

**MASTER AGREEMENT #072225****CATEGORY: 2 – Virtual Behavioral Health Therapy and Related Services****SUPPLIER: T & T Squared LLC dba First Responders Resilience Network**

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 T & T Squared LLC dba First Responders Resilience Network, 1608 Monmouth Lane, Key Largo, FL 33037 (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 September 26, 2029, unless it is cancelled or extended as defined in this Agreement.
 - a) **Extensions.** Sourcewell and Supplier may agree to up to three (3) additional one-year extensions beyond the original four-year term. The total possible length of this Agreement will be seven (7) years from the effective date.
 - b) **Exceptional Circumstances.** Sourcewell retains the right to consider additional extensions as required under exceptional circumstances.
- 6) **Survival of Terms.** Notwithstanding the termination of this Agreement, the obligations of this Agreement will continue through the performance period of any transaction entered between Supplier and any Participating Entity before the termination date.
1. **Scope.** Supplier is awarded a Master Agreement to provide the solutions identified in RFP #072225 to Participating Entities. In Scope solutions include: Virtual Behavioral Health Therapy and Related Services for the following categories:
 - a. **CATEGORY 2. Public Safety Employees;**
 - i. Psychology or Social work;
 - ii. Behavioral, Emotional, or Mental Health Counseling including but not limited to: video sessions, phone or text sessions, self-guided or self-help programs;
 - iii. Crisis support, suicide prevention; and
 - iv. Assessment or diagnostic services.
 - b. Management, administration, personnel, tools, equipment, supplies, reporting, technical assistance or support, training, and technology related or incidental to the offering of the solutions described in a. above.
- 7) **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.
- 8) **Indefinite Quantity.** This Master Agreement defines an indefinite quantity of sales to eligible Participating Entities.
- 9) **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.
- 10) **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.
- 11) **Open Market.** Supplier's open market pricing process is included within its Proposal.

12) Supplier Representations:

- i) **Compliance.** Supplier represents and warrants it will provide all Included Solutions under this Agreement in full compliance with applicable federal, state, and local laws and regulations.
- ii) **Licenses.** As applicable, Supplier will maintain a valid status on all required federal, state, and local licenses, bonds, and permits required for the operation of Supplier's business with Participating Entities. Participating Entities may request all relevant documentation directly from Supplier.
- iii) **Supplier Warrants.** Supplier warrants that all Included Solutions furnished under this Agreement are free from liens and encumbrances, and are free from defects in design, materials, and workmanship. In addition, Supplier warrants the Solutions are suitable for and will perform in accordance with the ordinary use for which they are intended.

13) **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 Sourcwell if it enters a bankruptcy proceeding at any time during the term of this Agreement.

14) **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 Sourcwell if this certification changes at any time during the term of this Agreement.

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

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

Employment Opportunity, Department of Labor.” The equal opportunity clause is incorporated herein by reference.

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

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

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

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

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

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

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

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

x) **BUY AMERICAN PROVISIONS COMPLIANCE.** To the extent applicable, Supplier must comply with all applicable provisions of the Buy American Act. Purchases made in accordance

with the Buy American Act must follow the applicable procurement rules calling for free and open competition.

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

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

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

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

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

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

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

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

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

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

Article 2: Sourcewell and Supplier Obligations

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

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

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

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

Sourcewell's Authorized Representative is its Chief Procurement Officer.

- 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

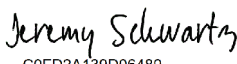
The Terms in this Article 3 relate specifically to Supplier and a Participating Entity when entering transactions utilizing the General Terms established in this Master Agreement. Article 1 General Terms control over any conflict with this Article 3. Where this Master Agreement is silent on any subject,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

T & T Squared LLC dba
First Responders Resilience Network

Signed by:

C0FD2A139D06489...

By: _____
Jeremy Schwartz
Title: Chief Procurement Officer

Date: 9/22/2025 | 4:56 PM CDT

Signed by:

4F743AA7FC6C488...

By: _____
Timothy Tharp
Title: CEO

Date: 9/22/2025 | 3:42 PM CDT

RFP #072225 - Virtual Behavioral Health Therapy and Related Services

Vendor Details

Company Name:	First Responders Resilience Network
Does your company conduct business under any other name? If yes, please state:	T & T Squared, LLC
Address:	1608 Monmouth Ln Key Largo, FL 33037
Contact:	Timothy Tharp
Email:	timt@fr-rn.com
Phone:	240-508-4574
Fax:	240-508-4574
HST#:	88-3030140

Submission Details

Created On:	Monday July 21, 2025 13:53:56
Submitted On:	Tuesday July 22, 2025 08:27:43
Submitted By:	Timothy Tharp
Email:	timt@fr-rn.com
Transaction #:	831a289a-0a99-4554-a69d-1369f2f4fec7
Submitter's IP Address:	147.243.243.133

Specifications

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.	T&T Squared LLC	*
2	In the event of award, is this entity the Responsible Supplier that will execute the master agreement with Sourcewell? Y or N.	Y	*
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).	First Responders Resilience Network	*
4	Provide your CAGE code or Unique Entity Identifier (SAM):	WILL PROVIDE (Application made)	*
5	Provide your NAICS code applicable to Solutions proposed.	541990	
6	Proposer Physical Address:	1608 Monmouth Lane Key Largo, FL 33037	*
7	Proposer website address (or addresses):	WWW.FR-RN.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):	TIMOTHY THARP, CEO, 1608 MONMOUTH LANE, KEY LARGO, FL, 33037 240-508-4574 TIMT@FR-RN.COM	*
9	Proposer's primary contact for this proposal (name, title, address, email address & phone):	TIMOTHY THARP, CEO, 1608 MONMOUTH LANE, KEY LARGO, FL, 33037 240-508-4574 TIMT@FR-RN.COM	*
10	Proposer's other contacts for this proposal, if any (name, title, address, email address & phone):	SARAH RILLING, CHIEF OF STAFF, 3409 CHESTERTOWN LOOP BRADENTON, FL 34211, SARAHR@FR-RN.COM, 3304187423	*

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

Line Item	Question	Response *
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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>The First Responders Resilience Network was founded in June 2024 with a clear mission: to ensure that the emotional survival skills needed in crisis are taught before the crisis hits. We believe self-care, mental health tools, and peer support shouldn't be reserved for when things fall apart—they should be standard issue from day one. Born from lived experience and built by a retired fire captain, FRRN was created to address the rising tide of addiction, burnout, divorce, and suicide in the emergency services community. Our virtual training is the first of its kind—developed specifically for first responders, by first responders—with a trauma-informed, culturally competent approach that speaks directly to the job.</p> <p>Our core values are service, trust, honesty, and action. We meet people where they are, with tools that are practical, accessible, and grounded in reality—not theory. We don't offer a one-size-fits-all wellness solution. We offer a lifeline.</p> <p>As a new but fast-growing organization, we are deeply connected to the people we serve. Our future roadmap includes additional training modules, leadership consulting, and partnerships with public safety agencies, unions, and behavioral health organizations—all aimed at proactively supporting mental wellness across the career span of first responders.</p> <p>We may be young, but our foundation is strong—and the need we're answering has never been more urgent.</p>	*
12	What are your company's expectations in the event of an award?	<p>In the event of an award, the First Responders Resilience Network (FRRN) expects to fully integrate Sourcewell into our strategic growth and outreach efforts. We view this partnership as a critical accelerator in our mission to support first responders nationwide.</p> <p>Specifically, we plan to:</p> <p>Leverage the Sourcewell network to connect with public safety organizations and government agencies seeking vetted, easy-to-access mental health and resilience training</p> <p>Make Sourcewell our primary purchasing pathway in marketing materials, outreach campaigns, and at conferences to streamline procurement for participating entities</p> <p>Collaborate closely with the Sourcewell team to ensure compliance, reporting, and visibility that supports both parties' goals</p> <p>We see this award as more than a contract—it's an opportunity to amplify impact, remove purchasing barriers, and make culturally competent, trauma-informed training more accessible to those who need it most.</p>	*
13	Demonstrate your financial strength and stability with meaningful data. This could include such items as financial statements, SEC filings, credit and bond ratings, letters of credit, and detailed reference letters. Upload supporting documents (as applicable) in the document upload section of your response. DO NOT PROVIDE ANY TAX INFORMATION OR PERSONALLY IDENTIFIABLE INFORMATION.	<p>State of Florida Department of State</p> <p>I certify from the records of this office that T&T SQUARED LLC is a limited liability company organized under the laws of the State of Florida, filed on June 17, 2022.</p> <p>The document number of this limited liability company is L22000277598.</p> <p>I further certify that said limited liability company has paid all fees due this office through December 31, 2025, that its most recent annual report was filed on March 22, 2025, and that its status is active.</p> <p>Given under my hand and the Great Seal of the State of Florida at Tallahassee, the Capital, this the Twenty-third day of June, 2025</p> <p>Tracking Number: 9890830075CU To authenticate this certificate, visit the following site, enter this number, and then follow the instructions displayed. https://services.sunbiz.org/Filings/CertificateOfStatus/CertificateAuthentication</p>	*

