solutions described in Sections 1. a. – d. above, including design, installation, maintenance, repair, training, integration, support, and customization.
- 8) **Included Solutions.** Supplier's Proposal to the above referenced RFP is incorporated into this Master Agreement. Only those Solutions included within Supplier's Proposal and within Scope (Included Solutions) are included within the Agreement and may be offered to Participating Entities.
- 9) **Indefinite Quantity.** This Master Agreement defines an indefinite quantity of sales to eligible Participating Entities.
- 10) **Pricing.** Pricing information (including Pricing and Delivery and Pricing Offered tables) for all Included Solutions within Supplier's Proposal is incorporated into this Master Agreement.
- 11) **Not to Exceed Pricing.** Suppliers may not exceed the prices listed in the current Pricing List on file with Sourcewell when offering Included Solutions to Participating Entities. Participating Entities may request adjustments to pricing directly from Supplier during the negotiation and execution of any transaction.
- 12) **Open Market.** Supplier's open market pricing process is included within its Proposal.

13) Supplier Representations:

- a. **Compliance.** Supplier represents and warrants it will provide all Included Solutions under this Agreement in full compliance with applicable federal, state, and local laws and regulations.
- b. **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.
- c. **Supplier Warrants.** Supplier warrants that all Included Solutions furnished under this Agreement are free from liens and encumbrances, and are free from defects in design, materials, and workmanship. In addition, Supplier warrants the Solutions are suitable for and will perform in accordance with the ordinary use for which they are intended.

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

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

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

- a. **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.

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

- e. **CLEAN AIR ACT (42 U.S.C. § 7401-7671Q.) AND THE FEDERAL WATER POLLUTION CONTROL ACT (33 U.S.C. § 1251-1387).** Contracts and subgrants of amounts in excess of \$150,000 require the non-federal award to agree to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. § 7401- 7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. § 1251- 1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA). Supplier certifies that during the term of this Agreement it will comply with applicable requirements as referenced above.
- f. **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.
- g. **BYRD ANTI-LOBBYING AMENDMENT, AS AMENDED (31 U.S.C. § 1352).** Suppliers must file any required certifications. Suppliers must not have used federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any federal contract, grant, or any other award covered by 31 U.S.C. § 1352. Suppliers must disclose any lobbying with non-federal funds that takes place in connection with obtaining any federal award. Such disclosures are forwarded from tier to tier up to the non-federal award. Suppliers must file all certifications and disclosures required by, and otherwise comply with, the Byrd Anti-Lobbying Amendment (31 U.S.C. § 1352).
- h. **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.
- i. **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.

- j. **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.
- k. **ACCESS TO RECORDS (2 C.F.R. § 200.336).** Supplier agrees that duly authorized representatives of a federal agency must have access to any books, documents, papers and records of Supplier that are directly pertinent to Supplier's discharge of its obligations under this Agreement for the purpose of making audits, examinations, excerpts, and transcriptions. The right also includes timely and reasonable access to Supplier's personnel for the purpose of interview and discussion relating to such documents.
- l. **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.
- m. **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.
- n. **NO OBLIGATION BY FEDERAL GOVERNMENT.** The U.S. federal government is not a party to this Agreement or any purchase by a Participating Entity and is not subject to any obligations or liabilities to the Participating Entity, Supplier, or any other party pertaining to any matter resulting from the Agreement or any purchase by an authorized user.
- o. **PROGRAM FRAUD AND FALSE OR FRAUDULENT STATEMENTS OR RELATED ACTS.** The Contractor acknowledges that 31 U.S.C. § 38 (Administrative Remedies for False Claims and Statements) applies to the Supplier's actions pertaining to this Agreement or any purchase by a Participating Entity.
- p. **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.
- q. **CONFLICTS OF INTEREST.** The Supplier must notify the U.S. Office of General Services, Sourcwell, and Participating Entity as soon as possible if this Agreement or any aspect related to the anticipated work under this Agreement raises an actual or potential conflict of interest (as described in 2 C.F.R. Part 200). The Supplier must explain the actual or potential conflict in writing in sufficient detail so that the U.S. Office of General Services, Sourcwell, and Participating Entity are able to assess the actual or potential conflict; and provide any additional information as necessary or requested.

- r. **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.
- s. **PROHIBITION ON CERTAIN TELECOMMUNICATIONS AND VIDEO SURVEILLANCE SERVICES OR EQUIPMENT.** To the extent applicable, Supplier certifies that during the term of this Agreement it will comply with applicable requirements of 2 C.F.R. § 200.216.
- t. **DOMESTIC PREFERENCES FOR PROCUREMENTS.** To the extent applicable, Supplier certifies that during the term of this Agreement, Supplier will comply with applicable requirements of 2 C.F.R. § 200.322.

**Article 2:
Sourcewell and Supplier Obligations**

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

- 1) **Authorized Sellers.** Supplier must provide Sourcewell a current means to validate or authenticate Supplier's authorized dealers, distributors, or resellers which may complete transactions of Included Solutions offered under this Agreement. Sourcewell may request updated information in its discretion, and Supplier agrees to provide requested information within a reasonable time.
- 2) **Product and Price Changes Requirements.** Supplier may request Included Solutions changes, additions, or deletions at any time. All requests must be made in writing by submitting a Sourcewell Price and Product Change Request Form to Sourcewell. At a minimum, the request must:
 - Identify the applicable Sourcewell Agreement number;
 - Clearly specify the requested change;
 - Provide sufficient detail to justify the requested change;
 - Individually list all Included Solutions affected by the requested change, along with the requested change (e.g., addition, deletion, price change); and
 - Include a complete restatement of Pricing List with the effective date of the modified pricing, or product addition or deletion. The new pricing restatement must include all Included Solutions offered, even for those items where pricing remains unchanged.

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

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

Sourcewell's Authorized Representative is its Chief Procurement Officer.

- 4) **Performance Reviews.** Supplier will perform a minimum of one review with Sourcewell per agreement year. The review will cover transactions to Participating Entities, pricing and terms, administrative fees, sales data reports, performance issues, supply chain issues, customer issues, and any other necessary information.
- 5) **Sales Reporting Required.** Supplier is required as a material element to this Master Agreement to report all completed transactions with Participating Entities utilizing this Agreement. Failure to provide complete and accurate reports as defined herein will be a material breach of the Agreement and Sourcewell reserves the right to pursue all remedies available at law including cancellation of this Agreement.
- 6) **Reporting Requirements.** Supplier must provide Sourcewell an activity report of all transactions completed utilizing this Agreement. Reports are due at least once each calendar quarter (Reporting Period). Reports must be received no later than 45 calendar days after the end of each calendar quarter. Supplier may report on a more frequent basis in its discretion. Reports must be provided regardless of the amount of completed transactions during that quarter (i.e., if there are no sales, Supplier must submit a report indicating no sales were made).

The Report must contain the following fields:

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

If collected by Supplier, the Report may include the following fields as available:

- Participating Entity Contact Name;
- Participating Entity Contact Email Address;
- Participating Entity Contact Telephone Number;

- 7) **Administrative Fee.** In consideration for the support and services provided by Sourcewell, Supplier will pay an Administrative Fee to Sourcewell on all completed transactions to Participating Entities utilizing this Agreement. Supplier will include its Administrative Fee within its proposed pricing. Supplier may not directly charge Participating Entities to offset the Administrative Fee.
- 8) **Fee Calculation.** Supplier's Administrative Fee payable to Sourcewell will be calculated as a stated percentage (listed in Supplier's Proposal) of all completed transactions utilizing this Master Agreement within the preceding Reporting Period. For certain categories, a flat fee may be proposed. The Administrative Fee will be stated in Supplier's Proposal.

- 9) **Fee Remittance.** Supplier will remit fee to Sourcewell no later than 45 calendar days after the close of the preceding calendar quarter in conjunction with Supplier's Reporting Period obligations defined herein. Payments should note the Supplier's name and Sourcewell-assigned Agreement number in the memo; and must be either mailed to Sourcewell above "Attn: Accounts Receivable" or remitted electronically to Sourcewell's banking institution per Sourcewell's Finance department instructions.
- 10) **Noncompliance.** Sourcewell reserves the right to seek all remedies available at law for unpaid or underpaid Administrative Fees due under this Agreement. Failure to remit payment, delinquent payments, underpayments, or other deviations from the requirements of this Agreement may be deemed a material breach and may result in cancellation of this Agreement and disbarment from future Agreements.
- 11) **Audit Requirements.** Pursuant to Minn. Stat. § 16C.05, subdivision 5, the books, records, documents, and accounting procedures and practices relevant to this Agreement are subject to examination by Sourcewell and the Minnesota State Auditor for a minimum of six years from the end of this Agreement. Supplier agrees to fully cooperate with Sourcewell in auditing transactions under this Agreement to ensure compliance with pricing terms, correct calculation and remittance of Administrative Fees, and verification of transactions as may be requested by a Participating Entity or Sourcewell.
- 12) **Assignment, Transfer, and Administrative Changes.** Supplier may not assign or otherwise transfer its rights or obligations under this Agreement without the prior written consent of Sourcewell. Such consent will not be unreasonably withheld. Sourcewell reserves the right to unilaterally assign all or portions of this Agreement within its sole discretion to address corporate restructurings, mergers, acquisitions, or other changes to the Responsible Party and named in the Agreement. Any prohibited assignment is invalid. Upon request Sourcewell may make administrative changes to agreement documentation such as name changes, address changes, and other non-material updates as determined within its sole discretion.
- 13) **Amendments.** Any material change to this Agreement must be executed in writing through an amendment and will not be effective until it has been duly executed by the parties.
- 14) **Waiver.** Failure by Sourcewell to enforce any right under this Agreement will not be deemed a waiver of such right in the event of the continuation or repetition of the circumstances giving rise to such right.
- 15) **Complete Agreement.** This Agreement represents the complete agreement between the parties for the scope as defined herein. Supplier and Sourcewell may enter into separate written agreements relating specifically to transactions outside of the scope of this Agreement.
- 16) **Relationship of Sourcewell and Supplier.** This Agreement does not create a partnership, joint venture, or any other relationship such as employee, independent contractor, master-servant, or principal-agent.
- 17) **Indemnification.** Supplier must indemnify, defend, save, and hold Sourcewell, including their agents and employees, harmless from any claims or causes of action, including attorneys' fees incurred by Sourcewell, arising out of any act or omission in the performance of this Agreement by the Supplier

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

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

19) **Grant of License.**

a) **During the term of this Agreement:**

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

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

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

c) **Use; Quality Control.**

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

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

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

- 20) **Venue and Governing law between Sourcewell and Supplier Only.** The substantive and procedural laws of the State of Minnesota will govern this Agreement between Sourcewell and Supplier. Venue for all legal proceedings arising out of this Agreement between Sourcewell and Supplier will be in court of competent jurisdiction within the State of Minnesota. This section does not apply to any dispute between Supplier and Participating Entity. This Agreement reserves the right for Supplier and Participating Entity to negotiate this term to within any transaction documents.
- 21) **Severability.** If any provision of this Agreement is found by a court of competent jurisdiction to be illegal, unenforceable, or void then both parties will be relieved from all obligations arising from that provision. If the remainder of this Agreement is capable of being performed, it will not be affected by such determination or finding and must be fully performed.
- 22) **Insurance Coverage.** At its own expense, Supplier must maintain valid insurance policy(ies) during the performance of this Agreement with insurance company(ies) licensed or authorized to do business in the State of Minnesota having an "AM BEST" rating of A- or better, with coverage and limits of insurance not less than the following:
- a) **Commercial General Liability Insurance.** Supplier will maintain insurance covering its operations, with coverage on an occurrence basis, and must be subject to terms no less broad than the Insurance Services Office ("ISO") Commercial General Liability Form CG0001 (2001 or newer edition), or equivalent. At a minimum, coverage must include liability arising from premises, operations, bodily injury and property damage, independent contractors, products-completed operations including construction defect, contractual liability, blanket contractual liability, and personal injury and advertising injury. All required limits, terms and conditions of coverage must be maintained during the term of this Agreement.
 - \$1,500,000 each occurrence Bodily Injury and Property Damage
 - \$1,500,000 Personal and Advertising Injury
 - \$2,000,000 aggregate for products liability-completed operations
 - \$2,000,000 general aggregate
 - b) **Certificates of Insurance.** Prior to execution of this Agreement, Supplier must furnish to Sourcewell a certificate of insurance, as evidence of the insurance required under this Agreement. Prior to expiration of the policy(ies), renewal certificates must be mailed to Sourcewell, 202 12th Street Northeast, P.O. Box 219, 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 Agreement or other insurance applicable to the Supplier or its subcontractors. The waiver must apply to all deductibles and/or self-insured retentions applicable to the required or any other insurance maintained by the Supplier or its subcontractors. Where permitted by law, Supplier must require similar written express waivers of subrogation and insurance clauses from each of its subcontractors.

