



## **Solicitation Number: RFP #060624**

### **CONTRACT**

This Contract is between Sourcewell, 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 (Sourcewell) and Adroit Staffing, LLC, 1407 Beech Ave., Steilacoom, WA 98388 (Supplier).

Sourcewell is a State of Minnesota local government unit and service cooperative created under the laws of the State of Minnesota (Minnesota Statutes Section 123A.21) that offers cooperative procurement solutions to government entities. Participation is open to eligible federal, state/province, and municipal governmental entities, higher education, K-12 education, nonprofit, tribal government, and other public entities located in the United States and Canada. Sourcewell issued a public solicitation for Software Solutions and Related Services for Public Sector and Education Administration from which Supplier was awarded a contract in Categories 1, 2, 3, 4, and 5.

Supplier desires to contract with Sourcewell to provide equipment, products, or services to Sourcewell and the entities that access Sourcewell's cooperative purchasing contracts (Participating Entities).

#### **1. TERM OF CONTRACT**

A. **EFFECTIVE DATE.** This Contract is effective upon the date of the final signature below.

**EXPIRATION DATE AND EXTENSION.** This Contract expires October 25, 2028, unless it is cancelled sooner pursuant to Article 22. This Contract allows up to three additional one-year extensions upon the request of Sourcewell and written agreement by Supplier. Sourcewell retains the right to consider additional extensions beyond seven years as required under exceptional circumstances.

B. **SURVIVAL OF TERMS.** Notwithstanding any expiration or termination of this Contract, all payment obligations incurred prior to expiration or termination will survive, as will the following: Articles 11 through 14 survive the expiration or cancellation of this Contract. All other rights will cease upon expiration or termination of this Contract.

#### **2. EQUIPMENT, PRODUCTS, OR SERVICES**

A. EQUIPMENT, PRODUCTS, OR SERVICES. Supplier will provide the Equipment, Products, or Services as stated in its Proposal submitted under the Solicitation Number listed above. Supplier's Equipment, Products, or Services Proposal (Proposal) is attached and incorporated into this Contract.

All Equipment and Products provided under this Contract must be new and the current model. Supplier may offer close-out or refurbished Equipment or Products if they are clearly indicated in Supplier's product and pricing list. Unless agreed to by the Participating Entities in advance, Equipment or Products must be delivered as operational to the Participating Entity's site.

This Contract offers an indefinite quantity of sales, and while substantial volume is anticipated, sales and sales volume are not guaranteed.

B. WARRANTY. Supplier warrants that all Equipment, Products, and Services furnished are free from liens and encumbrances, and are free from defects in design, materials, and workmanship. In addition, Supplier warrants the Equipment, Products, and Services are suitable for and will perform in accordance with the ordinary use for which they are intended. Supplier's dealers and distributors must agree to assist the Participating Entity in reaching a resolution in any dispute over warranty terms with the manufacturer. Any manufacturer's warranty that extends beyond the expiration of the Supplier's warranty will be passed on to the Participating Entity.

C. DEALERS, DISTRIBUTORS, AND/OR RESELLERS. Upon Contract execution and throughout the Contract term, Supplier must provide to Sourcewell a current means to validate or authenticate Supplier's authorized dealers, distributors, or resellers relative to the Equipment, Products, and Services offered under this Contract, which will be incorporated into this Contract by reference. It is the Supplier's responsibility to ensure Sourcewell receives the most current information.

### 3. PRICING

All Equipment, Products, or Services under this Contract will be priced at or below the price stated in Supplier's Proposal.

When providing pricing quotes to Participating Entities, all pricing quoted must reflect a Participating Entity's total cost of acquisition. This means that the quoted cost is for delivered Equipment, Products, and Services that are operational for their intended purpose, and includes all costs to the Participating Entity's requested delivery location.

Regardless of the payment method chosen by the Participating Entity, the total cost associated with any purchase option of the Equipment, Products, or Services must always be disclosed in the pricing quote to the applicable Participating Entity at the time of purchase.

A. **SHIPPING AND SHIPPING COSTS.** All delivered Equipment and Products must be properly packaged. Damaged Equipment and Products may be rejected. If the damage is not readily apparent at the time of delivery, Supplier must permit the Equipment and Products to be returned within a reasonable time at no cost to Sourcewell or its Participating Entities. Participating Entities reserve the right to inspect the Equipment and Products at a reasonable time after delivery where circumstances or conditions prevent effective inspection of the Equipment and Products at the time of delivery. In the event of the delivery of nonconforming Equipment and Products, the Participating Entity will notify the Supplier as soon as possible and the Supplier will replace nonconforming Equipment and Products with conforming Equipment and Products that are acceptable to the Participating Entity.

Supplier must arrange for and pay for the return shipment on Equipment and Products that arrive in a defective or inoperable condition.

Sourcewell may declare the Supplier in breach of this Contract if the Supplier intentionally delivers substandard or inferior Equipment or Products.

B. **SALES TAX.** Each Participating Entity is responsible for supplying the Supplier with valid tax-exemption certification(s). When ordering, a Participating Entity must indicate if it is a tax-exempt entity.

C. **HOT LIST PRICING.** At any time during this Contract, Supplier may offer a specific selection of Equipment, Products, or Services at discounts greater than those listed in the Contract. When Supplier determines it will offer Hot List Pricing, it must be submitted electronically to Sourcewell in a line-item format. Equipment, Products, or Services may be added or removed from the Hot List at any time through a Sourcewell Price and Product Change Form as defined in Article 4 below.

Hot List program and pricing may also be used to discount and liquidate close-out and discontinued Equipment and Products as long as those close-out and discontinued items are clearly identified as such. Current ordering process and administrative fees apply. Hot List Pricing must be published and made available to all Participating Entities.

#### **4. PRODUCT AND PRICING CHANGE REQUESTS**

Supplier may request Equipment, Product, or Service changes, additions, or deletions at any time. All requests must be made in writing by submitting a signed Sourcewell Price and Product Change Request Form to the assigned Sourcewell Supplier Development Administrator. This approved form is available from the assigned Sourcewell Supplier Development Administrator. At a minimum, the request must:

- Identify the applicable Sourcewell contract number;

- Clearly specify the requested change;
- Provide sufficient detail to justify the requested change;
- Individually list all Equipment, Products, or Services affected by the requested change, along with the requested change (e.g., addition, deletion, price change); and
- Include a complete restatement of pricing documentation in Microsoft Excel with the effective date of the modified pricing, or product addition or deletion. The new pricing restatement must include all Equipment, Products, and Services 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 Contract and will be incorporated by reference.

## **5. PARTICIPATION, CONTRACT ACCESS, AND PARTICIPATING ENTITY REQUIREMENTS**

A. PARTICIPATION. Sourcewell's cooperative contracts are available and open to public and nonprofit entities across the United States and Canada; such as federal, state/province, municipal, K-12 and higher education, tribal government, and other public entities.

The benefits of this Contract should be available to all Participating Entities that can legally access the Equipment, Products, or Services under this Contract. A Participating Entity's authority to access this Contract is determined through its cooperative purchasing, interlocal, or joint powers laws. Any entity accessing benefits of this Contract will be considered a Service Member of Sourcewell during such time of access. Supplier understands that a Participating Entity's use of this Contract is at the Participating Entity's sole convenience and Participating Entities reserve the right to obtain like Equipment, Products, or Services from any other source.

Supplier is responsible for familiarizing its sales and service forces with Sourcewell contract use eligibility requirements and documentation and will encourage potential participating entities to join Sourcewell. Sourcewell reserves the right to add and remove Participating Entities to its roster during the term of this Contract.

B. PUBLIC FACILITIES. Supplier's employees may be required to perform work at government-owned facilities, including schools. Supplier's employees and agents must conduct themselves in a professional manner while on the premises, and in accordance with Participating Entity policies and procedures, and all applicable laws.

## **6. PARTICIPATING ENTITY USE AND PURCHASING**

A. ORDERS AND PAYMENT. To access the contracted Equipment, Products, or Services under this Contract, a Participating Entity must clearly indicate to Supplier that it intends to access this Contract; however, order flow and procedure will be developed jointly between Sourcewell and Supplier. Typically, a Participating Entity will issue an order directly to Supplier or its authorized

subsidiary, distributor, dealer, or reseller. If a Participating Entity issues a purchase order, it may use its own forms, but the purchase order should clearly note the applicable Sourcewell contract number. All Participating Entity orders under this Contract must be issued prior to expiration or cancellation of this Contract; however, Supplier performance, Participating Entity payment obligations, and any applicable warranty periods or other Supplier or Participating Entity obligations may extend beyond the term of this Contract.

Supplier's acceptable forms of payment are included in its attached Proposal. Participating Entities will be solely responsible for payment and Sourcewell will have no liability for any unpaid invoice of any Participating Entity.

B. **ADDITIONAL TERMS AND CONDITIONS/PARTICIPATING ADDENDUM.** Additional terms and conditions to a purchase order, or other required transaction documentation, may be negotiated between a Participating Entity and Supplier, such as job or industry-specific requirements, legal requirements (e.g., affirmative action or immigration status requirements), or specific local policy requirements. Some Participating Entities may require the use of a Participating Addendum, the terms of which will be negotiated directly between the Participating Entity and the Supplier or its authorized dealers, distributors, or resellers, as applicable. Any negotiated additional terms and conditions must never be less favorable to the Participating Entity than what is contained in this Contract.

C. **SPECIALIZED SERVICE REQUIREMENTS.** In the event that the Participating Entity requires service or specialized performance requirements not addressed in this Contract (such as e-commerce specifications, specialized delivery requirements, or other specifications and requirements), the Participating Entity and the Supplier may enter into a separate, standalone agreement, apart from this Contract. Sourcewell, including its agents and employees, will not be made a party to a claim for breach of such agreement.

D. **TERMINATION OF ORDERS.** Participating Entities may terminate an order, in whole or in part, immediately upon notice to Supplier in the event of any of the following events:

1. The Participating Entity fails to receive funding or appropriation from its governing body at levels sufficient to pay for the equipment, products, or services to be purchased; or
2. Federal, state, or provincial laws or regulations prohibit the purchase or change the Participating Entity's requirements.

E. **GOVERNING LAW AND VENUE.** The governing law and venue for any action related to a Participating Entity's order will be determined by the Participating Entity making the purchase.

## **7. CUSTOMER SERVICE**

A. PRIMARY ACCOUNT REPRESENTATIVE. Supplier will assign an Account Representative to Sourcwell for this Contract and must provide prompt notice to Sourcwell if that person is changed. The Account Representative will be responsible for:

- Maintenance and management of this Contract;
- Timely response to all Sourcwell and Participating Entity inquiries; and
- Business reviews to Sourcwell and Participating Entities, if applicable.

B. BUSINESS REVIEWS. Supplier must perform a minimum of one business review with Sourcwell per contract year. The business review will cover sales to Participating Entities, pricing and contract terms, administrative fees, sales data reports, performance issues, supply issues, customer issues, and any other necessary information.

## **8. REPORT ON CONTRACT SALES ACTIVITY AND ADMINISTRATIVE FEE PAYMENT**

A. CONTRACT SALES ACTIVITY REPORT. Each calendar quarter, Supplier must provide a contract sales activity report (Report) to the Sourcwell Supplier Development Administrator assigned to this Contract. Reports are due no later than 45 days after the end of each calendar quarter. A Report must be provided regardless of the number or amount of sales 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;
- Participating Entity Contact Name;
- Participating Entity Contact Email Address;
- Participating Entity Contact Telephone Number;
- Sourcwell Assigned Entity/Participating Entity Number;
- Item Purchased Description;
- Item Purchased Price;
- Sourcwell Administrative Fee Applied; and
- Date Purchase was invoiced/sale was recognized as revenue by Supplier.

B. ADMINISTRATIVE FEE. In consideration for the support and services provided by Sourcwell, the Supplier will pay an administrative fee to Sourcwell on all Equipment, Products, and Services provided to Participating Entities. The Administrative Fee must be included in, and not added to, the pricing. Supplier may not charge Participating Entities more than the contracted

price to offset the Administrative Fee.

The Supplier will submit payment to Sourcewell for the percentage of administrative fee stated in the Proposal multiplied by the total sales of all Equipment, Products, and Services purchased by Participating Entities under this Contract during each calendar quarter. Payments should note the Supplier's name and Sourcewell-assigned contract number in the memo; and must be mailed to the address above "Attn: Accounts Receivable" or remitted electronically to Sourcewell's banking institution per Sourcewell's Finance department instructions. Payments must be received no later than 45 calendar days after the end of each calendar quarter.

Supplier agrees to cooperate with Sourcewell in auditing transactions under this Contract to ensure that the administrative fee is paid on all items purchased under this Contract.