14	What is your US market share for the Solutions that you are proposing?	<p>Our current U.S. market share is emerging and mission-driven, not yet dominant. The First Responders Resilience Network (FRRN) is a relatively new offering in a growing space that has historically lacked standardized, trauma-informed mental health and resilience training tailored specifically for first responders.</p> <p>What sets us apart isn't how much market share we currently hold — it's how quickly we're gaining trust and traction with departments, agencies, and individuals who are actively looking for culturally competent, peer-led solutions that actually speak their language.</p> <p>We've already: Partnered with departments across multiple states</p> <p>Built relationships with rehab centers, unions, and fire academies</p> <p>Launched a scalable, virtual training platform that's affordable and accessible</p> <p>As awareness grows and mental health support becomes a non-negotiable instead of an afterthought, we expect our adoption to expand rapidly — not just because we offer a solution, but because we are first responders and we designed this solution for our own.</p> <p>We don't just aim to take market share — we're aiming to change the standard of care.</p>	*
15	What is your Canadian market share for the Solutions that you are proposing?	<p>We have not yet launched our solution in Canada — but it is fully available and ready for implementation.</p> <p>The First Responders Resilience Network (FRRN) is a U.S.-based program built by and for first responders, and while our current market share in Canada is zero, we're prepared to support Canadian departments immediately.</p> <p>Our virtual resilience training platform is: Accessible 24/7 across Canada</p> <p>Designed for easy deployment with no tech burden</p> <p>Fully scalable for individuals, departments, or provincial initiatives</p> <p>Culturally relevant to the shared experiences of emergency services across North America</p>	*
16	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>There have been no current or completed bankruptcy proceedings for the Proposer or any included Responsible Party within the past seven (7) years.</p> <p>Should any such proceeding occur during the pendency of this RFP evaluation, we will notify Sourcwell in writing without delay, as required.</p>	*
17	How is your organization best described: is it a manufacturer, a distributor/dealer/reseller, or a service provider? Answer the question that best applies to your organization, either a) or b). a) If your company is best described as a distributor/dealer/reseller (or similar entity), provide your written authorization to act as a distributor/dealer/reseller for the manufacturer of the products proposed in this RFP. If applicable, is your dealer network independent or company owned? b) If your company is best described as a manufacturer or service provider, describe your relationship with your sales and service force and with your dealer network in delivering the products and services proposed in this RFP. Are these individuals your employees, or the employees of a third party?	<p>b) Our organization is best described as a service provider.</p> <p>The First Responders Resilience Network (FRRN) is the creator and direct provider of a proprietary virtual resilience training platform tailored to first responders. All course content, platform management, and delivery mechanisms are developed and maintained in-house.</p> <p>We do not operate through a dealer network. All sales, onboarding, and support services are managed by FRRN team members or closely affiliated partners under direct oversight. These individuals are either employees or designated contractors working solely on behalf of FRRN.</p> <p>This allows us to maintain full control over quality, consistency, and alignment with our mission and trauma-informed approach when delivering our services to departments and individuals.</p>	*

18	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.	At this time, no specific licenses or certifications are required by federal or state law to deliver the virtual training and peer support services offered by the First Responders Resilience Network (FRRN). Our program is educational in nature and designed to provide trauma-informed tools, resilience practices, and lived-experience-based guidance to first responders.	*
19	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.	There have been no current or past debarments or suspensions for the Proposer or any included Responsible Party within the past seven (7) years. Should the Proposer become subject to debarment or suspension at any time during the pendency of this RFP evaluation, Sourcewell will be notified in writing immediately, as required.	*
20	Describe any relevant industry awards or recognition that your company has received in the past five years.	As a mission-driven organization still in its early growth phase, the First Responders Resilience Network (FRRN) has not yet received formal industry awards or recognition. However, our program has been invited into conversations with respected fire service leaders, behavioral health providers, and public safety agencies due to its unique, peer-led approach and trauma-informed framework.	*
21	What percentage of your sales are to the governmental sector in the past three years?	Over the past three years, approximately 60–70% of our sales have been to the governmental sector, including municipal fire departments, public safety agencies, and training academies. Our mission and product are purpose-built for first responders — the majority of whom operate within government structures. As such, our focus has consistently been on serving public agencies through direct purchases, cooperative contracts, and strategic partnerships. We expect this percentage to remain high or increase as more departments prioritize mental health and resilience training as part of their core safety initiatives.	*
22	What percentage of your sales are to the education sector in the past three years?	In the past three years, approximately 5–10% of our sales have been to the education sector, primarily through partnerships with fire academies, technical colleges, and training programs that prepare new first responders for the field. Our content is increasingly being recognized as a valuable addition to early-career training and is being integrated into recruit academies and continuing education efforts. As awareness grows around the need for mental health preparation from day one, we anticipate increased adoption within the education sector moving forward.	*
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, the First Responders Resilience Network (FRRN) does not hold any current state or cooperative purchasing agreements.	*
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?	At this time, the First Responders Resilience Network (FRRN) does not hold any current state or cooperative purchasing agreements.	*

Table 2B: References/Testimonials

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

Entity Name *	Contact Name *	Phone Number *	
Stafford County Fire & Rescue Headquarters	James Deloatch	540-658-7200	*
Pistoresi Ambulance	Ricky Puddy	559-673-8004	*
J&D Consulting	JULIE DUCHARME	619-206-6822	*

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

Describe your company's capability to meet the needs of Sourcewell participating entities across the US and Canada, as applicable. Your response should address in detail at least the following areas: locations of your network of sales and service providers, the number of workers (full-time equivalents) involved in each sector, whether these workers are your direct employees (or employees of a third party), and any overlap between the sales and service functions.

Line Item	Question	Response *	
26	Sales force.	*Our current sales force is led by Mallory Thaut, who serves as our Director of Sales. Mallory brings a mission-driven approach to outreach and relationship-building, ensuring our sales strategy aligns with the core values of the First Responders Resilience Network (FRRN): trust, service, and cultural competence.	*

27	Describe the network of Authorized Sellers who will deliver Solutions, including dealers, distributors, resellers, and other distribution methods.	At this time, the First Responders Resilience Network (FRRN) does not operate through a network of authorized sellers, dealers, distributors, or resellers. We can also be listed on Synergy Learning System.	*
28	Service force.	<p>Our service force is centralized and managed directly by the First Responders Resilience Network (FRRN) team manager- Sarah Rilling.</p> <p>Because our solution is delivered virtually, most support needs are handled quickly and effectively in-house by our core team, which includes:</p> <p>Customer service and onboarding support</p> <p>Technical assistance for platform access</p> <p>Content-related guidance and integration support for departments</p> <p>Our service approach is personal and mission-aligned — rooted in empathy, responsiveness, and respect for the high-stress environments our users operate in. We do not currently outsource or subcontract service delivery, which allows us to maintain quality, confidentiality, and cultural competence.</p> <p>As we grow, we will continue to scale our service team thoughtfully, ensuring every department and user gets the level of support and care they deserve.</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>All orders are handled directly by the First Responders Resilience Network (FRRN). We do not use distributors, dealers, or third parties in the ordering process. This ensures every transaction is clear, streamlined, and aligned with our mission of delivering high-integrity, trauma-informed support to first responders.</p> <p>Ordering process:</p> <p>Direct Contact or Online Inquiry – Departments or individuals can request a quote or place an order by contacting us directly via email, phone, or our website.</p> <p>Consultation (if needed) – Our team may schedule a brief call to understand the agency's needs and recommend the best license package (individual or department-level).</p> <p>Invoice & Payment – Once the package is confirmed, we issue an invoice and accept payment via credit card, ACH, or check.</p> <p>Account Setup & Access – Upon payment, the purchaser receives access credentials and onboarding instructions within 1–2 business days.</p> <p>Ongoing Support – Our team remains available for tech support, content guidance, and implementation help as needed.</p>	*
30	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>Customer Service Program – First Responders Resilience Network (FRRN)</p> <p>At FRRN, our customer service program is personal, responsive, and grounded in lived experience. We serve a high-trust community, so our process is designed to be direct, human, and easy to navigate. All customer service is handled in-house by a small, dedicated team that understands the real-world needs of first responders.</p> <p>Ordering and Support Process</p> <p>Individual licenses can be purchased directly online through our website. For department or team access, agencies can reach out via email or contact us directly to receive custom pricing and support.</p> <p>Mallory Thaut, our Director of Sales, oversees all sales conversations and support throughout the purchasing process. She ensures that departments and individuals receive clear, honest guidance based on their goals and structure.</p> <p>Once a purchase is confirmed, Sarah Rilling handles all onboarding, invoicing, and payment coordination. Sarah also manages user access, account setup, and technical support for departments and individuals.</p> <p>Response Time and Commitments</p> <p>All inquiries receive a same-business-day response</p> <p>Access or login issues are typically resolved within 24 hours</p> <p>Department onboarding and invoicing are completed within 48–72 hours</p> <p>Our users never deal with automated ticketing systems or call centers. Every interaction is handled by a real person with a real understanding of the stakes.</p> <p>Accountability and Follow-Through</p> <p>We prioritize strong communication, fast resolution, and proactive support. Our team checks in with departments after onboarding to ensure smooth implementation and user engagement. We do not use subcontractors or third-party providers—every piece of support comes from the FRRN team directly.</p> <p>Our customer service isn't just about solving problems—it's about creating a trustworthy experience from first contact to long-term impact.</p>	*