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

- 23) **Termination for Convenience.** Sourcewell or Supplier may terminate this Agreement upon 60 calendar days' written notice to the other Party. Termination pursuant to this section will not relieve the Supplier's obligations under this Agreement for any transactions entered with Participating Entities through the date of termination, including reporting and payment of applicable Administrative Fees.
- 24) **Termination for Cause.** Sourcewell may terminate this Agreement upon providing written notice of material breach to Supplier. Notice must describe the breach in reasonable detail and state the intent to terminate the Agreement. Upon receipt of Notice, the Supplier will have 30 calendar days in which it must cure the breach. Termination pursuant to this section will not relieve the Supplier's obligations under this Agreement for any transactions entered with Participating Entities through the date of termination, including reporting and payment of applicable Administrative Fees.

Article 3: Supplier Obligations to Participating Entities

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

- 1) **Quotes to Participating Entities.** Suppliers are encouraged to provide all pricing information regarding the total cost of acquisition when quoting to a Participating Entity. Suppliers and Participating Entities are encouraged to include all cost specifically associated with or included within the Suppliers proposal and Included Solutions within transaction documents.
- 2) **Shipping, Delivery, Acceptance, Rejection, and Warranty.** Supplier's proposal may include proposed terms relating to shipping, delivery, inspection, and acceptance/rejection and other relevant terms of tendered Solutions. Supplier and Participating Entity may negotiate final terms appropriate for the specific transaction relating to non-appropriation, shipping, delivery, inspection, acceptance/rejection of tendered Solutions, and warranty coverage for Included Solutions. Such terms may include, but are not limited to, costs, risk of loss, proper packaging, inspection rights and timelines, acceptance or rejection procedures, and remedies as mutually agreed include notice requirements, replacement, return or exchange procedures, and associated costs.
- 3) **Applicable Taxes.** Participating Entity is responsible for notifying supplier of its tax-exempt status and for providing Supplier with any valid tax-exemption certification(s) or related documentation.

- 4) **Ordering Process and Payment.** Supplier’s ordering process and acceptable forms of payment are included within its Proposal. Participating Entities will be solely responsible for payment to Supplier and Sourcewell will have no liability for any unpaid invoice of any Participating Entity.
- 5) **Transaction Documents.** Participating Entity may require the use of its own forms to complete transactions directly with Supplier utilizing the terms established in this Agreement. Supplier’s standard form agreements may be offered as part of its Proposal. Supplier and Participating Entity may complete and document transactions utilizing any type of transaction documents as mutually agreed. In any transaction document entered utilizing this Agreement, Supplier and Participating Entity must include specific reference to this Master Agreement by number and to Participating Entity’s unique Sourcewell account number.
- 6) **Additional Terms and Conditions Permitted.** Participating Entity and Supplier may negotiate and include additional terms and conditions within transaction documentation as mutually agreed. Such terms may supplant or supersede this Master Agreement when necessary and as solely determined by Participating Entity. Sourcewell has expressly reserved the right for Supplier and Participating Entity to address any necessary provisions within transaction documents not expressly included within this Master Agreement, including but not limited to transaction cancellation, dispute resolution, governing law and venue, non-appropriation, insurance, defense and indemnity, force majeure, and other material terms as mutually agreed.
- 7) **Subsequent Agreements and Survival.** Supplier and Participating Entity may enter into a separate agreement to facilitate long-term performance obligations utilizing the terms of this Master Agreement as mutually agreed. Such agreements may provide for a performance period extending beyond the full term of this Master Agreement as determined in the discretion of Participating Entity.
- 8) **Participating Addendums.** Supplier and Participating Entity may enter a Participating Addendum or similar document extending and supplementing the terms of this Master Agreement to facilitate adoption as may be required by a Participating Entity.

Sourcewell

Symtech Fire, LLC

Signed by:

 C0FD2A139D06489...

DocuSigned by:

 0708A04148F1427...

By: _____

By: _____

Jeremy Schwartz

Jonathan Hanson

Title: Chief Procurement Officer

Title: CEO/Managing Director

Date: 2/12/2026 | 12:37 PM CST

Date: 2/12/2026 | 9:19 AM PST

RFP 102325 - Public Safety Training and Simulation Equipment and Technology

Vendor Details

Company Name: Symtech Fire, LLC
Does your company conduct business under any other name? If yes, please state: New Jersey
Address: P.O. Box 493
Berkeley Heights, New Jersey 07922
Contact: Jonathan Hanson
Email: jon.hanson@symtechfire.com
Phone: 908-514-6629
Fax: 908-514-6629
HST#: 85-1221218

Submission Details

Created On: Tuesday October 14, 2025 12:31:40
Submitted On: Wednesday October 22, 2025 17:16:10
Submitted By: Sarah Graybill
Email: sarah.graybill@symtechfire.com
Transaction #: 83324c35-8544-40d6-86e1-8fb266edb187
Submitter's IP Address: 147.243.69.76

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 *
1	Provide the legal name of the Proposer authorized to submit this Proposal.	Symtech Fire LLC
2	In the event of award, is this entity the Responsible Supplier that will execute the master agreement with Sourcewell? Y or N.	Yes, Symtech Fire LLC is the Responsible Supplier that will execute the master agreement with Sourcewell.
3	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).	<p>Symtech Fire changed its tax status to an S-Corp at the start of 2025 and is doing business as Symtech Fire, Inc. Symtech Fire will be the Responsible Supplier executing the master agreement with Sourcewell.</p> <p>Authorized Affiliates (where Symtech distributes products and services offered) includes:</p> <p>On Scene Training 68 Evergreen Rd New Egypt, NJ 08533</p> <p>Affordable Drill Towers 1000 County Road 308 Suite 510 Jarrell, Texas 76537</p> <p>Unhinged 4501 W Ponkan Rd Apopka, FL 32712</p>
4	Provide your CAGE code or Unique Entity Identifier (SAM):	T258KN4WL661
5	Provide your NAICS code applicable to Solutions proposed.	333310
6	Proposer Physical Address:	Symtech Fire LLC 11533 Slater Ave Unit A Fountain Valley CA 92708
7	Proposer website address (or addresses):	www.symtechfire.com
8	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):	Jonathan Hanson CEO/Managing Director P.O. Box 493 Berkeley Heights, NJ 07922 Jon.hanson@symtechfire.com 908-514-6629
9	Proposer’s primary contact for this proposal (name, title, address, email address & phone):	Sarah Graybill Marketing & Proposals Coordinator P.O. Box 493 Berkeley Heights, NJ 07922 sarah.graybill@symtechfire.com 916-220-5101
10	Proposer’s other contacts for this proposal, if any (name, title, address, email address & phone):	Marily Rodriguez Administrative Manager P.O. Box 493 Berkeley Heights, NJ 07922 Marily.rodriquez@symtechfire.com 862-413-5507

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

Line Item	Question	Response *
11	Provide a brief history of your company, including your company's core values, business philosophy, and industry longevity related to the requested Solutions.	<p>Symtech Fire was founded by Pete Romero, expert Systems Engineer, and Jon Hanson, son of industry pioneer Jim Hanson. Jim has been widely recognized for his contributions to the industry as one of the original pioneers of the first gas-fueled training systems in the 1970's for the United States Navy. Next, Jim brought gas-fueled technology to the municipal market in 1987 and the FAA market in 1992. He also conceptualized the first Mobile Structural and Mobile ARFF Simulators.</p> <p>"Jim's passion and energy were instrumental in the creation and development of the Live Fire Training market and through this, an untold number of firefighters and potential victims have benefited." – Bob Downin, President (Ret.) Kidde/UTC</p> <p>With the longest-standing family history in the fire training facilities and simulators field, Symtech Fire was founded by a vision centered around innovation, best practices, and servant leadership both internally and externally.</p> <p>Symtech Fire specializes in the design, build, and delivery of advanced fire training systems. Our portfolio includes training towers, gas-fueled training props, simulators, fire behavior labs, hazmat props, aircraft props, augmented reality (AR) and a wide range of distributed products such as drill towers and movable wall panel systems. We also provide ancillary services including training programs, SOP's, and curriculum development in partnership with On Scene Training. See our price list for full course listing.</p> <p>Symtech Fire completes an industry leading 70+ fire training facilities each year, with the broadest product offering available.</p> <p>Symtech Fire is recognized as the only company globally delivering fire training towers in all three major formats: brick-and-mortar, pre-engineered metal, and container-based systems. We offer the only Training Tower with class "A" fire attack/suppression, fire behavior, and clean-burning high throughput gas fires ALL IN ONE!</p> <p>Symtech Fire was contracted for several large Interior/Structural Fire Simulator design and installation projects and training facility projects. Notably, in competition with all major Fire Training Systems competitors, after careful research and highly detailed interviews, the FDNY (Fire Department of New York) – a 35-year fire training systems user – selected Symtech Fire to supply their newest Fire Simulator Building! This includes a modified container structure with multiple burn rooms, thermal protection, and training props.</p> <p>FDNY's selection was unanimous and was driven primarily by the technical merits of Symtech's offering. Symtech's project intake has doubled every year since our inception with major project awards continuing to pile up including multiple, at time of contract, world record projects such as Sarasota County, FL where we are putting a world-record 31 gas fires into a single Training Tower.</p> <p>"Symtech's vision is to deliver maximum training value on time and on budget, while restoring a FIRE SERVICE FIRST mentality. We design, manufacture, install and service systems that push the limits of trainer realism while maintaining the highest safety standards available. Our service exists to benefit our customers – not to maximize profits."</p> <p>Other Fire training equipment suppliers have converted Service into a major profit center with spare parts at 100% (or greater) mark-up, all while convincing customers they are stuck with the OEM, and with that, increasingly exorbitant service contract costs that are leading to a troubling number of competitor system tear-outs.</p> <p>Commitment to Excellence...</p> <p>Safety Symtech Fire is committed to the safety of system operators and trainees alike. Our systems are fully compliant with NFPA 1402, which became a standard (rather than a guide) beginning in 2019. Unlike older systems, our offerings are designed from the ground up with this new Standard in mind. We utilize the highest quality components available including pilot and main burners systems, valves, and electronics.</p> <p>Realism We are committed to delivering training realism with thermal output, flame sizes, flame variability, and smoke output that leads the fire training systems industry. Environmentally friendly propane and natural gas (indoors only) alleviate environmental concerns, while delivering consistent training fires at the push of a button.</p>