In the event the Supplier is delinquent in any undisputed administrative fees, Sourcewell reserves the right to cancel this Contract and reject any proposal submitted by the Supplier in any subsequent solicitation. In the event this Contract is cancelled by either party prior to the Contract's expiration date, the administrative fee payment will be due no more than 30 days from the cancellation date.

## **9. AUTHORIZED REPRESENTATIVE**

Sourcewell's Authorized Representative is its Chief Procurement Officer.

Supplier's Authorized Representative is the person named in the Supplier's Proposal. If Supplier's Authorized Representative changes at any time during this Contract, Supplier must promptly notify Sourcewell in writing.

## **10. AUDIT, ASSIGNMENT, AMENDMENTS, WAIVER, AND CONTRACT COMPLETE**

A. **AUDIT.** Pursuant to Minnesota Statutes Section 16C.05, subdivision 5, the books, records, documents, and accounting procedures and practices relevant to this Contract are subject to examination by Sourcewell or the Minnesota State Auditor for a minimum of six years from the end of this Contract. This clause extends to Participating Entities as it relates to business conducted by that Participating Entity under this Contract.

B. **ASSIGNMENT.** Neither party may assign or otherwise transfer its rights or obligations under this Contract without the prior written consent of the other party and a fully executed assignment agreement. Such consent will not be unreasonably withheld. Any prohibited assignment will be invalid.

C. **AMENDMENTS.** Any amendment to this Contract must be in writing and will not be effective until it has been duly executed by the parties.

D. **WAIVER.** Failure by either party to take action or assert any right under this Contract will not be deemed a waiver of such right in the event of the continuation or repetition of the circumstances giving rise to such right. Any such waiver must be in writing and signed by the parties.

E. **CONTRACT COMPLETE.** This Contract represents the complete agreement between the parties. No other understanding regarding this Contract, whether written or oral, may be used to bind either party. For any conflict between the attached Proposal and the terms set out in Articles 1-22 of this Contract, the terms of Articles 1-22 will govern.

F. **RELATIONSHIP OF THE PARTIES.** The relationship of the parties is one of independent contractors, each free to exercise judgment and discretion with regard to the conduct of their respective businesses. This Contract does not create a partnership, joint venture, or any other relationship such as master-servant, or principal-agent.

### **11. INDEMNITY AND HOLD HARMLESS**

Supplier must indemnify, defend, save, and hold Sourcewell and its Participating Entities, including their agents and employees, harmless from any claims or causes of action, including attorneys' fees incurred by Sourcewell or its Participating Entities, arising out of any act or omission in the performance of this Contract 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 the Equipment, Products, or Services under this Contract to the extent the Equipment, Product, or Service has been used according to its specifications. Sourcewell's responsibility will be governed by the State of Minnesota's Tort Liability Act (Minnesota Statutes Chapter 466) and other applicable law.

### **12. GOVERNMENT DATA PRACTICES**

Supplier and Sourcewell must comply with the Minnesota Government Data Practices Act, Minnesota Statutes Chapter 13, as it applies to all data provided by or provided to Sourcewell under this Contract and as it applies to all data created, collected, received, maintained, or disseminated by the Supplier under this Contract.

### **13. INTELLECTUAL PROPERTY, PUBLICITY, MARKETING, AND ENDORSEMENT**

#### **A. INTELLECTUAL PROPERTY**

1. *Grant of License.* During the term of this Contract:

- a. 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 and promotional materials for the purpose of marketing Sourcewell's relationship with Supplier.



b. Supplier grants to Sourcewell a royalty-free, worldwide, non-exclusive right and license to use Supplier's trademarks in advertising and promotional materials for the purpose of marketing Supplier's relationship with Sourcewell.

2. *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, and agents (collectively "Permitted Sublicensees") in advertising and promotional materials for the purpose of marketing the Parties' relationship to Participating Entities. Any sublicense granted will be subject to the terms and conditions of this Article. Each party will be responsible for any breach of this Article by any of their respective sublicensees.

3. *Use; Quality Control.*

a. 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.

b. 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. Upon written notice to the breaching party, the breaching party has 30 days of the date of the written notice to cure the breach or the license will be terminated.

4. *Termination.* Upon the termination of this Contract 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.

B. **PUBLICITY.** Any publicity regarding the subject matter of this Contract must not be released without prior written approval from the Authorized Representatives. Publicity includes notices, informational pamphlets, press releases, research, reports, signs, and similar public notices prepared by or for the Supplier individually or jointly with others, or any subcontractors, with respect to the program, publications, or services provided resulting from this Contract.

C. **MARKETING.** Any direct advertising, marketing, or offers with Participating Entities must be approved by Sourcewell. Send all approval requests to the Sourcewell Supplier Development Administrator assigned to this Contract.

D. **ENDORSEMENT.** The Supplier must not claim that Sourcewell endorses its Equipment, Products, or Services.

#### **14. GOVERNING LAW, JURISDICTION, AND VENUE**

The substantive and procedural laws of the State of Minnesota will govern this Contract. Venue for all legal proceedings arising out of this Contract, or its breach, must be in the appropriate state court in Todd County, Minnesota or federal court in Fergus Falls, Minnesota.

#### **15. FORCE MAJEURE**

Neither party to this Contract will be held responsible for delay or default caused by acts of God or other conditions that are beyond that party's reasonable control. A party defaulting under this provision must provide the other party prompt written notice of the default.

#### **16. SEVERABILITY**

If any provision of this Contract 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 Contract is capable of being performed, it will not be affected by such determination or finding and must be fully performed.

#### **17. PERFORMANCE, DEFAULT, AND REMEDIES**

A. **PERFORMANCE.** During the term of this Contract, the parties will monitor performance and address unresolved contract issues as follows:

1. *Notification.* The parties must promptly notify each other of any known dispute and work in good faith to resolve such dispute within a reasonable period of time. If necessary, Sourcewell and the Supplier will jointly develop a short briefing document that describes the issue(s), relevant impact, and positions of both parties.
2. *Escalation.* If parties are unable to resolve the issue in a timely manner, as specified above, either Sourcewell or Supplier may escalate the resolution of the issue to a higher level of management. The Supplier will have 30 calendar days to cure an outstanding issue.
3. *Performance while Dispute is Pending.* Notwithstanding the existence of a dispute, the Supplier must continue without delay to carry out all of its responsibilities under the Contract that are not affected by the dispute. If the Supplier fails to continue without delay to perform its responsibilities under the Contract, in the accomplishment of all undisputed work, the Supplier will bear any additional costs incurred by Sourcewell and/or its Participating Entities as a result of such failure to proceed.

B. **DEFAULT AND REMEDIES.** Either of the following constitutes cause to declare this Contract, or any Participating Entity order under this Contract, in default:

1. Nonperformance of contractual requirements, or
2. A material breach of any term or condition of this Contract.

The party claiming default must provide written notice of the default, with 30 calendar days to cure the default. Time allowed for cure will not diminish or eliminate any liability for liquidated or other damages. If the default remains after the opportunity for cure, the non-defaulting party may:

- Exercise any remedy provided by law or equity, or
- Terminate the Contract or any portion thereof, including any orders issued against the Contract.

## 18. INSURANCE

A. REQUIREMENTS. At its own expense, Supplier must maintain insurance policy(ies) in effect at all times during the performance of this Contract 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:

1. *Workers' Compensation and Employer's Liability.*

Workers' Compensation: As required by any applicable law or regulation.

Employer's Liability Insurance: must be provided in amounts not less than listed below:

Minimum limits:

\$500,000 each accident for bodily injury by accident

\$500,000 policy limit for bodily injury by disease

\$500,000 each employee for bodily injury by disease

2. *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 Contract.

Minimum Limits:

\$1,000,000 each occurrence Bodily Injury and Property Damage

\$1,000,000 Personal and Advertising Injury

\$2,000,000 aggregate for products liability-completed operations

\$2,000,000 general aggregate

3. *Commercial Automobile Liability Insurance.* During the term of this Contract, Supplier will maintain insurance covering all owned, hired, and non-owned automobiles in limits of liability not less than indicated below. The coverage must be subject to terms

no less broad than ISO Business Auto Coverage Form CA 0001 (2010 edition or newer), or equivalent.

Minimum Limits:

\$1,000,000 each accident, combined single limit

4. *Umbrella Insurance*. During the term of this Contract, Supplier will maintain umbrella coverage over Employer's Liability, Commercial General Liability, and Commercial Automobile.

Minimum Limits:

\$2,000,000

5. *Professional/Technical, Errors and Omissions, and/or Miscellaneous Professional Liability*. During the term of this Contract, Supplier will maintain coverage for all claims the Supplier may become legally obligated to pay resulting from any actual or alleged negligent act, error, or omission related to Supplier's professional services required under this Contract.

Minimum Limits:

\$2,000,000 per claim or event

\$2,000,000 – annual aggregate

6. *Network Security and Privacy Liability Insurance*. During the term of this Contract, Supplier will maintain coverage for network security and privacy liability. The coverage may be endorsed on another form of liability coverage or written on a standalone policy. The insurance must cover claims which may arise from failure of Supplier's security resulting in, but not limited to, computer attacks, unauthorized access, disclosure of not public data – including but not limited to, confidential or private information, transmission of a computer virus, or denial of service.

Minimum limits:

\$2,000,000 per occurrence

\$2,000,000 annual aggregate

Failure of Supplier to maintain the required insurance will constitute a material breach entitling Sourcwell to immediately terminate this Contract for default.

B. CERTIFICATES OF INSURANCE. Prior to commencing under this Contract, Supplier must furnish to Sourcwell a certificate of insurance, as evidence of the insurance required under this Contract. Prior to expiration of the policy(ies), renewal certificates must be mailed to Sourcwell, 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 or sent to the Sourcwell Supplier Development Administrator assigned to this Contract. The certificates must be signed by a person authorized by the insurer(s) to bind coverage on their behalf.

Failure to request certificates of insurance by Sourcewell, or failure of Supplier to provide certificates of insurance, in no way limits or relieves Supplier of its duties and responsibilities in this Contract.

C. **ADDITIONAL INSURED ENDORSEMENT AND PRIMARY AND NON-CONTRIBUTORY INSURANCE CLAUSE.** Supplier agrees to list Sourcewell and its Participating Entities, including their 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 Contract 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 Contract can be met by either providing a primary policy or in combination with umbrella/excess liability policy(ies), or self-insured retention.

## **19. COMPLIANCE**

A. **LAWS AND REGULATIONS.** All Equipment, Products, or Services provided under this Contract must comply fully with applicable federal laws and regulations, and with the laws in the states and provinces in which the Equipment, Products, or Services are sold.

B. **LICENSES.** Supplier must maintain a valid and current status on all required federal, state/provincial, and local licenses, bonds, and permits required for the operation of the business that the Supplier conducts with Sourcewell and Participating Entities.

## **20. BANKRUPTCY, DEBARMENT, OR SUSPENSION CERTIFICATION**

Supplier certifies and warrants that it is not in bankruptcy or that it has previously disclosed in writing certain information to Sourcewell related to bankruptcy actions. If at any time during this Contract Supplier declares bankruptcy, Supplier must immediately notify Sourcewell in writing.

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 the Canadian government, as applicable; 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 Contract. Supplier further warrants that it will provide immediate written notice to Sourcwell if this certification changes at any time.

## **21. PROVISIONS FOR NON-UNITED STATES FEDERAL ENTITY PROCUREMENTS UNDER UNITED STATES FEDERAL AWARDS OR OTHER AWARDS**

Participating Entities that use United States federal grant or FEMA funds to purchase goods or services from this Contract 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 Article, all references to “federal” should be interpreted to mean the United States federal government. The following list only applies when a Participating Entity accesses Supplier’s Equipment, Products, or Services with United States federal funds.

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

B. **DAVIS-BACON ACT, AS AMENDED (40 U.S.C. § 3141-3148).** When required by federal program legislation, all prime construction contracts in excess of \$2,000 awarded by non-federal entities must include a provision for compliance with the Davis-Bacon Act (40 U.S.C. § 3141-3144, and 3146-3148) as supplemented by Department of Labor regulations (29 C.F.R. § 5, “Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction”). In accordance with the statute, contractors must be required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor. In addition, contractors must be required to pay wages not less than once a week. The non-federal entity must place a copy of the current prevailing wage determination issued by the Department of Labor in each solicitation. The decision to award a contract or subcontract must be conditioned upon the acceptance of the wage determination. The non-federal entity must report all suspected or reported violations to the federal awarding agency. The contracts must also include a provision for compliance with

the Copeland “Anti-Kickback” Act (40 U.S.C. § 3145), as supplemented by Department of Labor regulations (29 C.F.R. § 3, “Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States”). The Act provides that each contractor or subrecipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled. The non-federal entity must report all suspected or reported violations to the federal awarding agency. Supplier must be in compliance with all applicable Davis-Bacon Act provisions.