31	Describe your ability and willingness to provide your products and services to Sourcewell participating entities.	<p>The First Responders Resilience Network (FRRN) is fully able and willing to provide our products and services to all Sourcewell participating entities across the United States and Canada.</p> <p>Our virtual training model allows for immediate, scalable access with no shipping, hardware, or on-site setup required. Whether serving a single department or a statewide initiative, we are equipped to onboard users quickly and provide consistent, trauma-informed support across jurisdictions.</p> <p>We are committed to:</p> <p>Honoring Sourcewell pricing and contract terms</p> <p>Supporting public agencies of all sizes with flexible, transparent purchasing options</p> <p>Ensuring every participating entity receives the same high level of service and care</p> <p>FRRN was built to be both mission-driven and accessible. Partnering with Sourcewell is a strategic step in our goal to reach more departments, more easily—and to make proactive mental health and resilience training standard issue in public safety.</p>	*
32	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in Canada.	<p>The First Responders Resilience Network (FRRN) is fully able and willing to provide our products and services to Sourcewell participating entities in Canada.</p> <p>Our training is delivered through a secure, cloud-based platform that is accessible 24/7 from anywhere with an internet connection. There are no physical materials or in-person requirements, which allows Canadian agencies to engage with our program just as easily as U.S.-based departments.</p> <p>We are prepared to support Canadian entities by:</p> <p>Providing immediate access to our virtual resilience training for individuals and teams</p> <p>Offering customer service and onboarding support across time zones</p> <p>Ensuring compliance with applicable privacy and data standards for international users</p> <p>We welcome the opportunity to expand our reach in Canada through Sourcewell and are actively seeking partnerships with departments, academies, and public safety organizations across the provinces.</p>	*
33	Identify any geographic areas of the United States or Canada that you will NOT be fully serving through the proposed agreement.	<p>The First Responders Resilience Network (FRRN) will fully serve all geographic areas of both the United States and Canada through the proposed agreement.</p> <p>Our virtual training platform is accessible nationwide and internationally, with no restrictions based on location. We do not anticipate any limitations in delivering our products or services to Sourcewell participating entities in any region.</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 will have full access to our Solutions if awarded an agreement.</p> <p>The First Responders Resilience Network (FRRN) does not restrict access based on account type. Our program is specifically designed to serve public sector agencies, including but not limited to fire departments, EMS, law enforcement, dispatch centers, academies, and behavioral health partners.</p> <p>There are no anticipated limitations on access based on agency size, type, or location. We are committed to equitable availability of our services to all eligible Sourcewell participants.</p>	*
35	Define any specific requirements or restrictions that would apply to our participating entities in Hawaii and Alaska and in US Territories.	<p>There are no specific requirements or restrictions that would apply to Sourcewell participating entities in Hawaii, Alaska, or U.S. Territories.</p> <p>Because the First Responders Resilience Network (FRRN) provides a fully virtual, cloud-based training platform, our services are equally accessible to agencies in all U.S. states and territories. As long as users have internet access, they can fully engage with our program.</p> <p>We are committed to providing the same pricing, support, and service quality regardless of geographic location. No additional fees, shipping charges, or access barriers apply to users in these regions.</p>	*
36	Will Proposer extend terms of any awarded master agreement to nonprofit entities?	<p>The First Responders Resilience Network (FRRN) will gladly extend the terms of any awarded master agreement to nonprofit entities that are eligible under Sourcewell guidelines.</p> <p>We recognize that many nonprofits play a vital role in supporting first responders, public safety, and mental health initiatives. Making our program accessible to these organizations aligns directly with our mission and values.</p> <p>There will be no additional restrictions or pricing differences applied to nonprofit entities participating under the Sourcewell agreement.</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>The First Responders Resilience Network (FRRN) will actively promote our Sourcewell master agreement through a comprehensive, multi-channel marketing strategy designed to reach public safety agencies where they are — online, in the field, and through trusted peer networks. We recognize that adoption of behavioral health solutions is more than a transaction — it's a cultural commitment. Our marketing approach reflects that reality.</p> <p>Dedicated Sourcewell Landing Page</p> <p>We will launch a customized Sourcewell page on our website, www.fr-rn.com, that clearly outlines:</p> <ul style="list-style-type: none"> The benefits of purchasing through Sourcewell Eligibility and enrollment steps Tiered pricing and program details Direct contact options for personalized support <p>This page will serve as the central hub for all campaign efforts and outreach follow-up.</p> <p>Direct Outreach Campaigns</p> <p>Our team will conduct targeted outreach to fire departments, EMS agencies, law enforcement leadership, 911 centers, and municipal wellness coordinators. Channels will include:</p> <ul style="list-style-type: none"> Personalized email campaigns Phone and Zoom outreach Direct mail packets with print collateral and onboarding guides <p>All messaging will emphasize the ease of procurement via Sourcewell and the urgency of proactive mental health support for first responders.</p> <p>Tradeshows and Conference Presence</p> <p>FRRN will maintain a consistent presence at national and regional public safety events, including:</p> <ul style="list-style-type: none"> Fire-Rescue International (FRI) International Association of Fire Chiefs (IAFC) International Association of Chiefs of Police (IACP) IAFF Redmond Symposium NENA and APCO (national and regional chapters) State-level fire service expos, police chiefs' conferences, and EMS summits <p>Our event booths, raffles, and presentations will include Sourcewell contract information and direct calls-to-action for enrollment.</p> <p>Agency Referral Program</p> <p>We will implement a formal referral program encouraging existing departments using FRRN to introduce peers to the program through Sourcewell. Incentives may include:</p> <ul style="list-style-type: none"> Complimentary bonus training modules Departmental recognition or partner spotlights Discounted access for referred agencies <p>Local and Regional Partnerships</p> <p>To embed Sourcewell availability deeper into responder ecosystems, we will partner with:</p> <ul style="list-style-type: none"> State fire academies and EMS training centers

Public health and behavioral wellness initiatives

Mutual aid networks and regional responder coalitions

These partnerships will allow FRRN to reach new recruits and in-service professionals with tailored messaging and streamlined onboarding support.

Authorized Outreach Team

National outreach and onboarding are supported by Julie and Josh Ducharme (JD Consulting LLC), who serve as FRRN's Sourcewell-aligned outreach representatives. Backed by our internal team, they provide:

Personalized onboarding

Training logistics coordination

Follow-up support for state and local agency partners

Digital Marketing & Social Media Campaigns

FRRN will continue to build digital momentum through social channels including LinkedIn, Facebook, Instagram, and Reddit. Our Sourcewell-specific campaigns will include: First-person testimonials from agencies using the program

Short-form educational videos

Themed content during peak awareness months (e.g., Mental Health Month)

Livestream Q&As and community posts to answer procurement or implementation questions

Webinars & Strategic Amplification

We will co-host webinars with aligned partners, such as fire rehab facilities, peer support groups, and responder wellness coalitions, to spotlight the Sourcewell agreement and demonstrate how agencies can get started. These webinars will be recorded and reused in follow-up campaigns.

Conclusion

Our marketing plan is built for both scale and trust. Whether we're sitting at a firehouse kitchen table or speaking on stage at a national event, our outreach is grounded in authenticity, lived experience, and a shared commitment to protecting those who protect others. The Sourcewell agreement will become a cornerstone of our access strategy — making it easier than ever for agencies to take the next step toward resilience.