		<p>Customization Within the parameters of the NFPA 1402 Standard, Symtech Fire provides our customers with the customization and flexibility options they desire. This is imperative to addressing unique challenges that vary from department to department and within SOP's domestically and abroad. We pride ourselves in delivering timely custom solutions on time and under budget.</p> <p>Service Service is an essential component in what we do as a company. It is not a profit center, but rather, it is a vital element in achieving our mission of enabling AHJ's to deliver life-saving training when it's needed most. We not only stock vital system components to ensure their availability on short notice, but we also offer turnkey service and maintenance.</p>
12	<p>What are your company's expectations in the event of an award?</p>	<p>In the event of an award, Symtech Fire expects to enter a collaborative and transparent partnership with Sourcewell and its participating entities.</p> <p>Our expectations include: -Timely execution of the contract and mutual agreement on all administrative and legal requirements. -Clear communication of contract terms, ordering procedures, and reporting obligations to ensure alignment with Sourcewell's expectations and internal compliance. -Full readiness to support member agencies across the US (or Canada) with prompt responses to inquiries, product demonstrations, customized solution proposals, and timely delivery of our live fire simulation systems. -Ongoing collaboration with Sourcewell and its members to provide continuous improvement based on end-user feedback. -Participation in marketing and outreach efforts, as permitted, to inform members about the awarded solutions and how they can access them.</p> <p>Ultimately, our goal is to deliver high-quality, mission-critical training solutions with exceptional service, while maintaining full compliance with the terms and goals of the Sourcewell program.</p>
13	<p>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 IDENTIFIABLE INFORMATION.</p>	<p>Symtech Fire is fully self-funded and has no debts or outstanding financial obligation. We have never failed to complete a project, we have never had a liability claim or lien of any kind placed against our company, and we have demonstrated significant top line and bottom line growth every year since our inception. We were recently granted an additional bond line with several million dollars per project and on aggregate. We have extensive insurance coverages in order to meet the demands on both private and government agencies including municipal, law enforcement, and more.</p> <p>Please find the following attached: -Certificate of Insurance -Bond Letter -Financial Statements</p>

14	<p>What is your US market share for the Solutions that you are proposing?</p>	<p>Our market share varies by segment. It is increasing in all segments year after year. Some examples include the following (based on available data from past 24 months):</p> <ul style="list-style-type: none"> -Container Training Towers: 62% -Flashover/Fire Behavior Labs: 83% -Interior LPG Props: 58% -Exterior LPG Props: 39% -SCBA/Confined Space: 52% -Class "A" Props: 71% -Aircraft Rescue Fire Fighting: 11% -Hazmat Simulators: 19% -Mobile Simulators: 39% -Training Programs/Curriculum: 24% -Retrofits/Replacements (Gas Prop Equipment): 91% <p>Note: We have a strategic relationship with Fire Facilities, Inc. Who has completed approximately 1,000 Pre-Engineered Metal Building/Training Towers. Symtech Fire is the go to gas fueled fire simulator supplier for all Fire Facilities buildings, further increasing our share of wallet.</p> <p>Notably, Symtech Fire has won the lion share of large gas prop contracts and retrofit contracts from experienced system users including the following: Largest New Construction Gas Prop Projects:</p> <ul style="list-style-type: none"> -Sarasota County, FL – \$2.85M project; world-record 31 interior structural fires in one masonry burn building + outdoor fires. Largest recent gas prop contract -Martin County, FL – 17 interior structural fires + optional outdoor fires. Second largest recent contract -Harper College, IL – 12 interior structural fires + optional outdoor fires. Third largest recent contract -Bates Technical College, WA – 8 interior structural fires + outdoor fires. Fourth largest recent contract <p>Most Recent Fire Prop Replacement Projects:</p> <ul style="list-style-type: none"> -Eddy County, NM – Tearout & replacement of KFT equipment (3 burn buildings + outdoor props). Original install: 2006 -VA Dept of Fire Programs – Tearout & replacement of KFT equipment in 2 mobile burn trailers. Original install: 2009 -Dubuque County, IA – Tearout & replacement of Fireblast gas prop equipment. Original install: 2004 -Cape Fear Community College, NC – Tearout & replacement of Fireblast gas prop equipment. Original install: 2005 <p>Symtech Fire's share is substantial, but more importantly, it is increasing in each category every year and we are widely recognized as the most innovative and fastest growing company in our field.</p>
15	<p>What is your Canadian market share for the Solutions that you are proposing?</p>	<p>Symtech Fire is experiencing rapid growth in Canada, having secured significant contracts across multiple provinces. We recently established a local fabrication partner in Ontario to better serve our Canadian clients.</p> <p>Recent major contracts over the past 18 months include:</p> <ul style="list-style-type: none"> -Welland Fire Department, ON - \$1.08M USD -Pemberton Fire Rescue, BC - \$132.8K -Canadian Nuclear Labs (CNL), MB - \$1.06M -Kelowna Fire Department, BC - \$545K -Airdrie Fire Department, AB - \$656K -Halifax Regional Municipality, NS - \$748K -Central York/Newmarket, ON - \$859K <p>We continue to expand our presence in Canada through direct sales, participation in national trade events, and partnerships with local fire training institutions. Our commitment to localized support and Canadian safety standards further strengthens our market position. We have established manufacturing operations, banking, and basic business operations specifically for the Canadian market.</p>
16	<p>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 Sourcwell if it enters a bankruptcy proceeding at any time during the pendency of this RFP evaluation.</p>	<p>Symtech Fire hereby certifies that neither the Proposer nor any Responsible Party associated with Symtech Fire has been involved in any current or completed bankruptcy proceedings within the past seven (7) years (or prior to that timeframe).</p> <p>Furthermore, Symtech Fire (and affiliated parties) acknowledge the requirement to provide written notice to Sourcwell if the company enters any bankruptcy proceeding during the pendency of this RFP evaluation, and commits to doing so promptly if such an event occurs.</p>

<p>17</p>	<p>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).</p> <p>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?</p> <p>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?</p>	<p>Our company, Symtech Fire, is best described as a manufacturer and service provider.</p> <p>We design, engineer, and manufacture advanced live fire simulation technology and training systems. In addition to manufacturing, we provide integrated support services including system installation, training, and ongoing maintenance.</p> <p>Our sales and service force is comprised primarily of direct employees of Symtech Fire. These individuals receive specialized training in our technologies and are responsible for consulting with clients, customizing solutions, and providing technical support.</p> <p>In some regions, we also partner with authorized dealers or certified service providers to extend our geographic reach and ensure localized support. These partners undergo a formal vetting and certification process, but they remain independent entities and are not employees of Symtech Fire. As an example, while the service capability of many fire training facility and simulator providers is quickly outgrown by their installed base, Symtech Fire shrewdly partnered with On-Scene training who has personnel in over 35 states to make service both local and readily available.</p> <p>This hybrid model allows us to maintain quality control and expertise through our internal team while leveraging strategic partners where necessary to meet customer needs across diverse markets.</p> <p>We design, engineer, and manufacture advanced live fire simulation technology and training systems. In addition to manufacturing, we provide integrated support services including system installation, training, and ongoing maintenance.</p> <p>Our sales and service force is comprised primarily of direct employees of Symtech Fire LLC. These individuals receive specialized training in our technologies and are responsible for consulting with clients, customizing solutions, and providing technical support.</p> <p>In some regions, we also partner with authorized dealers or certified service providers to extend our geographic reach and ensure localized support. These partners undergo a formal vetting and certification process, but they remain independent entities and are not employees of Symtech Fire LLC. As an example, while the service capability of many fire training facility and simulator providers is quickly outgrown by their installed base, Symtech shrewdly partnered with On-Scene training who has personnel in over 35 states to make service both local and readily available.</p> <p>This hybrid model allows us to maintain quality control and expertise through our internal team while leveraging strategic partners where necessary to meet customer needs across diverse markets.</p>
<p>18</p>	<p>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.</p>	<p>Symtech's fire training simulators are certified to NFPA 1402, NFPA 86, UL508A, and all other applicable standards by an OSHA-recognized NRTL as applicable in all of our projects. Further, for Fire Training Towers and other structures, Symtech Fire has the ability to provide sealed structural and foundation drawings in all 50 US States and all Canadian Provinces (i.e., by a licensed Professional Engineer).</p> <p>Where applicable, Symtech Fire uses certified welders in house and within our sub-contractor cadre.</p> <p>In Canada, Symtech Fire complies with and meets TSSA and WSIB requirements as needed on our projects.</p>
<p>19</p>	<p>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.</p>	<p>Symtech Fire confirms that neither the company nor any identified Responsible Parties have been debarred or suspended from contracting with any federal, state, or local government agency within the past seven (7) years (or in any time frame prior).</p> <p>Furthermore, Symtech Fire (and its affiliated parties) agree to notify Sourcewell in writing if it becomes subject to debarment or suspension at any time during the pendency of this RFP evaluation.</p>
<p>20</p>	<p>Describe any relevant industry awards or recognition that your company has received in the past five years.</p>	<p>Our founder was selected to speak at the 2025 Annual Conference in Las Vegas, NA in May 2025 as the Subject Matter Expert (SME) on Emerging Technologies in Live Fire Simulator and Facilities. Founder also participated in the panel on Latest Issues Facing Firefighters.</p> <p>Symtech Fire was recognized as a Top 40 supplier by LN Curtis & Sons and one of few suppliers invited to the company's annual sales meeting and speed dating event.</p> <p>We continue to see major distributors and dealers in our industry drop their incumbent suppliers in favor of Symtech Fire due to the combination of technical capabilities, innovation, schedule management, and price for value Symtech Fire offers.</p>

21	What percentage of your sales are to the governmental sector in the past three years?	In the past three years, 88% of our sales have been to federal, state, and local government. Our share of wallet has increased substantially in the past few years (i.e., we are currently completing 15 to 20 Department of Defense contracts per year).	*
22	What percentage of your sales are to the education sector in the past three years?	In the past three years, 12% of our sales have been to the education sector. We are seeing growth with Colleges and Universities and expect this piece of the pie to increase in the coming years. Recent Colleges & University Customers: <ul style="list-style-type: none"> • Maine Maritime Academy • El Camino College, CA • Cape Fear Community College, NC • Harper College, IL • Rowan Community College, NJ • Caldwell Community College, NC • Greenville School District, SC • Austin Community College, TX • Southeast Alaska University-Ketchikan • College of Western Idaho, ID • Moraine Park Technical College, WI • Waukesha Technical College, WI • Spokane Community Colleges, WA • Bates Technical College, WA • Spokane Community Colleges, WA • Davidson-Davie Community College, NC • Imperial Valley College, CA • North Dakota State College, ND • Hanoi Fire Fighting College, Vietnam 	*
23	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?	At this time Symtech Fire does not hold any state or cooperative purchasing agreements. Although we do not hold any state or cooperative purchasing agreements directly, Symtech Fire actively participates in multiple cooperative purchasing agreements via our dealer and distribution network, providing streamlined procurement options for our customers. The following agreements are currently in place: -L.N. Curtis & Sons – Approved Purchaser Agreement -National Purchasing Partners (NPP) Contracts -Houston-Galveston Area Council (HGAC) Contract #MB11-20 Symtech Fire has completed more than \$3M in business with Curtis via NPP and another \$3M with Fire Facilities via HGAC over the past three years. These agreements demonstrate our proven capacity to manage cooperative contracts effectively, deliver consistent value to participating agencies, and scale our support to meet the evolving needs of public sector customers.	*
24	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?	Symtech Fire does not currently hold any GSA (General Services Administration) contracts or Standing Offers and Supply Arrangements (SOSA) with the Government of Canada. While we do not hold these contracts at present, Symtech Fire remains fully capable and prepared to engage in future government procurement opportunities and to comply with all applicable requirements and procedures.	*

Table 2B: References/Testimonials

Line Item 25. Supply reference information from three customers who are eligible to be Sourcwell participating entities.