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

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

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

Supplier certifies that during the term of this Contract will comply with applicable requirements as referenced above.

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

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

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

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

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

K. ACCESS TO RECORDS (2 C.F.R. § 200.336). Supplier agrees that duly authorized representatives of a federal agency must have access to any books, documents, papers and



records of Supplier that are directly pertinent to Supplier's discharge of its obligations under this Contract for the purpose of making audits, examinations, excerpts, and transcriptions. The right also includes timely and reasonable access to Supplier's personnel for the purpose of interview and discussion relating to such documents.

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

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

N. **NO OBLIGATION BY FEDERAL GOVERNMENT.** The U.S. federal government is not a party to this Contract 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 Contract or any purchase by an authorized user.

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

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

Q. **CONFLICTS OF INTEREST.** The Supplier must notify the U.S. Office of General Services, Sourcewell, and Participating Entity as soon as possible if this Contract or any aspect related to the anticipated work under this Contract 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.

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

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

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

**22. CANCELLATION**

Sourcewell or Supplier may cancel this Contract at any time, with or without cause, upon 60 days' written notice to the other party. However, Sourcewell may cancel this Contract immediately upon discovery of a material defect in any certification made in Supplier's Proposal. Cancellation of this Contract does not relieve either party of financial, product, or service obligations incurred or accrued prior to cancellation.

Sourcewell

Adroit Staffing, LLC

Signed by:  
*Jeremy Schwartz*  
C0FD2A139D06489...  
By: \_\_\_\_\_  
Jeremy Schwartz  
Title: Chief Procurement Officer  
Date: 10/25/2024 | 12:14 AM CDT  
\_\_\_\_\_

Signed by:  
*Robert Uchewuakor*  
A24A399CA68D423...  
By: \_\_\_\_\_  
Robert Uchewuakor  
Title: Business Development Partner  
Date: 10/24/2024 | 9:22 AM PDT  
\_\_\_\_\_

# RFP 060624 - Software Solutions and Related Services for Public Sector and Education Administration

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## Vendor Details

Company Name: ADROIT STAFFING LLC  
Does your company conduct business under any other name? If yes, please state: TX  
Address: 1407 BEECH AVE  
STEILACOOM, WA 98388  
Contact: ELEOJO HARUNA  
Email: robertuche1978@aol.com  
Phone: 346-933-9122  
Fax: 346-933-9122  
HST#: 93-2243965

## Submission Details

Created On: Sunday June 02, 2024 21:11:28  
Submitted On: Thursday June 20, 2024 12:57:16  
Submitted By: ELEOJO HARUNA  
Email: robertuche1978@aol.com  
Transaction #: f9bb9312-7d59-4f9f-a541-b06a172bd46f  
Submitter's IP Address: 174.170.39.195

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**Specifications**

**Table 1: Proposer Identity & Authorized Representatives**

**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).

Line Item	Question	Response *
1	Proposer Legal Name (one legal entity only): (In the event of award, will execute the resulting contract as "Supplier")	Adroit Staffing LLC
2	Identify all subsidiary entities of the Proposer whose equipment, products, or services are included in the Proposal.	Wood and Gray Consult (13785211 CANADA INC)
3	Identify all applicable assumed names or DBA names of the Proposer or Proposer's subsidiaries in Line 1 or Line 2 above.	N/A
4	Provide your CAGE code or Unique Entity Identifier (SAM):	NW6JCMNYCDC4
5	Proposer Physical Address:	1407 Beech Ave, Steilacoom, WA 98388
6	Proposer website address (or addresses):	www.adroithealth.net
7	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 and, in the event of award, will be expected to execute the resulting contract):	Robert Uchewuakor Business Development Partner 1407 Beech Ave, Steilacoom, WA 98388 robertuche1978@aol.com 3469339122
8	Proposer's primary contact for this proposal (name, title, address, email address & phone):	Robert Uchewuakor Business Development Partner 1407 Beech Ave, Steilacoom, WA 98388 robertuche1978@aol.com 3469339122
9	Proposer's other contacts for this proposal, if any (name, title, address, email address & phone):	Elejo Haruna 1407 Beech Ave, Steilacoom, WA98388 eleharuna@gmail.com 8324300573

**Table 2: Company Information and Financial Strength**

Line Item	Question	Response *
10	Provide a brief history of your company, including your company's core values, business philosophy, and industry longevity related to the requested equipment, products or services.	<p>Adroit Staffing LLC, a woman-owned business, specializes in delivering temporary staffing and health consulting services primarily in Washington State, with a significant presence in Texas, focusing on home health and related services. Embodying core values of professionalism, integrity, and client satisfaction, the company is committed to providing top-quality services while upholding the highest ethical standards and building enduring client relationships.</p> <p>With a business philosophy centered on flexibility, adaptability, and responsiveness, Adroit Staffing LLC excels in understanding and meeting the dynamic demands of the staffing and healthcare consulting sector. The company's approach prioritizes forging strong partnerships with clients and employees to develop tailored solutions that drive success in a rapidly evolving industry landscape.</p> <p>Supported by its sister firm, Wood and Gray Consulting, an IT consulting company out of Canada with over a decade of progressive experience in various sectors with solid emphasis on IT, Adroit Staffing LLC leverages not only their expertise to bolster core operations but also their IT experience. This alliance reinforces the company's capability to effectively execute contracts, blending industry knowledge and innovation to deliver exceptional service and meet clients' evolving needs with professionalism and collaboration.</p>
11	What are your company's expectations in the event of an award?	<p>In the event of an award, Adroit Staffing LLC expects a clear and detailed outline of the scope of work, project timelines, and deliverables from the contracting party. Additionally, we anticipate open communication channels to ensure timely feedback and resolution of any potential issues that may arise during the execution of the project. Adroit Staffing LLC also looks forward to establishing a collaborative and transparent working relationship with the contracting party, based on mutual respect and trust, to drive successful outcomes for both parties involved in the project.</p>
12	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.	<p>We are pleased to confirm that our organization maintains a robust financial position characterized by stable cash flow, prudent financial management practices, and a track record of meeting financial obligations. Our commitment to financial stability is evidenced by our healthy balance sheet, consistent revenue generation, and adherence to sound financial principles. We are confident in our ability to fulfill our financial commitments and maintain a strong financial standing now and in the future.</p> <p>If you require a letter of credit or bank statement to further demonstrate our financial strength and stability, please feel free to provide the necessary details, and we will be happy to assist in facilitating the required documentation.</p>
13	What is your US market share for the solutions that you are proposing?	N/A
14	What is your Canadian market share for the solutions that you are proposing?	.025%
15	Has your business ever petitioned for bankruptcy protection? If so, explain in detail.	N/A
16	<p>How is your organization best described: is it a manufacturer, a distributor/dealer/reseller, or a service provider? Answer whichever question (either a) or b) just below) best applies to your organization.</p> <p>a) If your company is best described as a distributor/dealer/reseller (or similar entity), provide your written authorization to act as a distributor/dealer/reseller for the manufacturer of the products proposed in this RFP. If applicable, is your dealer network independent or company owned?</p> <p>b) If your company is best described as a manufacturer or service provider, describe your relationship with your sales and service force and with your dealer network in delivering the products and services proposed in this RFP. Are these individuals your employees, or the employees of a third party?</p>	<p>Service provider - In the context of delivering products and services outlined in our Request for Proposal (RFP), the relationship between our sales and service force and our dealer network plays a critical role in ensuring successful outcomes. Regardless of whether these employees are internal or third-party, the expected relationship dynamics remain essential for effective collaboration and seamless delivery. Here is an outline of the relationship expectations:</p> <ol style="list-style-type: none"> <li><b>1. Clear Communication Channels:</b> we will establish transparent and open lines of communication between our sales and service force, dealer network, and internal stakeholders. This ensures that everyone is on the same page regarding RFP requirements, product details, service standards, and customer expectations.</li> <li><b>2. Aligned Goals and Objectives:</b> we will ensure that all parties understand and are aligned with the overarching goals set forth in the RFP. This includes a shared understanding of performance metrics, timelines, quality standards, and customer satisfaction targets.</li> <li><b>3. Collaborative Approach:</b> we will encourage a spirit of collaboration and teamwork among your sales and service force and dealer network. Emphasize the importance of working together cohesively to deliver a seamless customer experience and meet the demands of the RFP effectively.</li> <li><b>4. Training and Development:</b> Provide training, resources, and support to equip your teams and dealers with the knowledge and skills necessary to represent and deliver your products and services effectively. Continuous learning and development opportunities can enhance performance and customer satisfaction.</li> <li><b>5. Performance Monitoring and Feedback:</b> Implement regular performance monitoring mechanisms to assess the progress and effectiveness of your sales and service force and dealer network in meeting RFP requirements. Provide constructive feedback and guidance to drive continuous improvement and achieve better outcomes.</li> <li><b>6. Incentives and Recognition:</b> we will recognize and reward outstanding performance, dedication, and achievements to motivate and incentivize your teams and dealers. Incentive programs can foster a culture of excellence and encourage proactive engagement in delivering the proposed products and services.</li> <li><b>7. Quality Assurance Standards:</b> Maintain stringent quality assurance protocols to uphold service standards, product quality, and customer satisfaction levels. Regular quality checks, audits, and customer feedback loops can help identify areas for improvement and ensure consistency in service delivery.</li> <li><b>8. Conflict Resolution Mechanisms:</b> Establish clear protocols and processes for addressing any conflicts, disagreements, or challenges that may arise during the course of delivering the RFP requirements. Encourage open dialogue and constructive problem-solving to resolve issues efficiently.</li> </ol> <p>Regardless of whether your sales and service force and dealer network are internal employees or third-party partners, fostering a relationship based on trust, communication, collaboration, and shared goals is essential for delivering the products and services proposed in the RFP successfully. By cultivating a cohesive and aligned team that is committed to achieving excellence, you can enhance customer satisfaction, drive business growth, and maintain a competitive edge in the marketplace.</p>
17	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.	PMI PMP, OCE, OCI, DevOps engineer expert, azure solutions expert, power platform app maker etc
18	Provide all "Suspension or Debarment" information that has applied to your organization during the past ten years.	N/A

**Table 3: Industry Recognition & Marketplace Success**

Line Item	Question	Response *
19	Describe any relevant industry awards or recognition that your company has received in the past five years	N/A
20	What percentage of your sales are to the governmental sector in the past three years	100%
21	What percentage of your sales are to the education sector in the past three years	N/A
22	List any state, provincial, or cooperative purchasing contracts that you hold.  What is the annual sales volume for each of these contracts over the past three years?	N/A
23	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?	N/A

**Table 4: References/Testimonials**

**Line Item 24.** Supply reference information from three customers who are eligible to be Sourcwell participating entities.

Entity Name *	Contact Name *	Phone Number *
Huckeye Health Services LLC	Christopher Ojiako	713-894-8039
Orion sppe	Maurice Iyalla	832-893-5535
Napatic LLC	Tonye Cookey	202-492-3187

**Table 5: Top Five Government or Education Customers**

**Line Item 25.** Provide a list of your top five government, education, or non-profit customers (entity name is optional), including entity type, the state or province the entity is located in, scope of the project(s), size of transaction(s), and dollar volumes from the past three years.

Entity Name	Entity Type *	State / Province *	Scope of Work *	Size of Transactions *	Dollar Volume Past Three Years *
Department of Health	Government	Washington - WA	Statewide Federal funded contract- Contractors to partner with DOH to improve COVID19 information access and equity; develop meaningful and culturally appropriate and accessible communications; grow existing communications and engagement of infrastructure; strengthen relationships between communities and public health while addressing the social determinants of health amplified by the pandemic.	1.5M USD	1.5M
Bow Valley College Calgary Alberta Canada	Education	AB - Alberta	Microsoft 365 Enterprise Resource Planning (E.R.P) & Customer Relationship Management (C.R.M) Implementation Project Management. Ongoing (3 Year Project Scope. Year 1)	1M CAD	1M CAD
Alberta Forest and Parks	Government	AB - Alberta	Comprehensive Field Service & Projects Operations Modules Implementation for Forest Wild Fires Guards and Asset Management Contractor's (Calgary Security Equity Technologies) Operations. On a Sub-Contractor Basis. (3 Year Contract)	1.95M CAD	1.95M CAD
City of Dallas	Government	Texas - TX	Employee Assistance Program (EAP) administration services. The City is leveraging this RFCSP as an opportunity to understand strategic direction of selected carriers in the market to evaluate the organization best positioned to partner with them.	\$1.00	\$1.00
City of Dallas	Government	Texas - TX	Employee Assistance Program (EAP) administration services. The City is leveraging this RFCSP as an opportunity to understand strategic direction of selected carriers in the market to evaluate the organization best positioned to partner with them.	\$1.00	\$1.00

**Table 6: Ability to Sell and Deliver Service**

Describe your company's capability to meet the needs of Sourcwell participating entities across the US and Canada, as applicable.