38	<p>Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance marketing effectiveness.</p>	<p>FRRN uses a focused, data-informed digital strategy to enhance our outreach and engagement efforts, especially as we grow into broader markets through cooperative purchasing opportunities like Sourcewell.</p> <p>Social Media Engagement We maintain an active and intentional presence on LinkedIn, Facebook, Instagram, and Reddit. Each platform serves a specific audience segment—decision-makers, peer supporters, mental health advocates, and front-line personnel. We track engagement metrics (click-through rates, likes, shares, comments) to identify which messages resonate most with our audience.</p> <p>We tailor messaging based on platform tone and audience preferences—e.g., professional content on LinkedIn vs. story-based, lived-experience content on Reddit.</p> <p>We use paid social media advertising sparingly but strategically to boost campaign visibility during peak awareness months (e.g., Mental Health Awareness, Suicide Prevention Month).</p> <p>Email & CRM Integration We use HubSpot as our CRM and email platform to: Segment our audience (individuals, agencies, prospective buyers, partners)</p> <p>Track open and click-through rates</p> <p>Build automated campaigns and drip sequences tailored to outreach stage</p> <p>Collect qualitative feedback through reply tracking and interest forms</p> <p>Landing Pages and Metadata We develop targeted landing pages for campaigns like the Sourcewell agreement. These pages are optimized with relevant SEO metadata to improve discoverability and performance tracking. We review: Page visits</p> <p>Time on page</p> <p>Conversion events (e.g., form submissions, contact clicks)</p> <p>Referral Tracking and UTM Codes For Sourcewell and future partner campaigns, we use UTM tracking codes to monitor which outreach channels (social, email, webinar, direct link) are leading to engagement or inquiry. This helps us continuously refine how we reach busy public safety leaders.</p> <p>Surveys and Feedback Loops After onboarding or speaking events, we use short digital surveys to gather feedback that helps improve messaging, delivery, and perceived value. This input shapes both our marketing content and product roadmap.</p> <p>Conclusion We use digital data not to flood inboxes or chase clicks, but to stay informed and intentional about where trust is growing—and where support is needed. Every data point helps us better serve the people who serve others.</p>
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39	<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>We view Sourcewell as a critical access and trust partner, not just a contracting vehicle. In our space—public safety and behavioral health—procurement friction often delays progress. Sourcewell removes those barriers and signals credibility.</p> <p>Sourcewell's Role:</p> <ul style="list-style-type: none"> Streamline procurement for participating entities by offering pre-competed contracts Validate vendor credibility, which is especially important in sectors like mental wellness, where agencies are cautious about adopting new programs Amplify awareness of awarded vendors through its website, cooperative network, and educational materials Serve as a trusted partner for government entities navigating how to quickly implement needed solutions without extended bid processes <p>Our Integration Plan:</p> <ul style="list-style-type: none"> Upon award, we will immediately and visibly embed Sourcewell into our sales process, including: <ul style="list-style-type: none"> Adding a dedicated Sourcewell landing page to our website with eligibility, pricing, and onboarding steps Incorporating Sourcewell language and contract ID into all sales materials, proposals, conference handouts, and onboarding documents Training our sales and outreach team to lead with the Sourcewell contract in early conversations, especially with procurement officers and agency decision-makers Highlighting the Sourcewell pathway during webinars, tradeshow, and speaking engagements Featuring Sourcewell availability in email campaigns, social media posts, and digital ads Implementing simplified quoting and invoicing for Sourcewell members to accelerate adoption <p>We will also collaborate with Sourcewell to align on joint messaging, co-promotional opportunities, and ongoing reporting requirements to ensure the partnership delivers measurable impact.</p> <p>By making Sourcewell a front-door to our program, we can help departments move from “we need help” to “we’re taking action” faster—and with fewer roadblocks.</p>
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40	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>At this time, our Solutions are not available through an automated e-procurement platform (such as a punchout catalog or integrated procurement system). However, the First Responders Resilience Network (FRRN) offers a streamlined, digital ordering process that meets the needs of governmental and educational customers.</p> <p>Government agencies and educational institutions can:</p> <p>Request a quote or initiate a purchase via email or web form</p> <p>Receive digital invoices and submit payment via ACH, credit card, or check</p> <p>Complete onboarding and gain access within 1–2 business days</p> <p>We are experienced in working with agency procurement officers, and we support: Custom documentation for internal approvals</p> <p>W-9 and vendor registration processes</p> <p>Purchase order-based transactions</p> <p>While we do not currently integrate with e-procurement platforms like Jaggaer, SAP Ariba, or Bonfire, we are open and able to explore integration upon request or in response to agency needs.</p> <p>Our focus is making it as easy as possible for agencies to access our training — with or without formal e-procurement channels.</p>	*
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Table 5A: Value-Added Attributes (100 Points, applies to Table 5A and 5B)

Line Item	Question	Response *	
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41	<p>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>	<p>As a virtual, self-paced educational platform, the First Responders Resilience Network does not require physical product training, equipment setup, or ongoing maintenance. However, we do provide comprehensive onboarding and support to ensure that departments and individual users can engage effectively with the program.</p> <p>Standard Onboarding (Included at No Additional Cost)</p> <p>All Sourcewell participating entities receive standard onboarding at no extra charge. This includes:</p> <p>Step-by-step guidance for account setup (individual or department-level)</p> <p>Access instructions and login support</p> <p>Overview of core modules and suggested implementation paths</p> <p>Best practices for internal adoption, including shift-wide or academy integration</p> <p>Optional Department Implementation Support (Also Free)</p> <p>For departments purchasing group licenses, we offer optional support to help agencies roll out the training effectively. This may include:</p> <p>Live onboarding call or virtual walkthrough with Sarah Rilling, our Onboarding & Operations Coordinator</p> <p>Customized rollout planning support</p> <p>Peer-to-peer success stories or examples to guide implementation</p> <p>Who Provides the Training</p> <p>All onboarding and support is delivered directly by the FRRN team.</p> <p>Sarah Rilling handles onboarding, invoicing, and user access</p> <p>Mallory Thaut, Director of Sales, assists with integration questions and agency-specific support</p> <p>Our executive team is available for department presentations, staff meetings, or Q&A sessions on request</p> <p>Costs</p> <p>There are no additional costs for training or onboarding support. All assistance is included with the purchase of any license — individual or departmental.</p> <p>Future Expansion</p> <p>As we continue to grow, we plan to offer:</p> <p>Downloadable implementation guides</p> <p>“Train-the-champion” sessions for department wellness coordinators</p> <p>Optional webinars or cohort-style rollouts for agencies seeking community-based learning</p> <p>We are committed to making sure every Sourcewell member feels confident and supported in using our platform from day one.</p>
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42	Describe any technological advances that your proposed Solutions offer.	<p>The First Responders Resilience Network (FRRN) offers a first-of-its-kind virtual training platform specifically designed for the unique mental health and resilience needs of first responders. While not built on flashy tech, our solution reflects a meaningful advancement in how trauma-informed education is delivered to public safety professionals.</p> <p>Key technological advantages include:</p> <ol style="list-style-type: none"> 1. Purpose-Built, Virtual Platform Our training is hosted on a secure, user-friendly online learning system accessible 24/7 from any device. It was designed with shift workers and mobile responders in mind—allowing users to train at their own pace, on their own time, without disrupting operational schedules. 2. Scalable Group Licensing Departments can onboard individual users or entire teams through a centralized system that allows for: Role-based access <p>Progress tracking</p> <p>Custom onboarding support</p> <ol style="list-style-type: none"> 3. Trauma-Informed, Experience-Led Interface Unlike generic wellness or HR compliance platforms, FRRN's technology is infused with real-world experience. From tone and pacing to language and layout, the platform is intentionally designed to feel familiar and culturally competent to a first responder audience. 4. No Hardware or Software Requirements Our web-based platform requires no IT infrastructure, downloads, or ongoing maintenance. Agencies can adopt immediately with minimal internal support needs—making implementation seamless, especially in resource-limited environments. 5. Flexible Data and Reporting Options We offer optional reporting for department licenses, including: Completion tracking <p>Engagement summaries</p> <p>Certificate issuance for internal compliance tracking</p> <ol style="list-style-type: none"> 6. Future-Ready Expansion The platform is built with scalability in mind. We are currently developing: Additional course modules based on user demand <p>Integration options with agency LMS systems</p> <p>Department-specific customization features</p> <p>In short, FRRN combines accessibility, intentional design, and cultural relevance in a digital format that finally speaks the language of public safety. It's not just a platform—it's a new standard for how mental wellness can and should be delivered to the frontline.</p>
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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>While we are not currently certified by any formal environmental or sustainability agencies, the First Responders Resilience Network (FRRN) embraces a naturally low-impact model due to the fully digital nature of our Solutions.</p> <p>Our green-related practices include:</p> <p>100% virtual training delivery – no printed materials, physical shipping, or on-site equipment required</p> <p>No travel required for participation, reducing emissions and environmental footprint</p> <p>Digital communication and onboarding, eliminating unnecessary paper usage and postal services</p> <p>Remote-first operational model for staff and support teams, limiting office space and associated energy consumption</p> <p>Because our mission centers on accessibility and simplicity, our virtual format inherently supports sustainability by minimizing resource use.</p> <p>As we grow, we are exploring partnerships and potential certifications that align with our values of responsibility and stewardship, including digital sustainability best practices.</p>
44	Identify any third-party issued eco-labels, ratings or certifications that your company has received for the Solutions included in your Proposal related to energy efficiency or conservation, life-cycle design (cradle-to-cradle), or other green/sustainability factors.	<p>At this time, the First Responders Resilience Network (FRRN) has not received any third-party eco-labels, ratings, or certifications related to energy efficiency, life-cycle design, or other sustainability metrics for the Solutions included in this proposal.</p>