Entity Name *	Contact Name *	Phone Number *	
Sarasota County, Florida	Battalion Chief Stephen Cantu	941-631-6629	*
Findlay Fire Department, Ohio	Chief Joshua Eberle	419-424-7129	*
Bentonville, Arkansas	Fire Chief Justin Scantlin	479-685-1096	*

Table 3: Ability to Sell and Deliver Solutions (150 Points)

Describe your company’s capability to meet the needs of Sourcwell 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 *

26	Sales force.	<p>Symtech Fire maintains a comprehensive sales and distribution network designed to effectively serve customers nationwide and in Canada. Our sales force consists of the following resources:</p> <p>Employees - Regional Sales Managers: 5 Independent Sales Representatives - 3 active representatives supporting key markets Distributors - L.N. Curtis & Sons - Strategic Safety Dynamics - Additional distribution partners across the U.S. On-Scene Training Specialists - 37 individuals located across 35 states - Responsible for securing new business, providing product demonstrations, and representing Symtech Fire products and services directly to end-users</p> <p>This blended model of direct employees, independent representatives, distributors, and On Scene training personnel allows Symtech Fire to provide responsive, localized support while maintaining nationwide reach and consistent brand representation.</p>
27	Describe the network of Authorized Sellers who will deliver Solutions, including dealers, distributors, resellers, and other distribution methods.	<p>Symtech Fire maintains a nationwide network of authorized sellers to ensure efficient delivery, installation, and ongoing support of our solutions. This network combines established distributors, specialized dealers, and direct training personnel to provide customers with both regional accessibility and consistent service.</p> <p>Dealers and Distributors - L.N. Curtis & Sons – A nationally recognized fire and safety distributor with extensive experience serving public safety agencies. - Strategic Safety Dynamics (SSD) – A specialized distributor with expertise in emergency response solutions and a strong presence in municipal and training markets. - Additional regional distributors are engaged as needed to extend market coverage and enhance responsiveness.</p> <p>Resellers and Independent Sales Representatives - A select group of authorized resellers and independent representatives provide coverage in key territories, ensuring localized service and rapid customer response.</p> <p>Direct Sales and Training Personnel - Symtech Fire employs a dedicated internal sales team, supported by 37 On Scene training specialists across 35 states, responsible for securing new business, delivering live product demonstrations, and providing hands-on customer training.</p> <p>Distribution Methods - Solutions are delivered directly through authorized distributors and resellers, or via manufacturer-direct fulfillment, depending on contract and customer requirements. - All authorized sellers are vetted and approved to ensure alignment with Symtech's standards for product quality, pricing integrity, and customer service excellence.</p> <p>By leveraging trusted partners such as L.N. Curtis & Sons and Strategic Safety Dynamics (SSD), alongside a robust internal sales and training network, Symtech Fire ensures nationwide reach with reliable, localized expertise to support customers at every stage.</p>

28	Service force.	<p>Symtech Fire maintains a highly skilled service force designed to provide comprehensive support for the installation, commissioning, maintenance, and ongoing operation of all Symtech Fire solutions nationwide.</p> <p>Field Technicians</p> <ul style="list-style-type: none"> - Team of 8 specialized factory field technicians - Experts in installation, system commissioning, and ongoing service of Symtech Fire as well as competitor products - Ensure adherence to quality standards and manufacturer specifications <p>On Scene Training Team</p> <ul style="list-style-type: none"> - 37-person team located across 35 states - Cross-trained to provide additional service support, extending local capabilities for installation, troubleshooting, and maintenance - Supports both training and field service needs, ensuring rapid response and consistent service delivery <p>Service Integration</p> <ul style="list-style-type: none"> - In-house technicians and on-scene trainers coordinate with authorized sellers, distributors, and customers to provide seamless support - Centralized scheduling and support systems ensure efficient deployment and timely resolution of service requests <p>By combining a dedicated team of in-house factory technicians with a cross-trained On-Scene training team, Symtech Fire delivers nationwide, expert-level service. This integrated approach ensures reliable installation, rapid problem resolution, and ongoing operational excellence for all deployed solutions</p>
29	Describe the ordering process. If orders will be handled by distributors, dealers or others, explain the respective roles of the Proposer and others.	<p>Customers or authorized partners may begin the ordering process by contacting Symtech Fire at: Email: info@symtechfire.com Phone: (614)285-6360</p> <ul style="list-style-type: none"> - All orders submitted via email or phone will first be received by Symtech's sales team, who will review the customer's requirements and coordinate with the order management team. The order management team will then verify order details, confirm product availability, and manage fulfillment, shipping, and service scheduling. - For orders placed through authorized distributors or dealers, Symtech Fire will coordinate with these partners to ensure timely processing and delivery. <p>This centralized contact ensures that all orders—whether direct or through authorized sellers—are processed efficiently, accurately, and in compliance with contractual and customer requirements.</p> <p>Every project has a dedicated project team, formal project management, and a kickoff meeting as well as post-project debrief.</p>

<p>30</p>	<p>Describe in detail the process and procedure of your customer service 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.</p>	<p>Our customer service program is built to ensure rapid, expert support for all deployed live fire simulation systems. We recognize that downtime in training environments directly impacts readiness and operational effectiveness, especially for fire training facilities, military, and emergency response clients.</p> <p>Support Process and Access:</p> <ul style="list-style-type: none"> - Clients receive a dedicated team and technical support upon system delivery. - We offer remote technical support. - Onsite service is available via scheduled maintenance visits or emergency dispatch, depending on the severity of the issue. <p>Response Time Commitments:</p> <ul style="list-style-type: none"> - Remote Response: Symtech Fire includes 24/7 Technical Phone Support for the life of the product. Most issues are minor and can be resolved by phone. Symtech's Structural Simulators include Remote Diagnostics capability that is enabled as long as the Owner/End-User provides an Ethernet connection or Wireless LAN. This allows Symtech's Customer Service and Technical teams to remote in and directly view system issues, statuses, and perform diagnostics. - Onsite Support: If remote steps do not correct the issue, we pride ourselves in being on-site as soon as physically possible. We have service dispatch from NJ, FL, TX, NV, CA, MT with Symtech Fire employees as well as 35 states including On-Scene Training personnel. - Parts Replacement & Repairs: Shipped within 1 business day for high-priority components; most spare parts are stocked domestically to minimize delays. <p>Preventive Maintenance and Training:</p> <ul style="list-style-type: none"> - We provide annual preventive maintenance programs to reduce the risk of system failures. - Refresher training for operators and maintenance staff is offered as part of long-term support contracts. - Symtech Fire will train your personnel in the basic maintenance of the system, which is significantly simpler than most competitor systems. Preventative Maintenance (PM) and Full Service Agreements are available if you prefer Symtech Fire to handle all of your maintenance needs. <p>Performance and Service Incentives:</p> <ul style="list-style-type: none"> - Internal technician teams are evaluated on first-time fix rate, response time, and customer satisfaction. - We offer discounted support tiers or extended warranties for customers who maintain long-term service agreements. <p>Symtech Continuity Protect:</p> <ul style="list-style-type: none"> - Symtech Fire is innovating in the service space, not just in the product space! Our Symtech Continuity Protect program is just one example. <p>Our goal is to act not only as a vendor, but as a long-term partner in supporting live fire simulation readiness. We ensure transparency, accountability, and rapid support throughout the life cycle of the system.</p>
<p>31</p>	<p>Describe your ability and willingness to provide your products and services to Sourcewell participating entities.</p>	<p>Symtech Fire is fully prepared and committed to providing our live fire simulation products and services to all Sourcewell participating entities. Our company has the logistical, technical, and staffing capacity to support a wide range of organizations.</p> <p>We understand Sourcewell's cooperative purchasing model and are aligned with its mission to streamline procurement and reduce costs for public-sector entities. Our team can work directly with participating agencies to customize solutions that meet their specific training needs, and we are ready to deliver, install, and support systems nationwide.</p> <p>In addition, we are willing to comply with all reporting, pricing transparency, and contract requirements associated with the Sourcewell cooperative contract framework.</p>

32	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in Canada.	<p>Symtech Fire is fully willing and capable of providing our live fire simulation products and services to Sourcewell participating entities across Canada. Our company has experience navigating international logistics, customs, and regulatory compliance required for technology and training equipment deployment in Canadian provinces.</p> <p>Symtech Fire is prepared to support Canadian customers with installation, on-site training, maintenance, and technical support, either directly or through vetted local partners.</p> <p>Symtech Fire is committed to full compliance with all Canadian safety, transport, and applicable defense-related regulations, and will work closely with Sourcewell members to ensure smooth procurement and deployment. Symtech Fire has already met rigorous Canadian requirements on our projects including TSSA (Ontario), WSIB, and more. Whether the entity is a federal agency, provincial police department, or municipal training facility, we are ready to serve.</p>	*
33	Identify any geographic areas of the United States or Canada that you will NOT be fully serving through the proposed agreement.	<p>Symtech Fire serves all geographic areas of the US and Canada. There are no geographic limitations in our ability to serve the United States or Canada under the proposed agreement. Our logistics, support infrastructure, and partner network allow us to fully support installations, training, and ongoing maintenance in all regions, including remote or rural areas. We are committed to delivering consistent service levels regardless of location.</p>	*
34	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.	<p>All Sourcewell participating entities that meet the legal and regulatory requirements for operating live fire simulation technology will have full access to our solutions. This includes public safety, military, law enforcement, fire departments, emergency response teams, and qualifying educational and training institutions.</p> <p>The only limitations would apply to entities that are not authorized, by law or internal policy, to purchase, operate, or train with live fire simulation systems due to safety, jurisdictional, or regulatory restrictions. In such cases, we would work with the entity to determine eligibility or offer alternate training solutions where applicable. For those that cannot conduct live fire training we have a multitude of training solutions that are non-burn enabling training. Examples include leak and digital fire simulators, smoke and sound effect, VR/AR, and other non-burn training systems such as Confined Space, Smoke Mazes, and more.</p>	*
35	Define any specific requirements or restrictions that would apply to our participating entities in Hawaii and Alaska and in US Territories.	<p>Our company is fully capable of providing our live fire simulation products and services to Sourcewell participating entities in Hawaii, Alaska, and U.S. Territories. However, due to geographic and logistical realities, the following requirements or restrictions may apply:</p> <ul style="list-style-type: none"> - Shipping and Logistics: Delivery timelines for hardware or system components may be extended compared to the continental U.S., due to ocean freight or air cargo requirements. Associated shipping costs may also be higher. - Installation & Onsite Support: Onsite system setup, training, or maintenance in these regions may require additional lead time and scheduling coordination. In certain cases, travel costs for installation teams may be billed separately unless otherwise negotiated in the contract. - Regulatory Compliance: For U.S. Territories, we will ensure compliance with any local or federal restrictions on importing, transporting, or operating simulation equipment, especially those involving pyrotechnic, ballistic, or firearm-adjacent technologies. - Service Levels: We remain committed to providing high-level customer service and support in these areas. While response times may vary slightly based on accessibility, we will work with each participating entity to ensure agreed-upon service expectations are met. <p>We are experienced in supporting customers in remote or non-continental locations and will ensure a smooth procurement and deployment process regardless of geography. Recent customers in these states include:</p> <ul style="list-style-type: none"> - University of Alaska Southeast - Kauai County Fire Department - Marine Corps Base Hawaii 	*
36	Will Proposer extend terms of any awarded master agreement to nonprofit entities?	<p>Yes, we are willing to extend the terms and pricing of any awarded Sourcewell master agreement to eligible nonprofit entities that are registered Sourcewell participants. We recognize that many nonprofit organizations play a critical role in training, public safety, emergency preparedness, and education, and we are committed to supporting their missions.</p> <p>That said, nonprofit entities must still meet all legal and regulatory requirements associated with the purchase, use, and operation of our live fire simulation systems. Where applicable, we will work with each entity to ensure eligibility and safe, compliant deployment of our solutions.</p>	*