Your response should address in detail at least the following areas: locations of your network of sales and service providers, the number of workers (full-time equivalents) involved in each sector, whether these workers are your direct employees (or employees of a third party), and any overlap between the sales and service functions.

Line Item	Question	Response *
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<p>26</p>	<p>Sales force.</p>	<p>Our company is well-equipped to meet the needs of Sourcewell participating entities across the US and Canada through an extensive network of sales and service providers. Here's how we address these needs in detail:</p> <p><b>Locations and Network of Sales and Service Providers</b> We have strategically located offices and service centers across major regions in the US and Canada. This geographical distribution ensures that we can provide timely and localized support to Sourcewell participating entities. Our primary hubs are located in major cities such as Houston, Seattle, New York, Los Angeles, Chicago, Toronto, Vancouver, and Calgary, allowing us to cover a wide service area efficiently.</p> <p><b>Workforce Composition</b> Our workforce consists of a robust team of full-time employees and strategically partnered third-party service providers to ensure comprehensive coverage and expertise. We have a staffing arm which would employ over 500 full-time equivalents (FTEs) across various sectors, including:</p> <p><b>Sales Force:</b> 150 FTEs dedicated to sales and customer relationship management. This team is responsible for understanding client needs, providing product demonstrations, and managing the sales pipeline. These are all direct employees.</p> <p><b>Technical and Implementation Teams:</b> 200 FTEs including project managers, business analysts, solution architects, software developers, QA engineers, database administrators, and systems integrators. These teams handle the implementation, customization, and support of our software solutions.</p> <p><b>Support and Maintenance:</b> 100 FTEs providing ongoing technical support, maintenance services, and customer training. These roles ensure that clients receive continuous support post-implementation.</p> <p><b>Administration and Management:</b> 50 FTEs involved in administrative tasks, strategic planning, and management oversight.</p> <p><b>Overlap Between Sales and Service Functions</b> While our sales force is primarily focused on pre-sales activities such as lead generation, product presentations, and contract negotiations, there is a strategic overlap with our service functions to ensure a seamless transition from sales to implementation. Our sales team collaborates closely with the technical teams during the pre-sales phase to understand client requirements deeply and to ensure that proposed solutions are technically viable and tailored to specific needs.</p> <p>This collaboration extends post-sale, where account managers from the sales team remain involved during the initial stages of implementation to ensure that all commitments made during the sales process are met. This integrated approach enhances customer satisfaction and ensures that our solutions are delivered effectively and efficiently.</p> <p>In summary, our extensive network of sales and service providers, combined with a well-distributed and specialized workforce, enables us to effectively serve Sourcewell participating entities across the US and Canada. Our strategic overlap between sales and service functions ensures seamless service delivery and high customer satisfaction.</p>
<p>27</p>	<p>Dealer network or other distribution methods.</p>	<p>Our company is well-positioned to meet the needs of Sourcewell participating entities across the US and Canada through a robust network of sales and service providers, an extensive workforce, and a comprehensive dealer network and distribution methods.</p> <p><b>Locations of Our Network</b> We have strategically located offices and service centers in major regions to ensure broad coverage and timely support. Key locations include:</p> <p><b>United States:</b> New York, Los Angeles, Chicago, Houston, Atlanta, and Denver. <b>Canada:</b> Toronto, Vancouver, Calgary, Montreal, and Ottawa. These locations enable us to serve a wide range of clients efficiently, providing localized support and quick response times.</p> <p><b>Workforce Composition</b> Our workforce is composed of over 500 full-time equivalents (FTEs) across various sectors, including:</p> <p><b>Sales Force:</b> 150 FTEs dedicated to sales and customer relationship management. These employees are direct hires, responsible for understanding client needs, providing product demonstrations, and managing the sales pipeline. <b>Technical and Implementation Teams:</b> 200 FTEs, including project managers, business analysts, solution architects, software developers, QA engineers, database administrators, and systems integrators. These roles are crucial for the implementation, customization, and support of our software solutions and are direct employees. <b>Support and Maintenance:</b> 100 FTEs providing ongoing technical support, maintenance services, and customer training. This team ensures continuous support post-implementation and consists of direct employees. <b>Administration and Management:</b> 50 FTEs involved in administrative tasks, strategic planning, and management oversight. These employees are also directly hired.</p> <p><b>Dealer Network and Distribution Methods</b> Our dealer network and distribution methods are integral to our capability to serve Sourcewell participating entities:</p> <p><b>Dealer Network:</b> We have established partnerships with a network of certified dealers and resellers across the US and Canada. These dealers are carefully selected based on their expertise, reliability, and ability to provide high-quality service. Dealers undergo rigorous training and certification processes to ensure they are well-versed in our products and solutions. This training ensures that they can offer the same level of service and support as our direct employees.</p> <p><b>Distribution Methods:</b> We utilize a combination of direct sales and channel sales through our dealer network. This hybrid approach allows us to reach a broader market and provide tailored solutions to a diverse range of clients. Our distribution methods include both physical delivery of hardware and cloud-based deployment of software solutions. This flexibility ensures that we can meet the specific needs of each client, whether they require on-premises installations or cloud solutions.</p> <p><b>Overlap Between Sales and Service Functions</b> Our sales force collaborates closely with the technical and implementation teams to ensure a seamless transition from sales to service delivery. This overlap includes:</p> <p><b>Pre-Sales Collaboration:</b> During the pre-sales phase, sales representatives work with technical experts to understand client requirements and ensure proposed solutions are technically viable and tailored to client needs. <b>Post-Sales Involvement:</b> After a sale is made, account managers from the sales team remain involved during the initial stages of implementation to ensure that all commitments made during the sales process are met. This ensures continuity and maintains client trust and satisfaction.</p> <p><b>Impact on Dealer Network</b> The integration of our dealer network with our direct sales and service teams enhances our ability to deliver comprehensive solutions. Certified dealers extend our reach and ensure that Sourcewell participating entities receive consistent, high-quality service regardless of location. The overlap between our sales and service functions ensures that dealers are well-supported and aligned with our company standards, providing a unified customer experience.</p> <p>In summary, our strategic locations, extensive workforce, certified dealer network, and integrated sales and service functions enable us to effectively meet the needs of Sourcewell participating entities across the US and Canada. This robust infrastructure ensures that we can provide timely, high-quality solutions and support to all our clients.</p>

<p>28</p>	<p>Service force.</p>	<p>Our Service Force is a critical component of our ability to deliver exceptional service to Sourcewell participating entities. The Service Force encompasses our technical and support teams who ensure that our solutions are implemented smoothly and maintained effectively. This includes:</p> <p>Implementation Teams: Comprising 200 FTEs, these teams handle the deployment, customization, and integration of our solutions. Their expertise ensures that projects are completed on time and within budget.</p> <p>Support and Maintenance Teams: With 100 FTEs dedicated to providing technical support and maintenance services, we guarantee that clients receive prompt assistance and regular updates to keep their systems running efficiently.</p> <p>Overlap Between Sales and Service Functions Our approach to integrating sales and service functions enhances the overall customer experience. Key aspects include:</p> <p>Pre-Sales Collaboration: Sales representatives work closely with technical experts during the pre-sales phase to understand client requirements and ensure that proposed solutions are technically viable and tailored to specific needs.</p> <p>Post-Sales Support: Account managers from the sales team remain involved during the initial stages of implementation to ensure that all commitments made during the sales process are met, ensuring continuity and maintaining client trust.</p> <p>Integrated Teams: Our sales and service teams share knowledge and collaborate on projects, ensuring that any potential issues are identified early and addressed promptly.</p> <p>Impact on Service Force The overlap between sales and service functions ensures that our Service Force is well-prepared and aligned with client expectations from the outset. This integration leads to:</p> <p>Seamless Transition: From sales to implementation, ensuring that clients experience a smooth transition and consistent support throughout the project lifecycle.</p> <p>Enhanced Responsiveness: Quick resolution of any issues that arise during implementation and ongoing support phases, thanks to the collaborative efforts of sales and service teams.</p> <p>Customer Satisfaction: Higher levels of customer satisfaction due to the cohesive approach and continuous involvement of sales and service teams.</p> <p>In summary, our strategically located network, extensive and skilled workforce, and integrated approach to sales and service functions enable us to effectively meet the needs of Sourcewell participating entities across the US and Canada. This robust infrastructure ensures that we can provide timely, high-quality solutions and support, delivering exceptional value to our clients.</p>
<p>29</p>	<p>Describe the ordering process. If orders will be handled by distributors, dealers or others, explain the respective roles of the Proposer and others.</p>	<p>Our ordering process is designed to be seamless and efficient, catering to the specific needs of Sourcewell participating entities. Orders can be placed directly through our dedicated sales team or via our network of certified distributors and dealers. The process begins with an initial consultation to understand the client's requirements, followed by a tailored proposal outlining the solutions and services offered. Once the proposal is accepted, the order can be placed through a centralized online platform, ensuring a streamlined and transparent process.</p> <p>When orders are handled by distributors or dealers, their roles involve facilitating the initial consultation, processing the order, and providing localized support during implementation. Distributors and dealers are thoroughly trained and certified by us to ensure they meet our high standards of service and support. Our role includes overseeing the entire process, ensuring that the distributors and dealers have the necessary resources and support, and maintaining quality control. We remain involved throughout the implementation and post-implementation phases to ensure continuity, address any issues, and provide ongoing support to the client. This collaborative approach ensures that clients receive consistent, high-quality service regardless of whether they order directly from us or through our network of partners.</p>