45	<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>The First Responders Resilience Network (FRRN) offers a one-of-a-kind virtual training solution built by first responders, for first responders. Unlike generic wellness programs or repurposed HR platforms, our solution is culturally competent, trauma-informed, and rooted in lived experience. This makes us uniquely positioned to serve the mental health and resilience needs of Sourcewell's public safety community.</p> <p>What sets us apart:</p> <ol style="list-style-type: none"> 1. Field-Built, Peer-Led Design Our founder is a retired fire captain who created this program after living through the same trauma, loss, and moral injury our users face. Every module is crafted with tactical empathy, not academic theory. That authenticity resonates in ways no outside vendor can replicate. 2. Standard-Issue Mental Wellness We're reframing mental health as mission-critical equipment. FRRN's goal is to make emotional survival training just as standard as bunker gear—accessible from day one, and reinforced throughout a responder's career. This preventive approach is a paradigm shift in an industry that's been reactive for too long. 3. First Responder-Specific Content Our training covers the topics that departments struggle to address head-on: Cumulative trauma Peer and family dynamics Suicide risk Substance use and recovery Burnout and moral injury We tackle these issues in the voice of someone who's been there—without shame, blame, or over-complication. 4. Zero-Barrier Delivery Our virtual platform requires no hardware, no in-person setup, and no disruption to operations. Sourcewell participants can onboard with ease—no matter their department size, location, or resource level. 5. Scalable with a Human Touch We serve individuals and departments with the same level of care. Every Sourcewell participant receives: Personalized onboarding and follow-up Flexible pricing that reflects real-world budgets Direct access to our leadership and training team We scale without losing the connection that makes our program impactful. 6. Mission-Driven, Not Vendor-Minded We're not just selling a product—we're changing the standard. Our alignment with Sourcewell is a strategic move to bring life-saving education to more responders, faster. And we do it without flashy promises or disconnected consultants—we walk with the people we serve. <p>In Summary: FRRN offers something that's long been missing in this space: a trusted, peer-built, field-proven way to protect our own. For Sourcewell members, we represent more than a contract—we're a cultural partner in the fight to keep first responders whole, before and after the call.</p>
46	<p>Describe your screening process for pairing service providers with patients or clients for teletherapy services.</p>	<p>The First Responders Resilience Network (FRRN) does not currently provide teletherapy services and therefore does not engage in the clinical pairing of patients with licensed mental health providers.</p> <p>Our organization offers non-clinical, educational training designed to build resilience, improve emotional survival, and provide culturally competent peer-informed tools for first responders. While we address mental health challenges such as trauma, burnout, and substance use, our content is not therapy, and we do not diagnose, treat, or refer as a healthcare provider. That said, we recognize the importance of appropriate clinical care and are working to build partnerships with vetted teletherapy providers and responder-focused mental health networks. In these future collaborations, any screening and pairing would be handled by the licensed provider network in accordance with HIPAA, privacy laws, and professional standards of care. If and when FRRN expands to include facilitated referral pathways, we will ensure that all pairing or triage is managed by qualified professionals under appropriate licensure and with trauma-informed best practices in place.</p>

47	Describe your method of delivery for proposed teletherapy services (e.g., secure video connection, web portal, online chat, two-way live video, other).	<p>The First Responders Resilience Network (FRRN) does not currently offer teletherapy services, and as such, we do not utilize secure video connections, web portals, or chat systems for clinical care.</p> <p>Our current method of delivery is educational and non-clinical in nature. We provide: Self-paced, on-demand virtual training through a secure web-based learning platform</p> <p>Peer-informed, trauma-aware content designed specifically for first responders</p> <p>Optional live webinars, virtual walkthroughs, and Q&A sessions for onboarding and support (non-therapeutic)</p> <p>While we do not provide or facilitate teletherapy at this time, we understand the importance of secure, HIPAA-compliant delivery methods in the clinical setting. Should FRRN expand into direct clinical partnerships in the future, all teletherapy services would be handled through licensed providers using encrypted, two-way video platforms and secure portals compliant with U.S. and Canadian privacy laws.</p>
48	Describe how your organization maintains security of patient data and alignment to applicable legal, regulatory, or professional requirements, if any.	<p>The First Responders Resilience Network (FRRN) does not collect or store personal health information (PHI) and does not provide clinical care or teletherapy services. As such, we are not classified as a covered entity under HIPAA or subject to healthcare-specific data regulations.</p> <p>That said, we treat user privacy and data protection with the utmost seriousness. Our platform and internal systems are designed to uphold the principles of confidentiality, integrity, and security for all users.</p> <p>Key practices include:</p> <p>Secure access: Our virtual training platform uses HTTPS encryption and secure login protocols to protect user access and activity.</p> <p>Minimal data collection: We collect only the basic information necessary to deliver licenses and track completion (e.g., name, email, department, license status). No sensitive medical data is collected.</p> <p>Access controls: Only authorized FRRN staff with a need-to-know role can access user records for support or onboarding purposes.</p> <p>Data hosting: Our platform partners with reputable third-party services that maintain industry-standard data security protocols and compliance (e.g., GDPR, SOC 2).</p> <p>No sharing of user data: We do not sell, rent, or share user data with third parties under any circumstance.</p> <p>While FRRN does not currently fall under HIPAA or similar healthcare-specific regulations, we model our practices after privacy standards appropriate to government, public safety, and educational institutions.</p> <p>As our services grow and if clinical partnerships are introduced in the future, we are committed to adopting any applicable legal and professional requirements to protect user data at the highest level.</p>

49	Please describe where and how all user data, including personally identifiable information (PII) and protected health information (PHI), is stored.	<p>The First Responders Resilience Network (FRRN) collects minimal user data and does not collect or store Protected Health Information (PHI). Our platform is designed for non-clinical, educational use only, and is not a healthcare service or covered entity under HIPAA. The limited Personally Identifiable Information (PII) we collect includes:</p> <p>Name</p> <p>Email address</p> <p>Organization or department (if applicable)</p> <p>Course enrollment and completion data</p> <p>Where and How Data is Stored: All user data is stored in a secure, cloud-based environment hosted by reputable third-party service providers who meet or exceed industry-standard security protocols (e.g., SSL encryption, SOC 2 compliance, secure data centers).</p> <p>Data is encrypted in transit (via HTTPS) and at rest.</p> <p>Access is restricted to authorized FRRN personnel with role-based permissions, following internal access control policies.</p> <p>We do not sell, share, or rent user data to third parties.</p> <p>Data Minimization and Retention: We only collect data necessary to provide platform access and basic reporting. We retain user data for as long as is necessary to fulfill training obligations and to support user accounts, after which it is securely deleted. As our organization grows, we are committed to scaling our data protection practices in line with best-in-class standards, including potential future alignment with privacy frameworks such as GDPR, CCPA, and other jurisdictional requirements.</p>
50	Describe licensures, degrees, and/or certifications your teletherapy professionals maintain.	<p>The First Responders Resilience Network (FRRN) does not provide teletherapy services and therefore does not employ or contract with licensed teletherapy professionals at this time. Our program is a non-clinical, educational training platform designed to build resilience and support emotional survival for first responders. It is peer-informed and trauma-aware, but it is not therapy, and does not involve diagnosis, treatment, or clinical intervention. If and when FRRN partners with licensed mental health professionals or teletherapy networks in the future, all practitioners would be required to maintain appropriate:</p> <p>State licensure (e.g., LCSW, LMFT, LPC, PhD, PsyD)</p> <p>Professional liability insurance</p> <p>Telehealth compliance certifications as required by jurisdiction</p> <p>Alignment with trauma-informed, culturally competent care standards for public safety professionals</p> <p>Any future expansion into clinical care will be developed in partnership with credentialed providers and compliant with all legal and ethical requirements.</p>