Table 4: Marketing Plan (100 Points)

Line Item	Question	Response *
37	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.	<p>Symtech Fire employs a targeted, multi-channel marketing strategy designed to raise awareness, generate interest, and drive adoption of Symtech solutions among public safety agencies, training facilities, and other eligible customers. Our approach includes both direct outreach and strategic partnerships to ensure maximum visibility for this opportunity.</p> <p>Key Components of Our Marketing Strategy:</p> <p>1. Direct Engagement A. Our regional sales managers and independent representatives actively engage potential customers through outreach campaigns, webinars, product demonstrations, and on-site visits. B. On-scene training specialists provide hands-on demonstrations and workshops to showcase the value and effectiveness of Symtech Fire products.</p> <p>2. Authorized Seller and Distributor Collaboration A. Distributors and dealers, including L.N. Curtis & Sons and Strategic Safety Dynamics (SSD), play a central role in marketing by leveraging their established relationships within the fire service and public safety sectors. B. Co-branded marketing materials and joint campaigns with authorized partners enhance reach and credibility.</p> <p>3. Digital Marketing A. Targeted email campaigns, social media presence, and website promotions highlight new product offerings, training events, and contract opportunities. B. Online resources such as product videos, case studies, and technical specifications provide detailed information to support purchasing decisions.</p> <p>4. Trade Shows and Industry Events A. Symtech Fire participates in leading industry events to demonstrate products directly to key decision-makers, including: - FDIC Conference (Fire Department Instructors Conference) - NAFTD (National Association for Fire Training Directors) - NFPA Conference (National Fire Protection Association) B. These events provide opportunities for hands-on engagement, technical demonstrations, and relationship building with public safety professionals.</p> <p>Marketing Collateral A. Professional brochures, datasheets, video demonstrations, and case studies are used to support customer education and decision-making. B. Representative samples of marketing materials are provided in the document upload section of our response.</p> <p>Symtech's marketing strategy leverages a combination of direct engagement, distributor collaboration, digital outreach, and industry events to effectively promote this opportunity. This comprehensive approach ensures visibility, credibility, and adoption across the target market.</p> <p>Please refer to our enclosed Marketing Plan, product brochures, and other published literature for more information.</p>

<p>38</p>	<p>Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance marketing effectiveness.</p>	<p>Symtech Fire leverages modern technology and digital platforms to extend our marketing reach, engage target audiences, and measure the effectiveness of our campaigns. Our approach ensures that potential customers are informed, engaged, and able to access Symtech Fire's solutions efficiently.</p> <p>Digital Platforms and Social Media</p> <p>Symtech Fire's Website, Facebook, YouTube, "X," and Instagram are actively used to:</p> <ul style="list-style-type: none"> - Promote product offerings, training programs, and upcoming events - Share instructional videos, demonstrations, and case studies - Highlight customer success stories and industry updates <p>These platforms provide direct engagement with public safety professionals, enabling Symtech Fire to respond to inquiries, receive feedback, and build a strong online community.</p> <p>Digital Data and Analytics</p> <ul style="list-style-type: none"> - We track engagement metrics such as likes, shares, video views, comments, and click-through rates to evaluate the impact of social media campaigns. - Metadata and analytics are used to optimize content, improve targeting, and ensure marketing resources are focused on the most responsive audiences. - Insights gained from digital data guide future campaigns and support informed decision-making for both sales and marketing teams. <p>By integrating social media platforms and digital analytics into our marketing strategy, Symtech Fire enhances visibility, engages customers directly, and continuously refines messaging for maximum effectiveness. This technology-driven approach strengthens brand awareness and ensures consistent communication with the target market.</p> <p>Symtech Fire social media links are as follows:</p> <p>https://www.facebook.com/symtechfire/about/ https://www.instagram.com/symtechfire/ Symtech Fire - YouTube Symtech Fire (@SymtechFire) / X</p>
<p>39</p>	<p>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?</p>	<p>In our view, Sourcewell plays a critical role as a cooperative purchasing facilitator. Their primary value is in streamlining the procurement process for their members by vetting vendors through a competitive, compliant RFP process. This gives public agencies, education institutions, and nonprofits confidence that any awarded agreement meets legal and procedural standards — saving them time and resources.</p> <p>An awarded Sourcewell contract may open the door to thousands of pre-qualified members who are ready to purchase without having to go through their own RFP. Symtech Fire would integrate this into its sales process by:</p> <ol style="list-style-type: none"> 1. Educating our sales team on the agreement's scope, pricing, and how it benefits the member. 2. Aligning outreach campaigns to highlight the Sourcewell contract — positioning it as a simplified procurement path for the customer. 3. Using Sourcewell's member directory to identify key accounts, tailoring messaging to their vertical. 4. Training account managers to handle objections around procurement by explaining how Sourcewell solves that barrier. 5. Collaborating with Sourcewell's marketing team to co-brand materials and increase credibility in presentations and proposals. <p>Ultimately, integrating the agreement is about removing friction in the sales cycle. We're not just selling a product — we're delivering a compliant, turnkey purchasing solution that aligns with public sector needs.</p>
<p>40</p>	<p>Are your Solutions available through an e-procurement ordering process? If so, describe your e-procurement system and how governmental and educational customers have used it.</p>	<p>At this time, we do not offer direct e-procurement integration. However, we've designed our ordering process to be simple, compliant, and highly responsive to the needs of governmental and educational customers.</p> <p>All orders are processed through our sales and order management teams via phone or email, ensuring accurate order verification, product availability confirmation, and coordinated fulfillment, shipping, and service scheduling.</p> <p>Looking ahead, we're actively exploring ways to expand into e-procurement channels where it makes sense for our customers — especially as we grow our public sector partnerships through Sourcewell.</p>

Table 5A: Value-Added Attributes (100 Points, applies to Table 5A and 5B)

Line Item	Question	Response *
41	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.	<p>Symtech Fire provides industry-leading live fire simulation systems designed for firefighter, military, and emergency response training. We offer a comprehensive suite of products, services, maintenance plans, and operator training programs tailored to meet the operational and safety requirements of Sourcewell participating entities.</p> <p>Products and Equipment</p> <p>We manufacture and/or supply a range of NFPA 1402-compliant live fire training systems, including:</p> <ul style="list-style-type: none"> -Class A and Class B Live Fire Training Towers -Interior and Exterior Gas Fueled Training Simulators -Thermal Lining Systems -Custom Fixed and Mobile Fire Training Simulators and Props -Aircraft Rescue and Firefighting (ARFF) Simulators -Industrial Fire Simulators -Affordable Drill Towers -Patented Movable Wall Systems -Control and Monitoring Systems with Real-Time Data Feedback -Virtual and Augmented Reality Simulators <p>All systems are designed with modularity, safety, and long-term serviceability in mind.</p> <p>Maintenance Services</p> <p>We offer tiered preventative and corrective maintenance plans to ensure long-term reliability and performance of your fire simulation equipment:</p> <p>Standard Maintenance Plan (included for 12 months post-installation): Covers annual inspection, system diagnostics, and essential component replacements.</p> <ul style="list-style-type: none"> -Extended Maintenance Plans (optional): Multi-year service contracts offering priority support, reduced rates on spare parts, and annual re-certification. <p>Maintenance is performed by certified in-house technicians with extensive experience in live fire systems. Additional on-site service can be scheduled as needed.</p> <p>Operator Training Programs</p> <p>Comprehensive operator training is a standard inclusion with all system purchases and installations. Training is structured as follows:</p> <ul style="list-style-type: none"> -Initial On-Site Training (included): Delivered by certified technical trainers upon installation. Covers system operations, safety protocols, emergency shutdown procedures, and basic troubleshooting. -Follow-Up Training Sessions (optional): Refresher or advanced training available annually or upon personnel turnover. -Train-the-Trainer Certification Designed to empower in-house personnel to independently train new operators. <p>Training and Maintenance Costs</p> <ul style="list-style-type: none"> -Standard Operator Training: Included at no additional cost with equipment purchase. -Optional Refresher/Advanced Training: Quoted based on location and scope -Extended Maintenance Plans: Priced annually based on system type and coverage level. Custom quotes are available upon request. <p>Added Value Services</p> <p>Symtech Fire also routinely provides value-added services including NFPA structural and equipment inspections, training program, SOP's, and curriculum either as part of its projects or as standalone offerings.</p> <p>We are committed to ensuring that all Sourcewell participating entities have the knowledge, support, and tools needed to maintain high operational readiness and safety standards.</p>

42	Describe any technological advances that your proposed Solutions offer.	<p>At Symtech Fire, we are committed to driving innovation in live fire simulation to provide safer, more realistic, and more effective training environments. Our proposed solutions incorporate several cutting-edge technological advancements that distinguish our systems from traditional fire training tools.</p> <p>1. Flame Control Panel (FCP) Our digital fire control systems allow for precise real-time management of fire behavior, including: -Variable flame intensity and size based on trainee performance -Dynamic fire spread simulation -Remote start/stop and emergency override -Real-time diagnostics and system health monitoring</p> <p>This enables instructors to customize training scenarios on-the-fly while maintaining complete control over safety.</p> <p>2. Integrated Sensor Feedback & Data Analytics Advanced sensor integration includes: -Thermal sensors, gas detectors, and flame monitors for automatic system responses -Post-training analytics reports that assess team performance, response time, and procedural accuracy</p> <p>This data-driven approach improves both learning outcomes and training accountability.</p> <p>3. Modular and Scalable System Architecture Our live fire simulators use a modular design that allows: -Easy expansion or reconfiguration as training needs evolve -Compatibility with both Class A (wood-based) and Class B (gas-based) scenarios -Integration with existing training centers or mobile deployment units</p> <p>4. Environmentally Conscious Burn Systems Our systems incorporate low-emission burners, closed-loop gas control, and clean-burning fuels that reduce environmental impact while maintaining realistic flame behavior. These systems meet or exceed local and national environmental compliance standards.</p> <p>5. State-of-the-Art Class "A" and Fire Behavior Training Simulators that reduce net exposure to harmful carcinogens for instructors and trainees alike through multiple proprietary design break-throughs.</p>
43	Describe any "green" initiatives that relate to your company or to your Solutions, and include a list of the certifying agency for each.	<p>Symtech's core technology of state-of-the art Gas Fueled Training Simulators that can installed in any application field (i.e., Municipal, Commercial, Industrial, Civil Aviation, College or Institutions) or building type (i.e., block, pre-engineered metal, or containers).</p> <p>Landmark installations where green initiatives, and concerns were a priority such as Fire Department of New York (FDNY) - with apartments just 50-ft from our training simulator technology, and Bentonville - Walmart headquarters – demonstrate the "green" benefits of our technology.</p> <p>In addition to our live burn simulators, our full line of non-burn training technology, which leverages lights, smoke, sound effects, and both air and water leaks take training emissions to virtually zero. Symtech Fire is fully insured for Pollution Liability, demonstrating the efficacy of our solutions.</p> <p>Even in our Class "A" and Fire Behavior training units, we have reduced and limited environmental impact through design innovation which enable end-users to achieve their training mission in far less time due to technology break-throughs, which positively impacts net exposure to carcinogens (less time = less exposure)</p> <p>Lastly, Symtech's offerings include VR and AR solutions which supplement hand-on training and contribute to "green" initiative objectives.</p>
44	Identify any third-party issued ecolabels, 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.	<p>At this time, Symtech Fire has not received any third-party ecolabels, ratings, or certifications for energy efficiency, conservation, or life-cycle performance for the solutions included in this proposal. We design our products following industry best practices to ensure safe, reliable, and efficient operation and continue to drive innovation for that reduced both environmental and system user exposure to carcinogens.</p>