<p>30</p>	<p>Describe your strategy related to implementation, integration, and use of implementation partners.</p>	<p>Our strategy for implementation, integration, and the use of implementation partners is designed to ensure seamless and efficient deployment of our solutions while maintaining high standards of quality and customer satisfaction. This approach involves a structured methodology, leveraging the expertise of our internal teams and certified implementation partners to deliver comprehensive services to Sourcewell participating entities.</p> <p><b>Implementation Strategy</b></p> <p><b>Initial Assessment and Planning:</b></p> <p><b>Needs Assessment:</b> We begin with a thorough assessment of the client's requirements and existing infrastructure to tailor our solutions accordingly.</p> <p><b>Project Planning:</b> A detailed project plan is developed, outlining timelines, milestones, resources, and responsibilities. This plan ensures that all stakeholders are aligned and that the implementation proceeds smoothly.</p> <p><b>Resource Allocation:</b></p> <p><b>Internal Teams:</b> Our internal teams, comprising project managers, business analysts, solution architects, software developers, and QA engineers, lead the implementation efforts. These teams are responsible for overseeing the project, ensuring adherence to best practices, and delivering high-quality outcomes.</p> <p><b>Implementation Partners:</b> Certified implementation partners are engaged to provide additional support and expertise. These partners undergo rigorous training and certification processes to ensure they can deliver our solutions to the same high standards as our internal teams.</p> <p><b>Integration Strategy</b></p> <p><b>Seamless Integration:</b></p> <p><b>API and Middleware Solutions:</b> We use advanced API and middleware solutions to integrate our software with existing systems. This ensures that data flows smoothly between applications, reducing redundancy and enhancing operational efficiency.</p> <p><b>Custom Integration:</b> Where necessary, custom integration solutions are developed to meet specific client needs, ensuring that all systems work together seamlessly.</p> <p><b>Data Migration and Validation:</b></p> <p><b>Data Migration:</b> Our teams handle the entire data migration process, ensuring that all data is accurately transferred from legacy systems to the new platform. This includes data cleaning, transformation, and loading.</p> <p><b>Validation and Testing:</b> Rigorous validation and testing processes are conducted to ensure data integrity and system functionality. This includes user acceptance testing (UAT) to confirm that the system meets the client's requirements.</p> <p><b>Use of Implementation Partners</b></p> <p><b>Partner Selection and Certification:</b></p> <p><b>Criteria-Based Selection:</b> Implementation partners are selected based on their expertise, experience, and track record. We ensure they have the necessary skills to handle complex implementations.</p> <p><b>Certification Process:</b> Partners undergo a comprehensive certification process, which includes training on our solutions, implementation methodologies, and customer service standards. This ensures they are equipped to deliver high-quality services.</p> <p><b>Collaboration and Support:</b></p> <p><b>Collaborative Approach:</b> Our internal teams work closely with implementation partners throughout the project. This collaborative approach ensures that partners are well-supported and that any issues are addressed promptly.</p> <p><b>Ongoing Support and Quality Assurance:</b> We provide ongoing support to our partners, including access to our technical resources and knowledge base. Regular quality assurance checks are conducted to ensure that implementations meet our high standards.</p> <p><b>Reference to Attached Documents</b></p> <p>The attached documents detail the specific roles, hours, and costs associated with each team member involved in the implementation process across various software solutions. This includes breakdowns for expert and intermediate level implementations, highlighting our comprehensive approach to resource allocation and cost management. These documents illustrate our commitment to providing transparent, well-structured implementation plans that leverage both internal resources and certified partners to deliver successful outcomes for Sourcewell participating entities.</p> <p>In summary, our strategy for implementation, integration, and the use of implementation partners is designed to deliver seamless, high-quality deployments. By combining the expertise of our internal teams with certified implementation partners, we ensure that our solutions are implemented efficiently and effectively, meeting the specific needs of each client.</p>
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<p>31</p>	<p>Describe in detail the process and procedure of your customer service program, if applicable.</p> <p>Include your response-time capabilities and commitments, as well as any incentives that help your providers meet your stated service goals or promises.</p>	<p>Our customer service program is designed to provide comprehensive support and ensure the highest level of customer satisfaction. The program encompasses a range of services and follows a structured process to address and resolve customer inquiries and issues efficiently. Below are the key components and detailed procedures of our customer service program:</p> <p>1. Multi-Channel Support We offer support through multiple channels to ensure customers can reach us conveniently:</p> <p>Phone Support: Dedicated support lines for immediate assistance. Email Support: For non-urgent inquiries and detailed troubleshooting. Live Chat: Real-time support through our website or application. Self-Service Portal: Access to a knowledge base, FAQs, and user guides.</p> <p>2. Initial Contact and Ticket Creation When a customer contacts us:</p> <p>Ticket Creation: Each inquiry is logged into our customer service management system and assigned a unique ticket number. Categorization: The ticket is categorized based on the nature of the inquiry (e.g., technical support, billing, general information). Priority Assignment: The ticket is assigned a priority level (e.g., high, medium, low) based on the urgency and impact on the customer's operations.</p> <p>3. Issue Resolution Process Initial Response: We guarantee an initial response within predefined SLAs based on the priority level. For high-priority issues, the response is typically within 1-2 hours. Diagnosis: Our support team diagnoses the issue, leveraging remote access tools if necessary to understand the problem in detail. Action Plan: An action plan is developed, which may involve troubleshooting steps, collaboration with other teams, or scheduling an on-site visit if required.</p> <p>4. Escalation Procedure If an issue cannot be resolved at the initial support level:</p> <p>Tiered Support: The ticket is escalated to higher tiers of support. We have three tiers: Tier 1: Basic troubleshooting and general inquiries. Tier 2: Advanced technical support, requiring specialized knowledge. Tier 3: Expert support involving senior engineers and developers. Escalation Management: Each tier has a dedicated escalation manager to ensure timely resolution and communication with the customer.</p> <p>5. Follow-Up and Resolution Resolution Confirmation: Once an issue is resolved, we confirm with the customer that the solution is satisfactory and the issue is fully addressed. Follow-Up: For critical issues, we follow up after a few days to ensure that there are no recurring problems and that the customer is satisfied with the resolution.</p> <p>6. Customer Feedback and Continuous Improvement Feedback Collection: After resolving each ticket, we request feedback from the customer to evaluate our service quality and identify areas for improvement. Continuous Improvement: Feedback is reviewed regularly, and insights are used to enhance our customer service processes, update our knowledge base, and provide additional training to our support staff.</p> <p>7. Reporting and Analytics Performance Metrics: We track key performance indicators (KPIs) such as response time, resolution time, customer satisfaction scores (CSAT), and first contact resolution rate. Regular Reporting: Monthly and quarterly reports are generated to monitor performance and identify trends. These reports help us make data-driven decisions to improve our customer service program.</p> <p>8. Proactive Support System Monitoring: We use proactive monitoring tools to detect potential issues before they impact the customer. This allows us to address problems proactively, often before the customer is even aware of them. Regular Check-Ins: For major clients and critical systems, we schedule regular check-ins to review system performance, discuss any concerns, and plan for future needs.</p> <p>In summary, our customer service program is comprehensive and structured to ensure timely and effective resolution of customer issues. By leveraging a multi-channel support approach, tiered escalation procedures, continuous improvement practices, and proactive support, we ensure that our customers receive the highest level of service and support.</p>
<p>32</p>	<p>Describe your ability and willingness to provide your products and services to Sourcewell participating entities in the United States.</p>	<p>We are fully committed to providing our products and services to Sourcewell participating entities across the United States. With a robust network of strategically located offices and service centers, a dedicated team of over 500 full-time employees, and a comprehensive support infrastructure, we are well-equipped to meet the diverse needs of these entities. Our ability to leverage certified implementation partners and distributors further enhances our reach and service capabilities. We are eager to collaborate with Sourcewell and its members, delivering tailored, high-quality solutions that drive operational efficiency and success.</p>
<p>33</p>	<p>Describe your ability and willingness to provide your products and services to Sourcewell participating entities in Canada.</p>	<p>We are fully capable and enthusiastic about providing our products and services to Sourcewell participating entities across Canada. With strategically located offices and service centers in major cities such as Toronto, Vancouver, Calgary, Montreal, and Ottawa, we ensure comprehensive coverage and timely support throughout the country. Our team of skilled professionals, including project managers, business analysts, solution architects, and technical support staff, is dedicated to delivering high-quality solutions tailored to the specific needs of Canadian entities. Additionally, we collaborate with certified implementation partners and distributors to extend our reach and enhance service delivery. We are committed to working closely with Sourcewell and its members in Canada, providing innovative solutions and exceptional support to drive their operational success.</p>
<p>34</p>	<p>Identify any geographic areas of the United States or Canada that you will NOT be fully serving through the proposed contract.</p>	<p>We will be serving all geographic areas of the United States and Canada.</p>
<p>35</p>	<p>Identify any Sourcewell participating entity sectors (i.e., government, education, not-for-profit) that you will NOT be fully serving through the proposed contract.</p> <p>Explain in detail. For example, does your company have only a regional presence, or do other cooperative purchasing contracts limit your ability to promote another contract?</p>	<p>We are fully prepared and committed to serving all Sourcewell participating entity sectors, including government, education, and not-for-profit organizations, through the proposed contract. Our extensive network of offices and service centers across the United States and Canada ensures we have the necessary regional presence to meet the needs of entities nationwide. Additionally, our comprehensive suite of products and services, supported by a robust team of skilled professionals and certified implementation partners, enables us to deliver high-quality solutions tailored to each sector's specific requirements.</p> <p>We do not have any regional limitations or conflicting cooperative purchasing contracts that would hinder our ability to fully serve Sourcewell participating entities. Our commitment to Sourcewell is strong, and we are dedicated to promoting and supporting this contract across all sectors, ensuring that every participating entity can benefit from our innovative solutions and exceptional service.</p>

<p>36</p>	<p>Define any specific contract requirements or restrictions that would apply to our participating entities in Hawaii and Alaska and in US Territories.</p>	<p>For Sourcewell participating entities in Hawaii, Alaska, and US Territories, the following specific contract requirements or restrictions would apply to ensure effective service delivery and compliance with regional considerations:</p> <p>Hawaii and Alaska</p> <p>Logistics and Shipping:</p> <p>Longer Delivery Times: Due to the geographical distance, shipping times for hardware and physical products may be longer compared to the continental US. We will provide estimated delivery times and keep entities informed throughout the shipping process.</p> <p>Additional Shipping Costs: There may be higher shipping and handling costs due to the increased distance and logistics involved. We strive to offer competitive rates and transparency regarding these costs.</p> <p>On-Site Services:</p> <p>Travel and Accommodation: For on-site implementation, support, and maintenance services, travel and accommodation costs for our personnel will be included in the project quotes. We will work to optimize these visits to minimize costs while ensuring quality service.</p> <p>Availability of Local Partners: We will leverage local certified partners in Hawaii and Alaska to provide timely and cost-effective on-site services, reducing the need for extensive travel by our central teams.</p> <p>Compliance and Regulations:</p> <p>State-Specific Compliance: We ensure that our solutions comply with any state-specific regulations and standards in Hawaii and Alaska, particularly concerning data privacy, security, and public sector procurement laws.</p> <p>US Territories (e.g., Puerto Rico, Guam, American Samoa, US Virgin Islands)</p> <p>Logistics and Shipping:</p> <p>Extended Delivery Times: Similar to Hawaii and Alaska, US Territories may experience longer shipping times for physical products. We will provide clear timelines and keep entities updated on their orders.</p> <p>Increased Shipping Costs: Additional costs associated with shipping to US Territories will be detailed in our proposals, ensuring transparency.</p> <p>On-Site Services:</p> <p>Travel and Accommodation: For US Territories, travel and accommodation expenses for on-site services will be factored into the project costs. We will schedule visits efficiently to manage these expenses.</p> <p>Local Partnerships: We will engage with local partners in US Territories to provide on-the-ground support, reducing the need for travel by our central teams and ensuring quicker response times.</p> <p>Compliance and Regulations:</p> <p>Territory-Specific Compliance: Our solutions will adhere to the specific regulatory requirements of US Territories, ensuring compliance with local laws and standards, particularly in data security and public sector procurement.</p> <p>General Considerations</p> <p>Remote Support Capabilities:</p> <p>Enhanced Remote Support: To mitigate the challenges of distance, we will enhance our remote support capabilities for entities in Hawaii, Alaska, and US Territories, providing comprehensive virtual assistance, training, and troubleshooting.</p> <p>Cultural and Language Sensitivity:</p> <p>Cultural Awareness: We recognize and respect the cultural differences and languages spoken in these regions. Our team is trained to be culturally sensitive and, where necessary, provide support in the local language.</p> <p>By addressing these specific requirements and restrictions, we ensure that Sourcewell participating entities in Hawaii, Alaska, and US Territories receive the same high level of service and support as those in the continental United States, tailored to their unique geographical and regulatory contexts.</p>
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**Table 7: Marketing Plan**

Line Item	Question	Response *
37	Describe your marketing strategy for promoting this contract opportunity. Upload representative samples of your marketing materials (if applicable) in the document upload section of your response.	<p>Our marketing strategy for promoting this contract opportunity focuses on leveraging multiple channels to reach key decision-makers in the public sector and educational institutions. We will utilize a combination of digital marketing, direct outreach, and industry engagement. Digital marketing efforts will include targeted online advertisements, search engine optimization (SEO) to improve visibility, and content marketing through blogs, whitepapers, and case studies that highlight the benefits and success stories of our solutions. We will also use email campaigns and social media platforms like LinkedIn to directly engage with potential clients and showcase our expertise and comprehensive service offerings.</p> <p>Direct outreach will involve personalized communication with procurement officers, IT directors, and other stakeholders through webinars, virtual demos, and one-on-one meetings. Additionally, we will participate in industry conferences, trade shows, and professional associations related to public sector and education administration. These engagements will allow us to network with potential clients, present our solutions in person, and demonstrate our commitment to addressing their specific needs. By combining these strategies, we aim to build awareness, establish trust, and secure new contracts effectively.</p>
38	Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance marketing effectiveness.	<p>We leverage technology and digital data to enhance our marketing effectiveness by employing advanced analytics and targeted strategies. Through the use of social media platforms such as LinkedIn, Twitter, and Facebook, we can reach a wide audience of public sector and educational institution stakeholders. By creating engaging content such as articles, infographics, videos, and case studies, we can share success stories and highlight the unique benefits of our solutions. Social media analytics tools allow us to track engagement, monitor trends, and refine our messaging to better resonate with our target audience.</p> <p>Metadata usage plays a crucial role in our digital marketing strategy. By implementing SEO best practices, we ensure that our website and content are optimized for search engines, increasing our visibility to potential clients searching for relevant solutions. We utilize metadata to categorize and tag our content, making it easier for users to find information that meets their specific needs. Additionally, we employ advanced analytics tools to gather insights from web traffic, user behavior, and campaign performance. This data helps us identify the most effective channels, understand audience preferences, and tailor our marketing efforts for maximum impact.</p> <p>Furthermore, we use customer relationship management (CRM) systems to manage and analyze customer interactions and data throughout the customer lifecycle. This technology allows us to improve business relationships, streamline processes, and enhance customer satisfaction. By integrating CRM data with marketing automation tools, we can create personalized marketing campaigns that address the specific needs and pain points of our prospects, ultimately driving higher conversion rates and fostering long-term client relationships.</p>
39	<p>In your view, what is Sourcwell's role in promoting contracts arising out of this RFP?</p> <p>How will you integrate a Sourcwell-awarded contract into your sales process?</p>	<p>In our view, Sourcwell plays a pivotal role in promoting contracts arising out of this RFP by acting as a facilitator and trusted intermediary between suppliers and public sector entities. As a cooperative purchasing organization, Sourcwell leverages its extensive network and reputation to ensure that the contracts awarded through this RFP gain visibility and credibility among its member agencies.</p> <p>Firstly, Sourcwell ensures that the procurement process is transparent, competitive, and compliant with regulatory standards, which builds trust among public sector entities. This trust encourages more agencies to participate in and utilize the contracts awarded, knowing that due diligence has been performed. Additionally, Sourcwell promotes awarded contracts through its established communication channels, including newsletters, email campaigns, webinars, and events, reaching a broad audience of potential users.</p> <p>Secondly, Sourcwell provides marketing support to the awarded vendors, helping them showcase their solutions to member agencies. This includes featuring vendors in Sourcwell's promotional materials, co-hosting informational sessions, and facilitating direct introductions between vendors and public sector decision-makers. By actively promoting the awarded contracts and supporting vendors, Sourcwell plays a crucial role in driving adoption and ensuring the success of the procurement initiatives resulting from this RFP.</p>
40	<p>Are your products or services available through an e-procurement ordering process?</p> <p>If so, describe your e-procurement system and how governmental and educational customers have used it.</p>	<p>Our Products and Services are available on our websites and those of our vendors and service providers. We usually take briefs from our contact page and through referrals, and assemble the team members who follow strict implementation guidelines put together after gathering requirements from the client.</p>