51	Describe how you ensure service quality and continuity in cases of connectivity issues or technology failures.	<p>Because FRRN delivers a fully virtual, self-paced training program, we've designed our platform to be stable, accessible, and minimally dependent on real-time connectivity. That said, we take service continuity seriously and have clear practices in place to ensure quality even in the event of technical disruptions.</p> <p>1. Platform Reliability Our learning platform is hosted by a reputable third-party provider with industry-standard uptime guarantees. The system is: Cloud-based, accessible 24/7</p> <p>Encrypted and mobile-friendly</p> <p>Routinely backed up and monitored for performance</p> <p>2. Offline-Friendly Access Model While the program requires an internet connection, users are not reliant on live sessions or scheduled events. Because content is self-paced, there is no interruption to progress due to missed logins or timing conflicts. If a user temporarily loses internet access, they can resume training seamlessly when connectivity returns.</p> <p>3. Support Response Protocol In the event a user experiences access issues or technical problems: Our team responds within one business day (often same-day for urgent login issues)</p> <p>Sarah Rilling, our onboarding coordinator, provides one-on-one tech support as needed</p> <p>We troubleshoot user-level issues such as browser compatibility, firewall blocks, or device restrictions directly</p> <p>4. Redundancy in Communication Our support channels include email, phone, and web-based contact forms. If one method is unavailable, users always have an alternative way to reach us for help.</p> <p>5. No Live Dependency = No Disruption Because we do not rely on scheduled live sessions or synchronous delivery, there is no risk of a training session being "missed" due to downtime. This allows us to maintain service continuity even during isolated outages or user-side connectivity challenges.</p> <p>6. Ongoing Platform Monitoring Our platform partner monitors system health and uptime performance. In the rare event of a larger service disruption, we receive alerts and provide users with status updates, workarounds, and extended access time if needed.</p>
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52	What accessibility features are included to accommodate users with disabilities (e.g., closed captioning, screen readers, adaptive interfaces)?	<p>The First Responders Resilience Network is committed to making our virtual training platform as accessible as possible to users with disabilities. While our current solution is focused on self-paced, non-clinical education, we have implemented several features to support diverse learning needs and promote inclusive access.</p> <p>Current Accessibility Features:</p> <p>Closed Captioning: All video content includes closed captioning to support users who are deaf or hard of hearing, and to improve comprehension in noisy environments or during off-shift hours.</p> <p>Screen Reader Compatibility: Our platform is designed with compatibility for common screen readers (such as JAWS, NVDA, and VoiceOver) to support users who are blind or visually impaired.</p> <p>Keyboard Navigation: Users can navigate the platform using keyboard-only controls, allowing those with mobility impairments or users who do not use a mouse to access and complete modules effectively.</p> <p>Mobile and Tablet Access: The training platform is fully responsive and mobile-friendly, giving users the flexibility to access content on devices that best suit their needs, including tablets and screen enlargement tools.</p> <p>Simple, Low-Distraction Design: Our interface is designed with clarity and minimalism in mind—avoiding flashing graphics, autoplay sound, and other features that may negatively affect users with sensory processing disorders or neurodivergence.</p> <p>Future Accessibility Enhancements:</p> <p>We are in the process of conducting an accessibility audit to identify additional improvements in alignment with WCAG 2.1 guidelines. Planned updates include:</p> <ul style="list-style-type: none"> Optional downloadable transcripts for all video content Adjustable font sizes or reader-friendly mode Color contrast enhancements for improved visibility <p>Commitment to Inclusion:</p> <p>FRRN believes resilience training should be accessible to every responder, regardless of ability. We welcome feedback from users and agencies to improve our accessibility and will continue to evolve our platform to meet the needs of the entire public safety community.</p>
53	Do you offer multilingual support to cater to diverse populations? If so, please explain.	<p>At this time, the First Responders Resilience Network (FRRN) offers training content exclusively in English. However, we recognize the importance of serving diverse and multilingual public safety populations, and we are actively exploring ways to expand language accessibility in future phases of our program.</p>

54	If applicable, how does your solution leverage AI to enhance your behavioral health platform and service delivery?	<p>At this time, the First Responders Resilience Network (FRRN) does not actively leverage artificial intelligence (AI) within our behavioral health platform. Our program is intentionally rooted in peer-informed, human-delivered resilience education, designed to foster trust, cultural relevance, and emotional connection—elements we believe are essential in serving the first responder community.</p> <p>That said, we recognize the growing role of AI in behavioral health and are exploring future applications that could support, not replace, the lived-experience foundation of our content. Potential areas of future development include:</p> <p>Personalized learning pathways, using AI to adapt training content based on user progress or self-assessed stress levels</p> <p>Natural language processing tools to enhance content accessibility for multilingual users</p> <p>Predictive analytics to help departments monitor usage trends and proactively engage underutilized training segments</p> <p>AI-assisted coaching or triage prompts to guide users toward appropriate clinical or peer resources (in future clinical partnerships)</p> <p>We remain committed to innovation that enhances outcomes—without compromising the human-centered nature of our mission. As technology continues to evolve, we will assess AI opportunities through the lens of trauma-informed care, user privacy, and the unique cultural needs of first responders.</p>
55	What licenses do you have and for which states?	<p>The First Responders Resilience Network (FRRN) provides non-clinical, educational training and does not require or hold state-issued professional or business licenses related to healthcare or therapy. Our virtual training program is available nationwide and in Canada, with no geographic restrictions or state-by-state licensing requirements.</p> <p>Should future services expand to include clinical partnerships or regulated services, we will obtain and disclose all necessary licenses in accordance with applicable laws in each jurisdiction.</p>
56	Describe your AI capabilities and related security measures.	<p>FRRN does not currently deploy artificial intelligence (AI) as part of our behavioral health solution. Our platform is intentionally human-driven, emphasizing peer connection, lived experience, and trauma-informed support rather than automation or algorithmic responses. That said, we are exploring future AI applications such as personalized learning pathways and multilingual content delivery. Any use of AI will be implemented with strict adherence to privacy, transparency, and data security standards.</p> <p>If and when AI features are introduced, we will ensure:</p> <p>User data is encrypted in transit and at rest</p> <p>No personal or sensitive information is used for AI model training</p> <p>Full compliance with U.S. and Canadian data protection laws, including GDPR where applicable</p> <p>Opt-in transparency for any AI-enhanced interactions</p>

Table 5B: Value-Added Attributes

Line Item	Question	Certification	Offered	Comment	
57	Select any Women or Minority Business Entity (WMBE), Small Business Entity (SBE), or veteran owned business certifications that your company or hub partners have obtained. Upload documentation and a listing of dealerships, HUB partners or re-sellers if available. Select all that apply.		<input type="radio"/> Yes <input checked="" type="radio"/> No	NO	*
58		Minority Business Enterprise (MBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	NO	*
59		Women Business Enterprise (WBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	NO	*
60		Disabled-Owned Business Enterprise (DOBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	NO	*
61		Veteran-Owned Business Enterprise (VBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	NO	*
62		Service-Disabled Veteran-Owned Business (SDVOB)	<input type="radio"/> Yes <input checked="" type="radio"/> No	NO	*
63		Small Business Enterprise (SBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	NO	*
64		Small Disadvantaged Business (SDB)	<input type="radio"/> Yes <input checked="" type="radio"/> No	NO	*
65		Women-Owned Small Business (WOSB)	<input type="radio"/> Yes <input checked="" type="radio"/> No	NO	*

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 *
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66	Describe your payment terms and accepted payment methods.	<p>FRRN offers flexible payment options designed to meet the procurement needs of public agencies and nonprofit partners. Accepted payment methods include: Credit card payments through our website (Squarespace platform)</p> <p>Digital invoicing and ACH transfers via QuickBooks</p> <p>Paper check payments (instructions provided upon request)</p> <p>Purchase orders for government and educational entities</p> <p>Standard payment terms: Net 30 for government, educational, and nonprofit clients</p> <p>Immediate access is granted upon receipt of payment or PO confirmation</p> <p>Custom payment plans may be offered for large departments or multi-year purchases</p> <p>We are committed to making payment and onboarding easy and accessible for all Sourcewell participating entities.</p>	*
67	Describe any leasing or financing options available for use by educational or governmental entities.	.At this time, the First Responders Resilience Network (FRRN) does not offer leasing or financing options for our training program. Our current pricing model is structured as a one-time payment for a one-year license per individual or department.	*
68	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>The First Responders Resilience Network (FRRN) uses a standard Training Program Purchase Agreement as the core transaction document for all departmental purchases. This agreement outlines key terms including scope of access, payment terms, confidentiality, data use, and intellectual property protections. Key standard documents include: Training Program Purchase Agreement (service contract)</p> <p>Invoice or itemized quote issued via QuickBooks or email</p> <p>Department onboarding form, if applicable (to collect user roster and start date)</p> <p>We do not currently utilize separate order forms, service level agreements (SLAs), or leasing documents, as our product is educational, virtual, and delivered under a flat-fee license model. All access terms and responsibilities are clearly defined in the primary service contract. Terms and Conditions are embedded in the Training Program Purchase Agreement and reviewed with each client prior to access. We have uploaded a template version of our standard service agreement for reference. Final versions are customized per department, but all follow the same structure and language unless otherwise requested by the client or required by law.</p>	*
69	Do you accept the P-card procurement and payment process? If so, is there any additional cost to Sourcewell participating entities for using this process?	Yes, the First Responders Resilience Network (FRRN) accepts P-card (procurement card) payments from Sourcewell participating entities. There is no additional cost or surcharge for using this payment method. We welcome P-cards as a convenient and efficient way for agencies to complete purchases and accelerate access to our training platform.	*