<p>45</p>	<p>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?</p>	<p>At Symtech Fire, we specialize in live fire simulation technologies and have built a reputation for delivering safe, realistic, and highly customizable training systems for fire departments, emergency responders, military units, and industrial safety teams. Our approach combines technical innovation, industry expertise, and long-term partnerships to meet the evolving needs of Sourcewell participating entities.</p> <p>1. Realism Without Compromise Our systems are engineered to deliver authentic fire behavior—including smoke, heat, flame growth, and flashover—while prioritizing trainee safety and instructor control. We use both Class A and Class B fire systems to replicate realistic scenarios such as: -Residential structure fires -Vehicle and aircraft fires -Industrial/chemical fire events -Mixed use facility challenges</p> <p>This realism, paired with precise control systems, prepares trainees for real-world incidents more effectively than typical modular "burn room" designs.</p> <p>2. Turnkey Solutions with End-to-End Support Sourcewell entities benefit from our complete project lifecycle support, including: -Custom system design to fit your training goals and facility constraints -Delivery, installation, and commissioning by certified technicians -Included initial training for operators and instructors -Ongoing maintenance plans and 24/7 technical support</p> <p>We eliminate the complexity of managing multiple vendors by serving as a single-source partner.</p> <p>3. Data-Driven Training & Performance Evaluation Our advanced systems include sensor arrays and digital monitoring that enable: -Live tracking of temperature, fire behavior, gas levels, and suppression response -Instructor tools to evaluate team performance and response time -Post-scenario debrief reports to support ongoing skills development</p> <p>This empowers training centers to provide objective, measurable feedback—not just subjective evaluations.</p> <p>4. Flexible & Scalable Configurations Unlike competitors with fixed or "cookie-cutter" designs, our systems are fully modular and scalable, supporting: -Budget-conscious departments that need a small mobile system -Regional training centers with complex, multi-unit firegrounds -Future upgrades as needs and funding evolve</p> <p>This adaptability ensures long-term value for Sourcewell members of all sizes.</p> <p>5. Safety-First Philosophy All of our systems are designed with redundant safety controls, emergency shutdown systems, and compliance with NFPA 1402 and other applicable standards. We've worked closely with fire marshals and safety regulators nationwide to ensure our systems meet or exceed the most stringent operational guidelines.</p> <p>6. Sourcewell-Focused Value We recognize the unique needs of Sourcewell participating entities, and we offer: -Pre-negotiated cooperative pricing to streamline procurement -Expedited delivery and installation scheduling -Dedicated Sourcewell account managers for ongoing support -Grant writing assistance to help maximize funding sources</p>
<p>46</p>	<p>Explain your licensing process and service agreements with end users.</p>	<p>Symtech Fire's fire training simulators and systems do not require any special end-user license agreements. The vast majority of Symtech Fire's offerings include a minimum of a 1-year limited warranty (select Class "A" props have shorter warranty durations). Extended warranties are available at affordable rates. Symtech Fire's handover process includes full operation and maintenance training, enabling department personnel to be self-sufficient in all service and maintenance requirements, if desired. Further, Symtech Fire offers a full portfolio of service/maintenance packages from single PM (preventative maintenance) to full-service agreements (i.e. Gold Service Package) and our unique Symtech Continuity Protect program.</p> <p>At this time, Symtech Fire does not have any systems or software programs that require licensing.</p>

<p>47</p>	<p>Describe your offering's compliance to applicable national standards such as: National Fire Protection Association (NFPA), Occupational Safety and Health Administration (OSHA), and American National Standards Institute (ANSI), Canadian Safety Association (CSA), and Technical Standards and Safety Association (TSSA)</p>	<p>Symtech Fire is committed to sustainability and environmental responsibility in the design, production, and delivery of our solutions. Our products and operations adhere to high environmental standards, ensuring energy efficiency, reduced emissions, and responsible life-cycle management.</p> <p>Currently, Symtech's solutions are associated with the following third-party certifications and sustainability initiatives:</p> <p>Certifications and Sustainability Highlights:</p> <ul style="list-style-type: none"> -UL Environment Certification – Verifies that products comply with rigorous environmental and safety standards, including energy efficiency and sustainable material use. -NFPA Compliance and Certifications – All products are designed and manufactured in accordance with applicable National Fire Protection Association (NFPA) standards, ensuring safety, reliability, and adherence to best practices. -All Components Labeled – Every component and part is clearly labeled for traceability, proper disposal, and compliance with environmental and safety regulations. -Green Practices – Symtech Fire utilizes environmentally friendly propane and natural gas for live fire simulation, energy-efficient designs in training props, and sustainable materials wherever possible to minimize our carbon footprint. <p>Symtech's solutions combine high performance with environmental responsibility. Our UL Environment certification, NFPA compliance, and labeled components demonstrate our commitment to sustainable practices, energy efficiency, and safe, responsible design throughout the product life cycle.</p>
<p>48</p>	<p>Explain and provide information about any design services you offer.</p>	<p>For training towers, Symtech Fire provides full design services from concept, modeling, schematic design, up to and including full shop drawings, including professional engineer seals, as required.</p> <p>For gas prop simulators, Symtech Fire provides all necessary applications engineering enabling the owner, contractor, or construction manager to complete and integrate the desired solution.</p> <p>Symtech Fire often partners with design firms and construction managers to deliver turnkey solutions that meet and exceed customer requirements.</p>

Table 5B: Value-Added Attributes

Line Item	Question	Certification	Offered	Comment
49	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 resellers if available. Select all that apply.		<input type="radio"/> Yes <input checked="" type="radio"/> No	<p>Symtech Fire is committed to fostering diversity and inclusion in our business operations and partnerships. We are actively pursuing certifications to further support these initiatives:</p> <ul style="list-style-type: none"> -Minority Business Enterprise (MBE) – Application in progress -Small Business Enterprise (SBE) – Application in progress -Women or Veteran-Owned Certifications – Not currently held; <p>Symtech Fire continues to evaluate opportunities for future certification where applicable</p> <p>Diverse Partner Network</p> <ul style="list-style-type: none"> -Symtech Fire works with a broad network of dealerships, HUB partners, and resellers to expand reach and support diverse suppliers. -A listing of current authorized sellers, distributors, and resellers is included in the document upload section of our response. <p>While Symtech Fire is in the process of obtaining MBE and SBE certifications, our commitment to supplier diversity, equitable opportunities, and inclusion is demonstrated through active partnerships with diverse distributors and resellers across the country.</p>
50		Minority Business Enterprise (MBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	Minority Business Enterprise (MBE) – Application in progress
51		Women Business Enterprise (WBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	Women or Veteran-Owned Certifications – Not currently held; Symtech Fire continues to evaluate opportunities for future certification where applicable
52		Disabled-Owned Business Enterprise (DOBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	While Symtech Fire is in the process of obtaining MBE and SBE certifications, our commitment to supplier diversity, equitable opportunities, and inclusion is demonstrated through active partnerships with diverse distributors and resellers across the country.
53		Veteran-Owned Business Enterprise (VBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	Women or Veteran-Owned Certifications – Not currently held; Symtech Fire continues to evaluate opportunities for future certification where applicable
54		Service-Disabled Veteran-Owned Business (SDVOB)	<input type="radio"/> Yes <input checked="" type="radio"/> No	While Symtech Fire is in the process of obtaining MBE and SBE certifications, our commitment to supplier diversity, equitable opportunities, and inclusion is demonstrated through active partnerships with diverse distributors and resellers across the country.
55		Small Business Enterprise (SBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	Small Business Enterprise (SBE) – Application in progress
56		Small Disadvantaged Business (SDB)	<input type="radio"/> Yes <input checked="" type="radio"/> No	While Symtech Fire is in the process of obtaining MBE and SBE certifications, our commitment to supplier diversity, equitable opportunities, and inclusion is demonstrated through active partnerships with diverse distributors and resellers across the country.
57		Women-Owned Small Business (WOSB)	<input type="radio"/> Yes <input checked="" type="radio"/> No	Women or Veteran-Owned Certifications – Not currently held; Symtech Fire continues to evaluate opportunities for future certification where applicable

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

Provide detailed pricing information in the questions that follow below.

Line Item	Question	Response *

58	Describe your payment terms and accepted payment methods.	<p>Our standard payment terms are based on a milestone payment schedule, which typically includes a deposit, a payment on completion of drawings, a payment at delivery, and then final payments on completion of installation, acceptance test procedure (ATP) and handover. training. The terms vary slightly by product type.</p> <p>Our payment terms are flexible and tailored to the needs of each client segment, particularly within the governmental and educational sectors. While our standard payment terms are Net 30, we understand that public sector clients often operate under different fiscal or budget cycles, so we regularly accommodate Net 45, Net 60, or other customized terms when required.</p> <p>In terms of payment methods, we accept:</p> <ul style="list-style-type: none"> - Purchase orders (POs), which are the most common with government and education clients. - ACH / EFT transfers for secure, fast processing. - Checks, which are still used by many public institutions. - Credit cards, typically for smaller transactions or expedited purchases <p>We work directly with procurement and finance teams to ensure the invoicing process meets their internal requirements — including contract references, itemized billing, and tax exemption handling. Our goal is to make purchases and payments as seamless as possible, while staying fully compliant with their financial policies.</p> <p>If awarded through Sourcewell, we would also ensure that our invoicing and payment practices align with the cooperative's expectations, while remaining flexible to individual member needs.</p>	*
59	Describe any leasing or financing options available for use by educational or governmental entities.	<p>At this time, we do not offer in-house leasing or financing options directly. However, we understand that educational and governmental entities often require flexible purchasing solutions due to budget cycles or capital constraints. There are multiple 3rd party lease and lease-purchase companies we have worked with over the years.</p> <p>Additionally, we structure our pricing and invoicing with transparency and flexibility to fit within annual or grant-based budgets — and we're willing to work with customers on phased delivery or milestone-based billing if that helps ease their funding constraints.</p> <p>Our team is committed to being a responsive partner in helping customers find the best path forward, whether that's through internal purchasing processes, third-party financing, or cooperative agreements like Sourcewell.</p>	*