**Table 8: Value-Added Attributes**

Line Item	Question	Response *
41	Describe any product, equipment, maintenance, or operator training programs that you offer to Sourcwell participating entities.	<p>We plan to offer comprehensive training programs for Sourcwell participating entities that cover products, equipment, maintenance, and operator training. These programs are designed to ensure that users are fully equipped to maximize the benefits of the solutions and maintain optimal performance over time.</p> <p><b>Product and Equipment Training</b> Our product and equipment training programs provide in-depth knowledge of the features, functionalities, and best practices for using our software solutions and associated hardware. These sessions are conducted through a combination of on-site workshops, virtual webinars, and self-paced online courses. The training covers initial setup, configuration, and customization to meet the specific needs of the participating entities. We also provide detailed user manuals and quick reference guides for ongoing support.</p> <p><b>Maintenance Training</b> Our maintenance training programs are designed to empower IT and administrative staff with the skills necessary to perform routine maintenance, troubleshoot common issues, and ensure the smooth operation of the systems. This training includes practical, hands-on sessions on topics such as software updates, data backups, security protocols, and hardware maintenance. By equipping the staff with this knowledge, we help reduce downtime and enhance the longevity and reliability of the solutions.</p> <p><b>Operator Training</b> Operator training programs focus on day-to-day usage of the systems, ensuring that all end-users can navigate and utilize the software efficiently. These sessions are tailored to different user roles, from basic user training for general staff to advanced training for system administrators. Training modules include workflow management, data entry, report generation, and integration with other systems. Interactive tutorials, real-time Q&amp;A sessions, and follow-up support are provided to ensure a thorough understanding.</p> <p><b>Ongoing Support and Refresher Courses</b> To ensure long-term success, we offer ongoing support and refresher courses. Regular webinars and update sessions are conducted to keep users informed about new features, enhancements, and best practices. Our support team is available 24/7 to assist with any issues, ensuring that Sourcwell participating entities have continuous access to expert help.</p> <p>Overall, our training programs are comprehensive, flexible, and designed to meet the specific needs of Sourcwell participating entities, ensuring they can effectively operate and maintain the solutions provided.</p>

<p>42</p>	<p>Describe any technological advances that your proposed products or services offer.</p>	<p>Our proposed products and services incorporate several technological advances that significantly enhance their functionality and value for public sector and education administration. These advancements include sophisticated business process analysis, gap analysis, extensive customization capabilities, and cutting-edge AI enhancements.</p> <p><b>Business Process Analysis</b> Our solutions leverage advanced business process analysis tools that allow organizations to map, analyze, and optimize their workflows. By using these tools, entities can identify inefficiencies, bottlenecks, and areas for improvement. Our software integrates with popular process modeling tools, enabling detailed visualizations and simulations. This helps organizations to streamline their operations, reduce costs, and improve service delivery. Real-time analytics and reporting provide insights into process performance, facilitating data-driven decision-making.</p> <p><b>Gap Analysis</b> We offer comprehensive gap analysis services to ensure that our solutions meet the specific needs of each organization. This involves a detailed assessment of current systems and processes against the desired future state. Our gap analysis identifies discrepancies and provides a clear roadmap for achieving organizational goals. This includes recommendations for technology upgrades, process reengineering, and strategic initiatives. Our approach ensures that the implemented solutions align perfectly with the organization's objectives and operational requirements.</p> <p><b>Customizations</b> Customization is a key feature of our proposed solutions. We understand that each organization has unique needs, and our software is designed to be highly configurable. Users can tailor workflows, user interfaces, and data structures to fit their specific requirements. Our development team works closely with clients to develop custom modules and integrations that extend the functionality of our solutions. This ensures that the software supports specialized processes and integrates seamlessly with existing systems. Customization enhances user adoption and ensures that the technology adds maximum value.</p> <p><b>AI Enhancements</b> Artificial Intelligence (AI) is at the core of our technological advancements. Our solutions incorporate AI-driven features that enhance productivity, accuracy, and decision-making. For example, our AI-powered analytics engine can predict trends, identify anomalies, and provide actionable insights. Machine learning algorithms improve over time, offering increasingly accurate forecasts and recommendations. Natural Language Processing (NLP) capabilities enable intuitive interactions with the software, allowing users to query data and generate reports using simple language commands. AI-driven automation handles routine tasks, freeing up staff to focus on more strategic activities.</p> <p><b>Cloud Integration and Mobile Access</b> Our solutions are designed for seamless cloud integration, providing secure and scalable access to applications and data from anywhere. This ensures business continuity and flexibility, allowing users to work remotely without compromising security or performance. Mobile access is another critical feature, with responsive design and mobile apps that enable users to manage tasks, approve workflows, and access information on the go. This increases productivity and responsiveness, particularly for field staff and remote workers.</p> <p>In summary, our proposed products and services offer significant technological advances that enhance operational efficiency, support strategic decision-making, and provide a flexible, user-centric experience. These advancements position public sector and education institutions to meet current challenges and future demands effectively.</p>
<p>43</p>	<p>Please describe your software innovation maturity related to the following technology areas:</p> <ul style="list-style-type: none"> <li>o Machine learning</li> <li>o Natural language processing</li> <li>o Virtual assistants/chatbots</li> <li>o Predictive analytics</li> <li>o Big data analytics</li> <li>o AI/Generative AI</li> </ul>	<p>Our software solutions integrate mature and advanced technologies in the following key areas, showcasing our commitment to innovation and leveraging cutting-edge capabilities to enhance functionality and user experience.</p> <p><b>Machine Learning</b> Our solutions incorporate robust machine learning (ML) algorithms that enhance data processing, pattern recognition, and decision-making capabilities. For example, Oracle NetSuite and SAP S/4HANA use ML for financial forecasting, anomaly detection, and risk management. These algorithms continuously learn from data inputs, improving accuracy and performance over time. In the context of HR solutions like Workday and SAP SuccessFactors, ML is used for talent management, employee retention predictions, and optimizing recruitment processes.</p> <p><b>Natural Language Processing (NLP)</b> Natural Language Processing (NLP) is a key feature in several of our software offerings. Solutions such as Microsoft Dynamics 365 and Salesforce leverage NLP to facilitate intuitive user interactions, streamline customer service, and enhance data retrieval. NLP enables users to interact with the software using natural language commands, simplifying complex query processes and improving accessibility. This technology is also integrated into our content management systems like IBM FileNet and Hyland OnBase, enhancing document search and management capabilities.</p> <p><b>Virtual Assistants/Chatbots</b> Our software solutions, particularly those from Salesforce and Microsoft Dynamics 365, include advanced virtual assistants and chatbots that automate customer interactions and support. These virtual assistants are powered by AI and NLP, providing real-time assistance, handling routine queries, and guiding users through complex processes. They are capable of learning from interactions, thereby improving over time to offer more accurate and helpful responses. This significantly enhances user experience and operational efficiency.</p> <p><b>Predictive Analytics</b> Predictive analytics is a cornerstone of our financial and operational software solutions. Oracle ERP Cloud, SAP S/4HANA, and Microsoft Dynamics 365 use predictive analytics to forecast financial performance, optimize supply chains, and predict maintenance needs. These systems analyze historical data to identify trends and generate actionable insights, enabling organizations to make proactive and informed decisions. Predictive analytics in education management systems like Ellucian helps in predicting student performance and enrollment trends.</p> <p><b>Big Data Analytics</b> Big data analytics is embedded in our comprehensive suite of ERP and specialized software solutions. Platforms like SAP S/4HANA and Oracle NetSuite are equipped to handle vast amounts of data, providing powerful analytics tools that transform raw data into valuable insights. These systems support real-time data processing, complex queries, and advanced analytics, enabling organizations to leverage big data for strategic decision-making. Our content management solutions, such as IBM FileNet, also utilize big data analytics to manage and analyze extensive document repositories.</p> <p><b>AI/Generative AI</b> AI, including generative AI, is integrated into our solutions to drive innovation and efficiency. Generative AI in platforms like Salesforce and Microsoft Dynamics 365 enhances customer relationship management by automating content creation, personalizing customer interactions, and generating predictive models. These AI capabilities improve operational workflows, reduce manual effort, and enable more personalized and effective communication. Our HR solutions also benefit from generative AI, automating resume screening and generating tailored employee development plans.</p> <p>In summary, our software solutions exhibit high maturity in leveraging machine learning, natural language processing, virtual assistants, predictive analytics, big data analytics, and AI/generative AI. These advanced technologies are seamlessly integrated to provide sophisticated, user-friendly, and efficient solutions that meet the diverse needs of public sector and educational institutions.</p>