70	<p>Describe your pricing model (e.g., line-item discounts or product-category discounts). Provide detailed pricing data (including standard or list pricing and the Sourcewell discounted price) on all of the items that you want Sourcewell to consider as part of your RFP response. If applicable, provide a SKU for each item in your proposal. Upload your pricing materials (if applicable) in the document upload section of your response.</p>	<p>Our pricing model is designed to be accessible, scalable, and sustainable for public agencies of all sizes. We offer tiered pricing with built-in discounts for departments purchasing in volume. Sourcewell participating entities receive exclusive pre-negotiated pricing with no additional negotiation or volume requirements.</p> <p>Program Access Details Individual License Grants a single user 12-month access to the FRRN online resilience training platform</p> <p>Includes all core self-paced modules, bonus wellness content, and peer support tools</p> <p>Department License Enables an agency to enroll a group of users under one agreement</p> <p>Includes administrative tools, usage reporting, onboarding assistance, and optional live/cohort-based support</p> <p>Tiered pricing is based on the total number of users at time of purchase</p> <p>Additional Notes All solutions are delivered digitally — no hardware, installation, or shipping required</p> <p>Sourcewell pricing is fixed and transparent, with no hidden fees</p> <p>Support, access setup, reporting tools, and customer service are included at no additional cost</p> <p>Custom quotes are available for agencies outside the listed tiers (e.g., state associations, regional collaboratives, phased rollouts)</p>	*
71	<p>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>	<p>The Sourcewell pricing proposal submitted by the First Responders Resilience Network (FRRN) represents a pre-negotiated discount of 20% to 23% off our standard MSRP, depending on the quantity purchased:</p> <p>Individual License: 20% discount</p> <p>Department License (25 users): 21% discount</p> <p>Department License (26–100 users): 22% discount</p> <p>Department License (101+ users): 23% discount</p> <p>Department License (500+ users): Custom quote (discount TBD based on scope)</p> <p>These discounts are applied automatically for all Sourcewell participating entities and do not require additional negotiation or volume commitments.</p>	*

72	Describe any quantity or volume discounts or rebate programs that you offer.	<p>In addition to the tiered pricing structure above, FRRN offers the following: Custom pricing for groups exceeding 500 users, multi-agency collaboratives, or phased rollouts</p> <p>Early renewal incentives, such as discounted per-user rates or bonus access periods</p> <p>Referral incentives for agencies that introduce other departments or districts to FRRN through Sourcwell (e.g., bonus training modules or wellness resources for the referring agency)</p> <p>We do not currently offer formal rebate programs, but we remain flexible and open to designing future value-based incentives in coordination with Sourcwell or participating regions.</p>	*
73	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>If a Sourcwell participant requests a solution or service outside the scope of the current agreement (e.g., live workshops, in-person keynote speaking, consulting, or partner-developed content), FRRN will handle those requests on a case-by-case basis via formal quote. Our method for non-contracted (“sourced”) items is as follows: Quote provided upon request</p> <p>Pricing may be offered at cost or at cost plus a modest administrative fee, depending on the nature of the service</p> <p>All sourced items will be clearly distinguished from contract items and reviewed with the buyer prior to invoicing</p> <p>We are committed to transparent pricing and will ensure that all Sourcwell-related purchases, whether within or outside of contract scope, are handled with fairness, clarity, and full documentation.</p>	*

74	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>The First Responders Resilience Network (FRRN) provides a fully virtual training solution. As such, the total cost of acquisition is simple and all-inclusive for Sourcewell participating entities. There are no additional or hidden costs.</p> <p>The following elements are included in the Sourcewell discounted price:</p> <p>Program access for the contracted term (12 months)</p> <p>Onboarding assistance and account setup</p> <p>Administrative support and customer service</p> <p>Usage tracking and completion reporting (for departments)</p> <p>Peer-informed, trauma-aware virtual curriculum</p> <p>Platform access 24/7 from any internet-connected device</p> <p>No additional charges apply for: Setup or configuration</p> <p>Installation</p> <p>Pre-delivery inspection</p> <p>Required training or technical support</p> <p>FRRN does not use subcontractors or third-party service providers that would impose separate fees.</p>	*
75	If freight, delivery, or shipping is an additional cost to the Sourcewell participating entity, describe in detail the complete freight, shipping, and delivery program.	There are no freight, delivery, or shipping costs associated with FRRN's virtual training. The product is accessed online via secure login. No physical materials are shipped.	*
76	Specifically describe freight, shipping, and delivery terms or programs available for Alaska, Hawaii, Canada, or any offshore delivery.	There are no freight, delivery, or shipping costs associated with FRRN's virtual training. The product is accessed online via secure login. No physical materials are shipped.	*
77	Describe any unique distribution and/or delivery methods or options offered in your proposal.	<p>The First Responders Resilience Network (FRRN) delivers its training through a 100% virtual distribution model. This method is unique within the behavioral health and first responder training space because it:</p> <p>Requires no physical distribution, hardware, or software installations</p> <p>Offers immediate access upon account activation—users receive credentials via email within 1–2 business days</p> <p>Scales from individual learners to national deployments without logistics or delivery delays</p> <p>Is accessible 24/7 from any location with internet access, including remote or rural departments, offshore bases, and U.S. territories</p> <p>All modules are self-paced, minimizing scheduling conflicts and allowing users to complete training during downtime or shifts, making it ideal for shift-based workforces like fire, EMS, and law enforcement.</p>	*

78	Specifically describe any self-audit process or program that you plan to employ to verify compliance with your proposed agreement with Sourcewell. This process includes ensuring that Sourcewell participating entities obtain the proper pricing.	<p>To ensure compliance with Sourcewell pricing and agreement terms, FRRN will implement the following self-audit process: Maintain a centralized Sourcewell pricing sheet (internal use) to guide all sales and quoting activity</p> <p>Use QuickBooks and CRM data to tag and track all Sourcewell transactions separately</p> <p>Review all Sourcewell sales monthly to ensure:</p> <p>Correct pricing tier was applied</p> <p>No unauthorized fees or services were added</p> <p>Each entity qualifies as a participating Sourcewell member</p> <p>Perform a quarterly audit of all Sourcewell invoices and quotes to validate accuracy, consistency, and adherence to contract terms</p> <p>We also welcome Sourcewell audits or spot checks and will fully cooperate with all compliance inquiries.</p>	*
79	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, FRRN will track the following internal KPIs to evaluate the success and reach of the Sourcewell agreement: Number of Sourcewell-participating entities onboarded</p> <p>Number of licenses activated via Sourcewell contracts</p> <p>Response time from inquiry to onboarding completion</p> <p>Repeat engagement or renewals from Sourcewell agencies</p> <p>Customer satisfaction metrics via surveys post-onboarding</p> <p>Referral activity from departments already using the Sourcewell path</p> <p>These metrics will be used in monthly reporting and quarterly review meetings to adjust strategy and improve performance.</p>	*
80	Provide a proposed Administration Fee payable to Sourcewell. The Fee is in consideration for the support and services provided by Sourcewell. The propose an Administrative Fee will be payable to Sourcewell on all completed transactions to Participating Entities utilizing this Agreement. The Administrative Fee will be calculated as a stated percentage, or flat fee as may be applicable, of all completed transactions utilizing this Master Agreement within the preceding Reporting Period defined in the agreement.	<p>FRRN proposes an Administrative Fee of 2% on all completed transactions to Sourcewell Participating Entities utilizing this agreement.</p> <p>This fee will be calculated based on the total net sales (excluding taxes or refunds) for Sourcewell transactions completed during each reporting period and remitted per the reporting and payment schedule defined in the Master Agreement.</p>	*

Table 6B: Pricing Offered

Line Item	The Pricing Offered in this Proposal is: *	Comments
81	The pricing offered is as good as or better than pricing typically offered through existing cooperative contracts, state contracts, or agencies.	<p>The pricing offered in this proposal is as good as or better than the pricing typically offered through existing cooperative contracts or state agreements.</p> <p>FRRN's Sourcewell pricing reflects our most competitive, pre-negotiated discount structure, developed specifically to support public agencies and remove cost as a barrier to accessing proactive mental health training. These rates are:</p> <p>Consistently lower than our standard MSRP</p> <p>Offered without volume minimums or added fees</p> <p>Inclusive of onboarding, platform access, and customer support</p> <p>We are committed to equity and access, and Sourcewell participating entities will receive the best available pricing as part of this agreement.</p>