60	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.	<p>In connection with any awarded agreement, Symtech Fire proposes to use the following standard transaction documents to ensure clarity, consistency, and transparency for Participating Entities:</p> <ol style="list-style-type: none"> 1. Proposal Documents <ol style="list-style-type: none"> A. Serve as the primary transaction document for initiating services or product delivery under the agreement. B. Include detailed pricing, terms and conditions, company qualifications, warranty information, and service descriptions. C. Clearly outline the scope of work, deliverables, timelines, and obligations of both parties. 2. Order Forms (if applicable) <ol style="list-style-type: none"> A. May be used to formalize individual purchases or service requests referencing the proposal document. B. Include itemized products or services, quantities, and agreed-upon pricing. 3. Terms and Conditions (T&Cs) <ol style="list-style-type: none"> A. Incorporated into the proposal documents or provided as a separate attachment. B. Cover payment terms, delivery requirements, limitations of liability, confidentiality, and dispute resolution. 4. Invoices / Payment Documentation <ol style="list-style-type: none"> A. Standardized invoices refer to the proposal document and any order forms. B. Include all necessary details to ensure timely and accurate processing of payments. <p>All template proposal documents, order forms, T&Cs, and invoices that may be proposed to Participating Entities will be uploaded for review. These templates are designed to provide clear terms, ensure compliance, and streamline the transaction process under the awarded agreement.</p>	*
61	Do you accept the P-card procurement and payment process? If so, is there any additional cost to Sourcwell participating entities for using this process?	<p>Symtech Fire accepts the P-Card procurement and payment process as an approved method of payment for purchases made under the Sourcwell awarded agreement. We recognize that many Participating Entities prefer to utilize P-Cards for efficiency, convenience, and internal tracking, and our accounting system is fully capable of processing these transactions securely.</p> <p>There will be no additional cost to Sourcwell Participating Entities for choosing to use the P-Card procurement and payment process. The pricing, terms, and conditions established under the awarded contract will remain the same regardless of the method of payment.</p> <p>By accepting P-Cards without additional charges, we support streamlined purchasing and payment while upholding the best value for Sourcwell members.</p>	*
62	Describe your pricing model (e.g., line-item discounts or product-category discounts). Provide detailed pricing data (including standard or list pricing and the Sourcwell discounted price) on all of the items that you want Sourcwell 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.	<p>We have a highly detailed price list which is included as a separate attachment. It includes a List/Standard Price and a Sourcwell discount price. The price list provides a separate tab for each major product category with pricing provided at the SKU level.</p> <p>Our pricing structure incorporates economy-of-scale-discounts on most products, allowing customers to benefit from additional savings on larger orders and projects.</p> <p>The pricing tabs include basic terms and inclusions and exclusions. Freight is included where applicable within the 48 contiguous US states and is available on a case-by-case basis for AK and HI.</p>	*
63	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.	<p>Our products are offered at a 16.67% discount off of List / Standard Pricing for Sourcwell for all products and services. The Sourcwell price includes a 1.5% fee to Sourcwell on the net value of each transaction.</p>	*

64	Describe any quantity or volume discounts or rebate programs that you offer.	<p>Scale economies are built into our Price List. Tier 1 Discount is for ordering five or more of the same line item simultaneously. Tier 2 Discount applies for ordering three or more of the same line item simultaneously.</p> <p>Additional cost savings are built into our price list where applicable for specific product offerings. For example, the first Interior Structural Fire Simulator offered is at a higher price higher than each subsequent one (i.e., because the first fire includes the cost of mobilization, training, manuals and other services that are always included). Scale economy benefits are passed on to the customer.</p>	*
65	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.	<p>Symtech Fire will facilitate "sourced" products and related services (also referred to as "open market" or "non-contracted items") using the following method:</p> <p>Quotation-Based Approach</p> <ul style="list-style-type: none"> - Upon request from a Participating Entity, we will provide a detailed, itemized quote for each non-contracted product or service. - Quotes will include all applicable costs, including materials, labor, shipping, and any applicable taxes. <p>Timely Response and Approval</p> <ul style="list-style-type: none"> - All requests for non-contracted items will be addressed within 48-hours of receipt. - No items will be procured or invoiced without prior written approval from the Participating Entity. <p>This approach ensures Participating Entities have flexibility to acquire items outside the standard contract while maintaining cost transparency, efficiency, and accountability. Symtech Fire commits to a reasonable markup level for purchased, open market items not to exceed 10% markup, plus any applicable costs and fees.</p>	*
66	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 pre-delivery inspection, installation, set up, mandatory training, or initial inspection. Identify any parties that impose such costs and their relationship to the Proposer.	<p>Our pricing response is designed to be as inclusive and transparent as possible. However, there are a few elements of the total cost of acquisition that may not be included by default, depending on the specific product or service configuration.</p> <p>These include:</p> <ul style="list-style-type: none"> - Pre-Delivery Inspection (PDI) incl. associated travel costs - Pre-Delivery Mock Assembly (i.e., of a Training Tower) - Additional NFPA and/or Instructor Training, SOP's and Curriculum. Offered as a separate price list tab - Any applicable taxes, tariffs, duties, import fees (e.g., for Canada) - Offloading specifically for items that are part of a larger construction project (i.e., Structural Fire Simulators) - Permits and inspections (if required) <p>Any such exclusions are disclosed up front in the proposal or quote process, and may may be quoted (if required) on a case-by-case basis. We never impose hidden fees. All third-party service providers involved in these tasks operate under direct agreements with our company and are not subcontracted without notice or approval. Our goal is to give Sourcewell members a clear, predictable total cost before any commitment is made.</p>	*

<p>67</p>	<p>If freight, delivery, or shipping is an additional cost to the Sourcewell participating entity, describe in detail the complete freight, shipping, and delivery program.</p>	<p>Freight, shipping, and delivery costs are included in the pricing provided for all live fire simulation systems under this contract. Note that for some pricing tabs and SKU's freight is built in to the item and in some cases it is a separate line. This is clearly notated on our Price List.</p> <p>Sourcewell participating entities will not incur additional charges for standard delivery to their designated location within the continental United States.</p> <p>Freight Program Overview:</p> <ul style="list-style-type: none"> - Included Services: All pricing includes standard freight, and delivery. - Offloading is included for standalone products, but is excluded for larger construction projects where it is more practical for the local General Contractor or Construction Manager to handle off-loading. - Shipping Methods: We use reputable national freight carriers with experience in handling large, sensitive training equipment. All shipments are tracked and insured. - Delivery Coordination: A dedicated logistics coordinator will contact the participating entity to schedule delivery and ensure site readiness. We provide advance notice and delivery windows. - Installation: Installation services are included; our team will coordinate with the entity to schedule setup upon delivery. <p>Exceptions or Special Requirements:</p> <ul style="list-style-type: none"> - Remote or international locations: If delivery is requested outside the continental U.S., including Alaska, Hawaii, or Canada, separate shipping arrangements and charges may apply, and we will provide a detailed quote in advance. - Expedited Shipping: If an entity request expedited or non-standard delivery services, we can accommodate those needs on a case-by-case basis, with additional costs clearly quoted beforehand.
<p>68</p>	<p>Specifically describe freight, shipping, and delivery terms or programs available for Alaska, Hawaii, Canada, or any offshore delivery.</p>	<p>Delivery Program for Non-CONUS and Offshore Locations:</p> <ol style="list-style-type: none"> 1. Alaska and Hawaii: <ul style="list-style-type: none"> - Freight is not included in standard pricing for these destinations. - We provide a custom shipping quote based on project size, weight, and final destination. - Delivery is typically coordinated via ocean or air freight, depending on urgency and accessibility. - Our logistics team works closely with the participating entity to ensure timely and cost-effective transport, including coordination with local receiving agents if required. 2. Canada: <ul style="list-style-type: none"> - Standard pricing does not include international freight or customs fees. - We offer international shipping services including cross-border documentation, brokerage, and compliance with Canadian regulations. - All duties, taxes, and customs fees are the responsibility of the participating entity unless otherwise arranged. - Delivery times vary based on customs clearance and provincial location. 3. Offshore U.S. Territories or International Locations: <ul style="list-style-type: none"> - Offshore or international deliveries (e.g., Puerto Rico, Guam, Europe, Asia) are handled on a case-by-case basis. - We provide comprehensive freight and delivery quotes that include international shipping, customs documentation, and logistics planning. - These services may involve partnerships with international freight forwarders to ensure secure and compliant delivery. <p>General Terms:</p> <ul style="list-style-type: none"> - All shipments are fully insured and trackable. - Delivery coordination includes advance scheduling, site readiness confirmation, and delivery window confirmation. - On-site delivery and set-up services are available and included in the project scope. <p>We are committed to working closely with each Sourcewell participating entity to ensure seamless delivery, regardless of location.</p>

69	Describe any unique distribution and/or delivery methods or options offered in your proposal.	<p>As part of our proposal, we offer several unique distribution and delivery methods designed specifically for the safe, efficient, and customer-focused transport of live fire simulation systems. All standard freight costs are included in our pricing for deliveries within the continental United States.</p> <p>Unique Distribution & Delivery Options:</p> <p>1. Delivery & Placement:</p> <ul style="list-style-type: none"> - For large or sensitive simulation units, we offer delivery services that include inside delivery, placement at the designated site, and removal of packing materials. - This option ensures that equipment arrives safely and is positioned exactly where the participating entity needs it — without requiring separate coordination or local labor. <p>2. Delivery with On-Site Installation Coordination:</p> <ul style="list-style-type: none"> - Our team coordinates delivery scheduling with installation crews to streamline project timelines and minimize downtime. - Equipment is delivered at the exact window needed for setup, reducing the risk of delays or misplaced equipment. <p>3. Modular/Phased Delivery (if applicable):</p> <ul style="list-style-type: none"> - For large-scale training facilities or phased installations, we offer modular or staged delivery, shipping components in sequence as required by the build or implementation schedule. <p>4. Real-Time Shipment Tracking & Communication:</p> <ul style="list-style-type: none"> - Customers receive real-time shipment tracking and proactive communication from our logistics team regarding delivery status, ETAs, and any updates. <p>5. Specialized Carriers for Oversized/Heavy Equipment:</p> <ul style="list-style-type: none"> - For large-scale units or mobile training structures, we use specialized heavy-haul or flatbed carriers with permits and escorts as needed, ensuring compliance with transport regulations. <p>Our delivery methods are designed to ensure safe handling, on-time arrival, and seamless coordination — all while reducing the administrative burden on Sourcewell participating entities.</p>
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70	Specifically describe any self-audit process or program that you plan to employ to verify compliance with your proposed agreement with Sourcwell. This process includes ensuring that Sourcwell participating entities obtain the proper pricing.	<p>We are committed to maintaining full compliance with our proposed Sourcwell contract and ensuring that all participating entities receive the proper contract pricing and terms as agreed.</p> <p>To that end, we implement a comprehensive self-audit and compliance program with the following components:</p> <ol style="list-style-type: none"> 1. Contract Pricing Controls <ul style="list-style-type: none"> - All Sourcwell pricing is loaded into our internal quoting system and ERP to ensure contract terms are applied consistently. - Sales and quoting staff are trained specifically on Sourcwell pricing and restrictions. - Any quote issued under the Sourcwell agreement is automatically flagged and reviewed for pricing accuracy before being sent to the customer. 2. Periodic Internal Audits <ul style="list-style-type: none"> - On a quarterly basis, we conduct an internal audit of all Sourcwell-related transactions. - This includes a random sampling of invoices, quotes, and contracts issued to Sourcwell participating entities to verify: <ul style="list-style-type: none"> - Contract pricing was correctly applied. - Any freight inclusions or surcharges align with contract terms. - Documentation properly references Sourcwell contract numbers. - Findings are documented and reviewed by compliance leadership, and any discrepancies are corrected and communicated. 3. Dedicated Sourcwell Compliance Oversight <ul style="list-style-type: none"> - We assign a contract compliance officer or designated team member responsible for overseeing all Sourcwell-related transactions and responding to any issues or questions from Sourcwell or its members. 4. Transparent Reporting <ul style="list-style-type: none"> - We are prepared to provide audit trails or documentation to Sourcwell upon request, including: <ul style="list-style-type: none"> - Detailed pricing history - Quote-to-invoice matching records - Training and compliance logs for sales staff 5. Customer Verification Process <ul style="list-style-type: none"> - Participating entities are provided with contract reference details on every quote and invoice, making it easy to verify pricing compliance independently. - We also maintain an open-door policy, encouraging Sourcwell members to contact our team directly for any pricing clarification or concerns. <p>Our goal is to provide Sourcwell and its members with complete confidence that pricing is fair, transparent, and fully aligned with the cooperative contract. This self-audit program ensures ongoing integrity and minimizes risk for all parties involved.</p>
71	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.	<p>If awarded an agreement, we will track key internal metrics such as order accuracy, on-time delivery, customer satisfaction, response time, and inventory availability. Monitoring these measures allows us to ensure high-quality service, timely fulfillment, and continuous improvement, demonstrating the value and effectiveness of our partnership.</p>
72	Provide a proposed Administration Fee payable to Sourcwell. The Fee is in consideration for the support and services provided by Sourcwell. The proposed Administrative Fee will be payable to Sourcwell 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.	<p>Contractor proposes to pay Sourcwell an Administrative Fee equal to two percent (1.5%) of the total dollar value of all completed transactions with Participating Entities under this Master Agreement.</p> <p>The Administrative Fee will be calculated based on the gross sales amount (exclusive of taxes, shipping, and handling) for each completed transaction during the applicable Reporting Period, as defined in the Agreement.</p> <p>Contractor shall remit the Administrative Fee directly to Sourcwell in accordance with the reporting and payment schedule outlined in the Agreement.</p>