<p>44</p>	<p>Describe connectivity and integration capabilities between your offered solution(s) and other software systems.</p>	<p>Our software solutions are designed with robust connectivity and integration capabilities, ensuring seamless interaction with other software systems within the public sector and educational institutions. This interoperability enhances efficiency, facilitates data exchange, and supports comprehensive system integration.</p> <p><b>API-Driven Integration</b>                  Most of our solutions, including SAP S/4HANA, Oracle ERP Cloud, and Microsoft Dynamics 365, offer extensive API (Application Programming Interface) capabilities. APIs allow these systems to connect and communicate with other software applications, enabling data sharing and functional integration. For instance, financial systems can integrate with HR, procurement, and project management applications, ensuring cohesive operations across different departments.</p> <p><b>Middleware Solutions</b>                  We leverage middleware solutions like Microsoft Azure Logic Apps, IBM App Connect, and Oracle Integration Cloud to facilitate integration between disparate systems. Middleware acts as an intermediary layer that enables different applications to interact without requiring direct connections, simplifying the integration process and enhancing scalability. This is particularly beneficial for integrating legacy systems with modern applications, ensuring that all systems within an organization can work together seamlessly.</p> <p><b>Pre-Built Connectors</b>                  Our software offerings include pre-built connectors that simplify the integration process with commonly used applications. For example, Workday and SAP SuccessFactors offer pre-built connectors for popular financial systems like QuickBooks and Xero, as well as other HR tools. Similarly, Microsoft Dynamics 365 provides connectors for applications like SharePoint, Outlook, and Teams, facilitating a unified user experience and streamlined workflows.</p> <p><b>Data Integration and ETL Tools</b>                  For data integration, we utilize Extract, Transform, Load (ETL) tools such as Informatica, Talend, and Microsoft SQL Server Integration Services (SSIS). These tools enable the consolidation of data from various sources, ensuring accurate and timely data flow across systems. ETL processes ensure that data is cleaned, transformed, and loaded into the target systems in a format that is consistent and usable, supporting analytics, reporting, and decision-making processes.</p> <p><b>Cloud Integration</b>                  Our cloud-based solutions, including those from AWS, Microsoft Azure, and Google Cloud, support integration with other cloud and on-premises systems. Cloud integration services ensure that data and applications can be accessed and managed across multiple environments, providing flexibility and scalability. These services also include security features that protect data during transfer and storage, ensuring compliance with regulatory standards.</p> <p><b>Secure and Compliant Connectivity</b>                  Security and compliance are critical in our integration strategy. Our solutions incorporate secure protocols like HTTPS, SSL/TLS, and OAuth for data transmission, ensuring that data is protected from unauthorized access and breaches. Compliance with standards such as GDPR, HIPAA, and FedRAMP is ensured, particularly for public sector and educational institutions that handle sensitive information.</p> <p><b>Real-Time Data Sync and Event-Driven Architecture</b>                  Our solutions support real-time data synchronization and event-driven architectures, enabling immediate updates and responses across integrated systems. This capability is crucial for applications requiring timely data, such as student information systems (PowerSchool SIS) or facility management software (Archibus). Real-time integration ensures that all stakeholders have access to the most current data, improving decision-making and operational efficiency.</p> <p>In summary, our software solutions offer comprehensive connectivity and integration capabilities through APIs, middleware, pre-built connectors, ETL tools, and secure cloud integration services. These features ensure seamless interaction between our solutions and other software systems, enhancing overall operational efficiency and effectiveness.</p>
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<p>45</p>	<p>Describe your migration, customization, configuration, and upgrade processes.</p>	<p>Our approach to migration, customization, configuration, and upgrade processes is designed to ensure a smooth and seamless transition to our software solutions, tailored to meet the unique needs of each organization. Here's a detailed description of each process:</p> <p><b>Migration Process</b> Our migration process is structured to minimize disruption and ensure data integrity during the transition from legacy systems to our new solutions.</p> <p><b>Assessment and Planning:</b> We begin with a comprehensive assessment of the existing systems and data. This includes identifying data sources, analyzing data quality, and mapping out the migration strategy.</p> <p><b>Data Preparation:</b> Data is cleaned, transformed, and standardized to ensure compatibility with the new system. This step involves removing duplicates, correcting errors, and converting data formats as necessary.</p> <p><b>Pilot Migration:</b> A pilot migration is conducted to test the process and identify any issues before full-scale migration. This helps to ensure that the migration plan is effective and allows for adjustments.</p> <p><b>Full Migration:</b> Once the pilot is successful, the full migration is carried out. Data is transferred securely using ETL tools, and integrity checks are performed to verify the accuracy and completeness of the data.</p> <p><b>Validation and Testing:</b> After migration, thorough testing is conducted to ensure that all data is correctly migrated and that the new system functions as expected. This includes user acceptance testing (UAT) to confirm that the system meets organizational needs.</p> <p><b>Customization Process</b> Customization is crucial to tailor the software to the specific requirements of each organization.</p> <p><b>Requirement Gathering:</b> We collaborate with stakeholders to understand their unique needs and identify areas requiring customization.</p> <p><b>Design and Development:</b> Custom features and functionalities are designed and developed. This may include custom workflows, interfaces, reports, and integrations with other systems.</p> <p><b>Review and Approval:</b> The customizations are reviewed with stakeholders to ensure they meet the specified requirements. Adjustments are made based on feedback.</p> <p><b>Implementation:</b> Custom features are implemented into the system, followed by thorough testing to ensure they integrate seamlessly and function correctly.</p> <p><b>Documentation and Training:</b> Comprehensive documentation is provided, and training sessions are conducted to familiarize users with the custom features.</p> <p><b>Configuration Process</b> Configuration involves setting up the system to align with the organization's processes and policies.</p> <p><b>Initial Setup:</b> The system is installed and the basic configuration is completed. This includes setting up user roles, permissions, and security settings.</p> <p><b>Parameter Configuration:</b> System parameters are configured to match organizational workflows, including setting up business rules, notifications, and reporting structures.</p> <p><b>Integration:</b> The system is configured to integrate with existing applications and databases. APIs and connectors are set up to enable seamless data exchange.</p> <p><b>Testing and Validation:</b> Configuration settings are thoroughly tested to ensure they meet the organizational requirements and function as intended.</p> <p><b>Go-Live Preparation:</b> Final configurations are validated, and the system is prepared for go-live. This includes creating backup plans and ensuring all stakeholders are ready for the transition.</p> <p><b>Upgrade Process</b> Our upgrade process ensures that the system remains current with the latest features and security enhancements.</p> <p><b>Upgrade Assessment:</b> We evaluate the current system setup and identify the necessary upgrades, considering the impact on customizations and integrations.</p> <p><b>Planning and Scheduling:</b> An upgrade plan is developed, detailing the steps and timeline for the upgrade process. This is scheduled to minimize disruption to operations.</p> <p><b>Pre-Upgrade Testing:</b> A sandbox environment is used to test the upgrade, ensuring compatibility with custom features and integrations. Any issues are resolved before proceeding.</p> <p><b>Upgrade Execution:</b> The upgrade is performed, with careful monitoring to ensure the process completes successfully. This includes applying patches, updates, and new features.</p> <p><b>Post-Upgrade Validation:</b> After the upgrade, comprehensive testing is conducted to ensure the system functions correctly. Users are trained on new features and any changes to workflows.</p> <p><b>Ongoing Support:</b> Continuous support is provided to address any issues that arise post-upgrade, ensuring a smooth transition and minimal impact on operations.</p> <p>In summary, our structured processes for migration, customization, configuration, and upgrades ensure that our solutions are tailored to meet the unique needs of each organization, seamlessly integrated with existing systems, and kept up-to-date with the latest advancements.</p>
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<p>46</p>	<p>Describe any "green" initiatives that relate to your company or to your products or services, and include a list of the certifying agency for each.</p>	<p>Our company is committed to sustainability and is working on implementing several "green" initiatives that align with environmental stewardship and sustainable business practices. These initiatives span our operations, products, and services, and we carefully chose those that are certified by recognized agencies.</p> <p>Green Initiatives  <b>Energy-Efficient Data Centers</b>                  Our cloud-based solutions are hosted in energy-efficient data centers that comply with the latest environmental standards. We partner with leading cloud providers like AWS, Microsoft Azure, and Google Cloud, all of which have achieved various sustainability certifications.</p> <p><b>Certifying Agencies:</b> U.S. Environmental Protection Agency (EPA) ENERGY STAR, Leadership in Energy and Environmental Design (LEED)  <b>Eco-Friendly Office Practices</b>                  We have implemented eco-friendly practices across our offices, including reducing paper usage, promoting recycling, and encouraging the use of energy-efficient appliances. We leverage digital documentation and collaboration tools to minimize paper waste.</p> <p><b>Certifying Agencies:</b> ISO 14001 Environmental Management System  <b>Sustainable Product Design</b>                  Our software solutions are designed to be energy-efficient, reducing the overall carbon footprint of our clients' IT operations. We ensure that our software can be run on energy-efficient hardware, promoting longer hardware life cycles and reducing electronic waste.</p> <p><b>Certifying Agencies:</b> EPEAT (Electronic Product Environmental Assessment Tool), TCO Certified  <b>Green Supply Chain Management</b>                  We prioritize working with suppliers and partners who adhere to sustainable practices. This includes selecting hardware vendors who use recyclable materials and have robust take-back programs for end-of-life products.</p> <p><b>Certifying Agencies:</b> Green Electronics Council, Responsible Business Alliance (RBA)  <b>Remote Work and Virtual Collaboration</b>                  By promoting remote work and virtual collaboration tools, we reduce the need for commuting and travel, significantly lowering greenhouse gas emissions. Our solutions support remote work capabilities, which have a positive environmental impact.</p> <p><b>Certifying Agencies:</b> Carbon Trust Standard for Carbon (CTS)  <b>Green Certifications for Cloud Services</b>                  Our cloud service providers have achieved numerous green certifications that attest to their commitment to sustainability. These certifications ensure that the data centers we use are powered by renewable energy and adhere to strict environmental standards.</p> <p><b>Certifying Agencies:</b> Carbon Neutral Data Center Certification, RE100 (100% Renewable Energy)  <b>List of Certifying Agencies</b>                  U.S. Environmental Protection Agency (EPA) ENERGY STAR: Recognizes energy-efficient products and practices.                  Leadership in Energy and Environmental Design (LEED): Certifies sustainable building and design practices.                  ISO 14001 Environmental Management System: Sets out criteria for an effective environmental management system.                  EPEAT (Electronic Product Environmental Assessment Tool): Rates the environmental impact of electronic products.                  TCO Certified: Ensures sustainable IT products through comprehensive certification.                  Green Electronics Council: Promotes sustainable practices in the electronics sector.                  Responsible Business Alliance (RBA): Advocates for responsible supply chain practices.                  Carbon Trust Standard for Carbon (CTS): Recognizes organizations for reducing their carbon footprint.                  Carbon Neutral Data Center Certification: Certifies data centers that achieve carbon neutrality.                  RE100 (100% Renewable Energy): An initiative encouraging businesses to commit to 100% renewable energy.</p>
<p>47</p>	<p>Identify any third-party issued eco-labels, ratings or certifications that your company has received for the equipment or products included in your Proposal related to energy efficiency or conservation, life-cycle design (cradle-to-cradle), or other green/sustainability factors.</p>	<p>As described above. We are working on ensuring that we align to green/sustainability factors.</p>



48	Describe your strategy related to ecosystem partners for additional functionalities or capabilities.	<p>Our strategy related to ecosystem partners for additional functionalities or capabilities is centered around building a robust and flexible ecosystem that enhances the value and reach of our solutions. This strategy ensures that our clients have access to a wide array of complementary technologies and services, facilitating seamless integration and maximizing operational efficiency.</p> <p><b>Strategic Partnerships</b> We establish strategic partnerships with leading technology providers to extend the functionalities of our core offerings. These partnerships enable us to offer best-of-breed solutions that address specific needs across various industries. For example, partnerships with cloud service providers like AWS, Microsoft Azure, and Google Cloud enhance our cloud capabilities, offering scalable and secure infrastructure solutions. Similarly, alliances with cybersecurity firms like Palo Alto Networks and Cisco ensure robust security measures for our clients.</p> <p><b>Integration with Third-Party Applications</b> Our solutions are designed to integrate seamlessly with a wide range of third-party applications. We leverage open APIs and middleware platforms to facilitate these integrations, ensuring that clients can easily incorporate additional functionalities such as advanced analytics, customer relationship management (CRM), and enterprise resource planning (ERP). For instance, integrating with Salesforce and HubSpot enhances our CRM capabilities, while connections with Tableau and Power BI improve data visualization and analytics.</p> <p><b>Partner Marketplace</b> We maintain a partner marketplace where clients can explore and procure additional functionalities and services from our ecosystem partners. This marketplace includes vetted applications and services that have been tested for compatibility and performance with our solutions. Clients can find everything from specialized industry-specific applications to general productivity tools, ensuring they have the resources needed to optimize their operations.</p> <p><b>Joint Development Initiatives</b> We engage in joint development initiatives with our ecosystem partners to create innovative solutions that address emerging market needs. These collaborations enable us to leverage the unique strengths and expertise of our partners, resulting in products that offer enhanced capabilities and improved user experiences. For example, collaborating with AI technology providers helps us incorporate advanced machine learning and natural language processing features into our solutions.</p> <p><b>Continuous Innovation and Support</b> Our ecosystem strategy is driven by a commitment to continuous innovation and support. We work closely with our partners to stay ahead of technological advancements and industry trends, ensuring that our clients benefit from the latest innovations. Additionally, we provide comprehensive support for all integrated solutions, ensuring seamless operation and resolving any issues that may arise.</p> <p><b>Certification and Compliance</b> We ensure that all ecosystem partners adhere to our high standards for quality, security, and compliance. This includes rigorous certification processes and regular audits to ensure that partner solutions meet regulatory requirements and industry best practices. By maintaining these standards, we ensure that our clients can trust the integrity and reliability of the extended functionalities provided by our ecosystem partners.</p> <p>In summary, our strategy related to ecosystem partners focuses on establishing strategic alliances, facilitating seamless integration, maintaining a partner marketplace, engaging in joint development initiatives, ensuring continuous innovation and support, and upholding rigorous certification and compliance standards. This approach enables us to offer comprehensive and flexible solutions that meet the diverse needs of our clients, enhancing their operational efficiency and effectiveness.</p>
49	Describe 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 of certification (as applicable) in the document upload section of your response.	We are a Woman Led and Minority Business Entity (WMBE), Small Business Entity (SBE).
50	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>Our company stands out by offering Sourcewell participating entities a combination of robust technological solutions, tailored services, and a strong commitment to sustainability. Our unique attributes include comprehensive integration capabilities, allowing seamless connectivity with existing systems and third-party applications, ensuring operational continuity and efficiency. We offer a high degree of customization, enabling our solutions to be tailored precisely to the specific needs of public sector and educational institutions. Furthermore, our focus on sustainability through green initiatives and energy-efficient practices demonstrates our commitment to environmental responsibility, aligning with the values of many Sourcewell entities.</p> <p>What makes our proposed solutions unique in the industry is our holistic approach to implementation and support. We provide end-to-end services, from initial consultation and business process analysis to migration, customization, configuration, and ongoing support. Our advanced use of AI technologies, such as machine learning, natural language processing, and predictive analytics, enhances the functionality and user experience of our solutions. Additionally, our strong ecosystem of partners ensures that we can offer best-in-class capabilities and innovative features. This comprehensive and integrated approach ensures that Sourcewell participating entities receive solutions that are not only technologically advanced but also aligned with their strategic goals and operational requirements.</p>
51	If applicable, how does your solution facilitate increased citizen engagement and feedback in public sector processes?	Our solution facilitates increased citizen engagement and feedback in public sector processes through the integration of advanced CRM systems like Salesforce and MS D365 Customer Service, which include robust citizen relationship and engagement management features. These systems enable public sector entities to create user-friendly web portals and mobile apps that allow citizens to easily access services, submit feedback, and engage in community initiatives. Additionally, AI-powered chatbots and virtual assistants provide real-time assistance and automate responses to common inquiries, enhancing communication efficiency. Advanced analytics tools within these platforms aggregate and analyze citizen feedback, providing valuable insights that help public sector entities improve service delivery and responsiveness to community needs.
52	How does your solution support digital transformation initiatives within the public sector, including cloud adoption, mobile access, and digital service delivery?	Our solution robustly supports digital transformation initiatives within the public sector by enabling cloud adoption, mobile access, and digital service delivery. By leveraging leading cloud platforms such as AWS, Microsoft Azure, and Google Cloud, we offer scalable, secure, and cost-effective cloud-based solutions that facilitate remote work and real-time collaboration. Our mobile-friendly applications and responsive web interfaces ensure that public sector employees and citizens can access essential services and information from any device, anywhere. Additionally, our integrated digital service delivery platforms streamline processes, enhance user experience, and improve operational efficiency by automating workflows, digitizing records, and providing seamless online interactions. This holistic approach empowers public sector entities to modernize their operations, increase accessibility, and deliver superior digital services to their communities.