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

Line Item	Question	Response *
82	Provide a detailed description of all the Solutions offered, including used Solutions if applicable, offered in the proposal.	<p>FRRN provides a virtual, trauma-informed, resilience training platform designed specifically for first responders, public safety professionals, and other high-stress occupations. Our solution is built around proactive emotional survival skills, cultural competence, and real-world peer experience—delivered in a format that is accessible, affordable, and operationally flexible.</p> <p>We currently offer one core product, with customizable delivery formats and support levels to meet the needs of departments of all sizes.</p> <p>Product Name: Mental Health for First Responders and Other High-Stressed Professions</p> <p>Delivery Method: 100% online, self-paced, cloud-based platform</p> <p>Term of Access: 12-month license per user</p> <p>Format: Video-based training, downloadable tools, written resources, exercises</p> <p>Target Audience: Firefighters, EMS, law enforcement, 911 telecommunicators, correctional officers, public safety leaders, and recruits</p> <p>Training Program Components:</p> <p>6 core modules focused on:</p> <p>Resilience and self-regulation</p> <p>Burnout and moral injury</p> <p>Trauma and post-traumatic growth</p> <p>Communication and peer support</p>

Substance use, addiction, and recovery

Family systems and personal reintegration

Bonus wellness content on sleep, stress, breathing techniques, and mindset shifts

Peer-informed delivery, presented by a retired fire captain and a team of advisors with direct experience in the field

Interactive tools and reflection exercises to deepen engagement

Optional certificate of completion for training records or compliance documentation

2. Individual License

Use Case: Ideal for individuals purchasing directly or for departments piloting access

Access: 1 user for 12 months

Includes: Full program access, downloadable content, email support

3. Department Licenses (Tiered Pricing Available)

Use Case: Designed for agencies seeking to onboard teams of responders

Access: Multi-user licenses with administrator support

Includes:

Full access for all enrolled users

Custom onboarding assistance

User progress reporting (on request)

Optional kickoff or closeout session

Flexible roster upload and activation

Peer referral program access

Departments purchasing through Sourcewell receive immediate access and pre-negotiated pricing with no implementation fees.

Used Solutions

FRRN does not offer or resell any used, refurbished, or pre-owned products or solutions. All licenses are newly issued and fully supported for the contracted term.

No Hardware or On-Site Services Required

All solutions are digital and require no physical shipping, installation, or equipment. Our platform is accessible from any internet-connected device and is optimized for desktop, tablet, and mobile use.

83	Within this RFP category there may be subcategories of solutions. List subcategory titles that best describe your products and services.	<p>Virtual Mental Health Training for First Responders</p> <p>Trauma-Informed Resilience Education</p> <p>Peer-Led Wellness Programs</p> <p>Public Safety Workforce Development</p> <p>Behavioral Health and Burnout Prevention</p> <p>Online Emotional Survival Training</p> <p>First Responder Wellness & Recovery Support Tools</p> <p>Self-Paced Learning Modules for High-Stress Professions</p> <p>Preventative Mental Health Solutions for Emergency Services</p> <p>Digital Wellness Solutions for Government and Public Sector Employees</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	
84	Category 1: General Public Entity Employees and Citizens, if yes answer 85-88	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>We deliver preventative mental wellness solutions and accessible behavioral health support to public agency staff, government employees, and the communities they serve. Our services address everyday stressors, burnout, and the need for long-term emotional resilience — all through scalable, secure virtual access. Our Category 1 offerings include:</p> <p>Stress Management Training</p> <p>Skills-based modules to help employees recognize and regulate stress reactions in real time.</p> <p>Self-Guided Wellness Modules</p> <p>On-demand learning tracks focused on mindfulness, nervous system regulation, and building sustainable wellness routines.</p> <p>Resilience-Building Exercises</p> <p>Trauma-informed strategies for improving mental agility, optimism, and self-awareness.</p> <p>Suicide Surveillance and Prevention</p> <p>Awareness and intervention training with knowledge checks.</p>	*
85	Psychology, Social work, or Special Education Services	<input checked="" type="radio"/> Yes <input type="radio"/> No		
86	Behavioral, Emotional, or Mental Health Counseling including but not limited to: video sessions, phone or text sessions, self-guided or self-help programs	<input checked="" type="radio"/> Yes <input type="radio"/> No		
87	Crisis support, suicide prevention	<input checked="" type="radio"/> Yes <input type="radio"/> No		

88	Assessment or diagnostic services	<input type="radio"/> Yes <input checked="" type="radio"/> No		
89	Category 2: Public Safety Employees, if yes answer 90-93	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>FRRN's core focus is supporting those who serve — including firefighters, EMS, law enforcement officers, corrections, and 911 dispatchers — with behavioral health solutions that reflect the realities of life on the job. We understand the culture, the resistance to “typical” wellness training, and the critical need for relevant, field-tested solutions. Our Category 2 services include:</p> <p>Real-Time Stress Response Training Practical tools and techniques to help employees identify and manage stress as it arises.</p> <p>On-Demand Wellness Learning Self-paced modules designed to support mindfulness, regulate the nervous system, and establish lasting wellness habits.</p> <p>Resilience Strengthening Practices Evidence-based, trauma-informed exercises that enhance mental flexibility, emotional balance, and self-awareness.</p> <p>Suicide Surveillance and Prevention Awareness and intervention training with knowledge checks.</p> <p>All services are accessible through secure video platforms, and self-paced digital content — allowing for 24/7 access and department-wide implementation regardless of size or location.</p>	*
90	Psychology or Social work	<input checked="" type="radio"/> Yes <input type="radio"/> No		
91	Behavioral, Emotional, or Mental Health Counseling including but not limited to: video sessions, phone or text sessions, self-guided or self-help programs	<input checked="" type="radio"/> Yes <input type="radio"/> No		
92	Crisis support, suicide prevention	<input checked="" type="radio"/> Yes <input type="radio"/> No		
93	Assessment or diagnostic services	<input type="radio"/> Yes <input checked="" type="radio"/> No		
94	Category 3: K-12 and Higher Education students and Faculty; Speech and Occupational Therapy, if yes answer 95-100	<input type="radio"/> Yes <input checked="" type="radio"/> No	no	*
95	Psychology, Social work, or Special Education Services	<input type="radio"/> Yes <input checked="" type="radio"/> No	no	*
96	Behavioral, Emotional, or Mental Health Counseling including but not limited to: video sessions, phone or text sessions, self-guided or self-help programs	<input type="radio"/> Yes <input checked="" type="radio"/> No	no	*
97	Crisis support, suicide prevention	<input type="radio"/> Yes <input checked="" type="radio"/> No		
98	Assessment or diagnostic services	<input type="radio"/> Yes <input checked="" type="radio"/> No		
99	Speech	<input type="radio"/> Yes <input checked="" type="radio"/> No		
100	Occupational Therapy	<input type="radio"/> Yes <input checked="" type="radio"/> No		

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

Line Item 101. 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](#) - Pricing Sourcewell.xlsx - Monday July 21, 2025 16:52:51
 - [Financial Strength and Stability](#) - good standing letter june 2025 (1).pdf - Monday July 21, 2025 16:53:17
 - [Marketing Plan/Samples](#) - First Contact Flyer for FRRN.pdf.pdf - Monday July 21, 2025 16:53:02
 - WMBE/MBE/SBE or Related Certificates (optional)
 - [Standard Transaction Document Samples](#) - SALE Contract.pdf - Monday July 21, 2025 16:56:21
 - [Requested Exceptions](#) - Master_Agreement_072225_Virtual_Behavioral_Health_Therapy..pdf - Tuesday July 22, 2025 08:27:11
 - [Upload Additional Document](#) - Copy of Digital Marketing Flyer.psd.pdf - Monday July 21, 2025 16:53:34

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. - TIMOTHY THARP, CEO, T&T SQUARED 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 10 Virtual Behavioral Health Therapy 072225 Mon July 14 2025 04:53 PM	<input checked="" type="checkbox"/>	7
Addendum 9 Virtual Behavioral Health Therapy 072225 Fri July 11 2025 03:02 PM	<input checked="" type="checkbox"/>	4
Addendum 8 Virtual Behavioral Health Therapy 072225 Thu July 10 2025 07:01 AM	<input checked="" type="checkbox"/>	1
Addendum 7 Virtual Behavioral Health Therapy 072225 Tue July 8 2025 08:39 AM	<input checked="" type="checkbox"/>	1
Addendum 6 Virtual Behavioral Health Therapy 072225 Mon July 7 2025 09:58 AM	<input checked="" type="checkbox"/>	8
Addendum 5 Virtual Behavioral Health Therapy 072225 Thu July 3 2025 10:04 AM	<input checked="" type="checkbox"/>	4
Addendum 4 Virtual Behavioral Health Therapy 072225 Wed July 2 2025 11:46 AM	<input checked="" type="checkbox"/>	3
Addendum 3 Virtual Behavioral Health Therapy 072225 Wed July 2 2025 11:45 AM	<input checked="" type="checkbox"/>	3
Addendum 2 Virtual Behavioral Health Therapy 072225 Wed June 18 2025 11:27 AM	<input checked="" type="checkbox"/>	2
Addendum 1 Virtual Behavioral Health Therapy 072225 Wed June 4 2025 08:22 AM	<input checked="" type="checkbox"/>	1