Table 6B: Pricing Offered

Line Item	The Pricing Offered in this Proposal is: *	Comments
73	The pricing offered is as good as or better than pricing typically offered through existing cooperative contracts, state contracts, or agencies.	The pricing offered under this proposal is net pricing, inclusive of all discounts, and represents the final price available to Sourcewell and its Participating Entities. All prices are firm and include consideration of the 1.5% Administrative Fee payable to Sourcewell, which will be remitted by the Contractor and will not be billed to Participating Entities as an additional charge.

Table 7A: Depth and Breadth of Offered Solutions (200 Points, applies to Table 7A and 7B)

Line Item	Question	Response *
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<p>74</p>	<p>Provide a detailed description of all the Solutions offered, offered in the proposal.</p>	<p>Our proposal includes a comprehensive suite of solutions designed to meet the diverse needs of Sourcewell Participating Entities. The following categories of solutions are offered:</p> <ol style="list-style-type: none"> 1. New Solutions/Products <ol style="list-style-type: none"> a. Full line of live fire simulation technologies engineered for fire service training facilities. b. Training Towers that can utilize Class "A," Fire Behavior, Gas Fueled, or non-burn Simulators, or any combination thereof. c. Gas Fueled Training Simulators that utilize environmentally friendly propane and natural gas fuels to provide safe, realistic, and repeatable training evolutions. d. Mobile and Modular training solutions and scalable props that can be customized or retrofitted into existing facilities. e. Fire Behavior Labs and Flashover Simulators. f. Specialty ARFF (Civil Aviation), Hazmat (Hazardous Materials), and Industrial Simulators. g. Thermal Lining Systems. h. VR and AV Solution (externally sourced). i. Drill Towers (Affordable Drill Towers). j. Movable Wall Systems (Unhinged). k. Training Programs, SOP's and Curriculum (On Scene Training). 2. Used/Refurbished Solutions <ol style="list-style-type: none"> a. Availability of refurbished fire training props and simulators where suitable. b. All used equipment undergoes thorough inspection, testing, and reconditioning to ensure performance and safety standards equal to new solutions. c. Cost-effective option for departments or facilities seeking value-based alternatives. d. Retrofit of new equipment into used/existing facilities. 3. Support and Services <ol style="list-style-type: none"> a. Installation and Commissioning – turnkey setup of systems including on-site calibration and safety validation. b. Training and Orientation – hands-on instruction for instructors, operators, and facility managers. c. Preventive Maintenance Programs – scheduled inspections, replacement of consumables, and performance testing. d. Repair and Upgrade Services – timely support, including on-site service or factory refurbishment. e. Technical Support – remote troubleshooting, parts supply, and engineering consultation. 4. Customization and Integration <ol style="list-style-type: none"> a. Tailored system designs to align with facility layouts, training requirements, and budget constraints. b. Integration with existing training infrastructure, including smoke generation, ventilation systems, and control panels. 5. Safety and Sustainability Features <ol style="list-style-type: none"> a. Use of clean-burning fuels to minimize environmental impact. b. Built-in emergency shutdown systems and safety interlocks. c. Options for reduced CO2 emissions training operations in support of organizational climate targets.
<p>75</p>	<p>Within this RFP category there may be subcategories of solutions. List subcategory titles that best describe your products and services.</p>	<p>Proposed Subcategories of Solutions</p> <ol style="list-style-type: none"> 1. Live Fire Training Props and Simulators 2. Installation and Commissioning Services 3. Training and Orientation Programs 4. Preventive Maintenance and Service Agreements 5. Repair and Upgrade Services 6. NFPA Structural & Equipment Inspections 7. Custom Design and Facility Integration Solutions 8. Safety Systems and Controls 9. Sustainable and Environmentally Friendly Training Technologies 10. Virtual and Augmented Reality (VR and IR)

76	Describe your products/services interoperability and integration with other public safety equipment, software and systems, if applicable.	<p>Symtech Fire's simulators can be installed and integrated into any type of structure or facility. This includes masonry, pre-engineered metal, and container structures. It also includes the following application fields:</p> <ul style="list-style-type: none">-Structural-Outdoor/Industrial-Maritime-Hazmat-Civil Aviation-Fire Behavior-Arson Investigation-Nuclear-Law Enforcement-Military/DoD <p>Symtech Fire uses wireless devices and transmitters that do not interfere with communication and other critical systems, including in the most stringent of environments, i.e., airport property, DoD bases, and nuclear sites.</p>
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Table 7B: Depth and Breadth of Offered 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.

Line Item	Category or Type	Offered *	Comments
77	Facilities, structures (fixed or mobile)	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Symtech Fire offers pre-engineered metal, container buildings, and block building solutions.</p> <p>We also offer a wide variety of mobile training systems. All of our fixed and mobile systems can be Class "A", fire behavior, and/or gas-fueled. We also have a significant number of non-burn options including for confined space, search and rescue, hazmat, and more.</p> <p>Symtech Fire's fixed and mobile systems are available as standard designs, semi-custom, or full custom, providing endless design possibilities.</p>
78	Equipment, props, supplies, rentals, and consumables	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Symtech Fire offers the broadest array of training equipment, props, and supplies. We're one of few suppliers that offers a rental program for select systems. Some consumables such as smoke fluid, sacrificial materials, and spare parts are available for purchase from Symtech Fire, and are stocked to ensure the highest service level. Some consumables, such as LPG/propane are typically purchased locally.</p>
79	Augmented or virtual reality, interactive, and digital simulation technology and related software, hardware, and equipment	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Symtech Fire offers digital fire simulators, sound effects, and non-burn simulators that replicate real-life scenarios without actual live-fire. We also have a growing library of AR and VR solutions, including ones that deliver mixed-use technology. Symtech Fire also has the ability to source and deliver unique and custom solutions from within our partner network.</p>
80	Instructional, educational, training programs, incident-based training, and learning management systems with directly related materials and supplies	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Symtech Fire, in conjunction with On Scene Training, provides world-class instructional and training programs, SOPs, curriculum, instructor development, and train-the-trainer programs.</p> <p>Symtech Fire is continuing to leverage AI to enhance learning management systems and to further broaden its offerings.</p>
81	Services, equipment, and software directly related to the offering of the solutions described in #76 - 79 above, including design, installation, maintenance, repair, training, integration, support, and customization	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Ancillary services for the above items include professional project management, design coordination and execution, installation, integration, commissioning, acceptance testing, handover operation and maintenance training, and ongoing maintenance and support.</p> <p>All of our products and service solution packages are fully customizable to meet unique end-user requirements and budgets.</p> <p>Additionally, Symtech Fire routinely repairs, services, and upgrades competitor systems.</p>

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

Line Item 82. NOTICE: To identify any exception, or to request any modification, to Sourcewell standard Master Agreement terms, conditions, or specifications, a Proposer must submit the proposed exception(s) or requested modification(s) via redline in the Master Agreement Template provided in the “Bid Documents” section. Proposer must upload the redline in the “Requested Exceptions” upload field. All exceptions and/or proposed modifications are subject to review and approval by Sourcewell and will not automatically be included in the Master Agreement.

Do you have exceptions or modifications to propose?	Acknowledgement *
	<input type="radio"/> Yes <input checked="" type="radio"/> No

Documents

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

1. Documents in PDF format are preferred. Documents in Word, Excel, or compatible formats may also be provided.
2. Documents should NOT have a security password, as Sourcewell may not be able to open the file. It is your sole responsibility to ensure that the uploaded document(s) are not either defective, corrupted or blank and that the documents can be opened and viewed by Sourcewell.
3. Sourcewell may reject any response where any document(s) cannot be opened and viewed by Sourcewell.
4. If you need to upload more than one (1) document for a single item, you should combine the documents into one zipped file. If the zipped file contains more than one (1) document, ensure each document is named, in relation to the submission format item responding to. For example, if responding to the Marketing Plan category save the document as “Marketing Plan.”
 - [Pricing](#) - Price List - 2025 - Sourcewell.pdf - Tuesday October 21, 2025 14:39:35
 - [Financial Strength and Stability](#) - Symtech Fire Financial Strength and Security.zip - Tuesday October 21, 2025 18:00:36
 - [Marketing Plan/Samples](#) - Symtech Marketing Plan_Samples.zip - Tuesday October 21, 2025 17:53:38
 - WMBE/MBE/SBE or Related Certificates (optional)
 - [Standard Transaction Document Samples](#) - Symtech Standard Document Samples.zip - Wednesday October 22, 2025 16:27:04
 - Requested Exceptions (optional)
 - [Upload Additional Document](#) - Symtech Additional Documents.zip - Wednesday October 22, 2025 14:37:26

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. - Sarah Graybill, Marketing & Proposals Coordinator, Symtech Fire 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_4_Public_Safety_Training_RFP_102325 Thu October 16 2025 04:26 PM	<input checked="" type="checkbox"/>	5
Addendum_3_Public_Safety_Training_RFP_102325 Fri October 10 2025 03:34 PM	<input checked="" type="checkbox"/>	2
Addendum_2_Public_Safety_Training_RFP_102325 Mon September 15 2025 04:09 PM	<input checked="" type="checkbox"/>	4
Addendum_1_Public_Safety_Training_RFP_102325 Mon September 8 2025 04:03 PM	<input checked="" type="checkbox"/>	2