**Table 9A: Warranty**

Describe in detail your manufacturer warranty program, including conditions and requirements to qualify, claims procedure, and overall structure.

You may upload representative samples of your warranty materials (if applicable) in the document upload section of your response in addition to responding to the questions below.

Line Item	Question	Response *
53	Do your warranties cover all products, parts, and labor?	Yes they do.

54	Do your warranties impose usage restrictions or other limitations that adversely affect coverage?	<p>Our warranties are designed to provide comprehensive coverage while maintaining reasonable usage guidelines to ensure the longevity and proper functioning of the equipment and software. While there are some standard usage restrictions and limitations, these are primarily in place to prevent misuse and ensure optimal performance. Here's an overview of our warranty terms and any associated limitations:</p> <p><b>Standard Warranty Terms</b></p> <p>Coverage: Our warranties typically cover defects in materials and workmanship under normal use and service conditions. This includes repairs or replacements of defective parts or units during the warranty period.</p> <p>Duration: The duration of the warranty varies depending on the product and the manufacturer's terms, typically ranging from one to three years for hardware components and software updates.</p> <p><b>Usage Restrictions and Limitations</b></p> <p>Proper Use: Warranties are valid under normal operating conditions as specified by the product manufacturer. Misuse, abuse, or improper installation can void the warranty. For example, using hardware in environments outside the recommended temperature or humidity ranges may not be covered.</p> <p>Unauthorized Modifications: Any modifications or repairs not performed or authorized by our service team or the OEM may void the warranty. This includes using unauthorized parts or attempting to alter the product's original design.</p> <p>Third-Party Software and Hardware: Issues arising from the use of third-party software or hardware that are not certified or recommended by us or the OEM may not be covered. Compatibility and performance issues related to such integrations are typically excluded.</p> <p>Routine Maintenance: Failure to perform routine maintenance as recommended by the manufacturer may impact warranty coverage. This includes actions such as regular software updates, cleaning, and other preventive measures.</p> <p><b>Extended and Enhanced Warranty Options</b></p> <p>Extended Coverage: We offer extended warranty plans that provide additional coverage beyond the standard warranty period, including more comprehensive protection against a wider range of issues.</p> <p>Service Contracts: Our service contracts (Premium and Elite Support Plans) include additional support and faster response times for warranty claims, minimizing the impact of any restrictions.</p> <p><b>Transparent Communication</b></p> <p>Clear Guidelines: We provide clear guidelines and documentation on the proper use and maintenance of products to help clients avoid actions that could void the warranty.</p> <p>Support and Assistance: Our support team is available to assist clients in understanding warranty terms and ensuring compliance, providing advice on best practices for maintaining equipment and software.</p> <p>In summary, while our warranties do include standard usage restrictions and limitations to ensure proper use and maintenance, these are clearly communicated and designed to protect both the client and the product. By adhering to these guidelines, clients can ensure that they receive full coverage and benefit from the warranty terms provided.</p>
55	Do your warranties cover the expense of technicians' travel time and mileage to perform warranty repairs?	Yes.
56	Are there any geographic regions of the United States or Canada (as applicable) for which you cannot provide a certified technician to perform warranty repairs?  How will Sourcewell participating entities in these regions be provided service for warranty repair?	No. We provide services to all geographic regions in US and Canada.
57	Will you cover warranty service for items made by other manufacturers that are part of your proposal, or are these warranties issues typically passed on to the original equipment manufacturer?	<p>We offer a dual approach to warranty service for items made by other manufacturers that are part of our proposal. While we pass on the original equipment manufacturer (OEM) warranties to our clients, we also provide comprehensive support to facilitate the warranty process and ensure seamless service.</p> <p><b>OEM Warranty Coverage</b></p> <p>Pass-Through Warranty: For hardware and other items made by third-party manufacturers, we ensure that the original warranties provided by the OEMs are passed on to our clients. This includes adhering to the OEM's warranty terms and conditions, such as coverage duration and scope of services.</p> <p>Direct Manufacturer Support: Clients have the option to contact the OEM directly for warranty claims and services. We provide all necessary documentation and contact information to facilitate this process.</p> <p><b>Additional Support from Our Side</b></p> <p>Warranty Facilitation: We act as an intermediary to assist clients in navigating the OEM warranty process. Our support team helps with submitting warranty claims, coordinating repairs or replacements, and ensuring that services are completed promptly.</p> <p>Extended Warranty Options: We offer extended warranty plans for certain products, providing additional coverage beyond the OEM's standard warranty. This ensures prolonged protection and peace of mind for our clients.</p> <p>Comprehensive Service Contracts: For clients who opt for our Premium or Elite Support Plans, we provide enhanced warranty support, including proactive maintenance and faster resolution times, regardless of the original warranty terms.</p> <p><b>Key Benefits</b></p> <p>Streamlined Process: By facilitating the warranty process, we help clients avoid the hassle of dealing directly with multiple manufacturers.</p> <p>Enhanced Coverage: Our extended warranty options and support plans offer additional layers of protection and service beyond the OEM warranties.</p> <p>Expert Assistance: Our experienced support team is equipped to handle warranty-related issues efficiently, ensuring minimal disruption to client operations.</p> <p>In summary, while OEM warranties are typically passed on to the original equipment manufacturers, we provide robust support to manage these warranties, ensuring that our clients receive timely and effective service. This dual approach maximizes coverage and convenience for our clients, ensuring their equipment and solutions remain operational and well-maintained.</p>
58	What are your proposed exchange and return programs and policies?	<p>Our proposed exchange and return programs and policies are designed to ensure customer satisfaction and seamless operations. We offer a 30-day return policy for software licenses and hardware products, allowing clients to return or exchange items if they do not meet their requirements or expectations. For hardware, items must be in their original condition and packaging. In cases of software, licenses must be deactivated and uninstalled. Additionally, we provide a flexible exchange program for upgrading to newer versions or different products, ensuring that clients can adapt to evolving needs without incurring additional costs. Our dedicated support team assists with the return process, ensuring a hassle-free experience and prompt resolution of any issues. These policies reflect our commitment to quality and customer satisfaction, providing clients with confidence and peace of mind when choosing our solutions.</p>

59	Describe any service contract options for the items included in your proposal.	<p>Our service contract options are designed to provide comprehensive support and maintenance for the items included in our proposal, ensuring that clients receive the highest level of service and operational continuity. We offer several tiers of service contracts to meet the diverse needs of our clients:</p> <p><b>Standard Support Plan</b>                  Coverage: Business hours support (Monday to Friday, 9 AM to 5 PM)                  Services: Basic technical support, software updates, and access to online resources and documentation.                  Response Time: Within 24 hours for non-critical issues.                  Benefits: Cost-effective option for organizations with minimal support needs.</p> <p><b>Premium Support Plan</b>                  Coverage: Extended hours support (Monday to Saturday, 8 AM to 8 PM)                  Services: Advanced technical support, priority response, software updates, patches, and regular maintenance checks.                  Response Time: Within 4 hours for critical issues and 12 hours for non-critical issues.                  Benefits: Ideal for organizations requiring more robust support and quicker response times.</p> <p><b>Elite Support Plan</b>                  Coverage: 24/7 support                  Services: Comprehensive technical support, dedicated account manager, proactive monitoring, regular system health checks, customized training sessions, and on-site support if necessary.                  Response Time: Immediate response for critical issues and within 2 hours for non-critical issues.                  Benefits: Best suited for mission-critical environments where maximum uptime and rapid issue resolution are essential.</p> <p><b>Custom Support Plan</b>                  Coverage: Tailored to specific organizational needs                  Services: A customizable mix of services from the Standard, Premium, and Elite plans, plus additional options like custom development support, enhanced security monitoring, and specialized consulting services.                  Response Time: Customized based on client requirements.                  Benefits: Flexibility to meet unique needs and budget considerations.</p> <p><b>Maintenance Services</b>                  Scheduled Maintenance: Regularly scheduled maintenance windows to perform updates, backups, and system optimizations.                  Preventive Maintenance: Routine inspections and proactive measures to prevent potential issues before they impact operations.                  Emergency Maintenance: Immediate response to unforeseen issues or system failures to minimize downtime.</p> <p><b>Training and Consultation</b>                  Initial Training: Comprehensive training programs for all levels of users during the implementation phase.                  Ongoing Training: Regularly scheduled training sessions to keep staff updated on new features and best practices.                  Consultation Services: Strategic consulting to help organizations optimize their use of the software, improve processes, and achieve their goals.</p> <p><b>Warranty and Replacement</b>                  Hardware Warranty: Coverage for hardware components with options for extended warranties.                  Replacement Services: Quick replacement of defective hardware to minimize downtime.</p> <p>These service contract options ensure that our clients have the support and resources they need to maintain optimal performance, adapt to changing requirements, and achieve long-term success with our solutions.</p>
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**Table 9B: Performance Standards or Guarantees**

Describe in detail your performance standards or guarantees, including conditions and requirements to qualify, claims procedure, and overall structure. You may upload representative samples of your performance materials (if applicable) in the document upload section of your response in addition to responding to the questions below.

Line Item	Question	Response *
60	Describe any performance standards or guarantees that apply to your services	<p>Our services are backed by stringent performance standards and guarantees to ensure the highest level of quality, reliability, and customer satisfaction. We adhere to industry best practices and set clear benchmarks for service delivery. Key performance standards include guaranteed response times, uptime commitments, and resolution times, which are outlined in our Service Level Agreements (SLAs). For example, under our Premium and Elite Support Plans, we guarantee response times within 4 hours for critical issues and resolution within 24 hours. We also commit to maintaining system uptime of 99.9% to ensure continuous availability and operational efficiency.</p> <p>In addition to these standards, we offer satisfaction guarantees for our implementation and support services. If any aspect of our service does not meet the agreed-upon standards or expectations, we commit to addressing and rectifying the issue promptly at no additional cost. Our dedicated account managers and support teams are available around the clock to ensure that any concerns are resolved quickly and effectively, providing our clients with peace of mind and confidence in our services.</p>

<p>61</p>	<p>Describe any service standards or guarantees that apply to your services (policies, metrics, KPIs, etc.)</p>	<p>Our service standards and guarantees are designed to ensure the highest level of customer satisfaction and operational excellence. These standards are defined through our Service Level Agreements (SLAs), which outline the specific policies, metrics, and key performance indicators (KPIs) that govern our service delivery.</p> <p><b>Service Standards and Guarantees</b></p> <p><b>Response Time and Resolution Time</b></p> <p>Response Time: Under our Premium and Elite Support Plans, we guarantee initial response times within 4 hours for critical issues and within 12 hours for non-critical issues. For standard support, the response time is within 24 hours.</p> <p>Resolution Time: We commit to resolving critical issues within 24 hours and non-critical issues within 48 hours for Premium and Elite plans. Standard support issues are resolved within 72 hours.</p> <p><b>Uptime Commitment</b></p> <p>We guarantee system uptime of 99.9%, ensuring that our solutions are reliable and available when needed. This is monitored continuously, and any deviations are promptly addressed to minimize downtime.</p> <p><b>Performance Metrics and KPIs</b></p> <p>Incident Response and Resolution Rate: Metrics are tracked to measure the speed and efficiency of our response and resolution processes, ensuring that we meet our guaranteed response and resolution times.</p> <p>Customer Satisfaction (CSAT): We regularly survey our clients to gauge satisfaction levels and ensure that our services meet or exceed expectations. A CSAT score of 90% or higher is our target.</p> <p>First Contact Resolution (FCR): We aim to resolve issues during the first contact in at least 85% of cases, reducing the need for follow-up interactions and ensuring quick problem-solving.</p> <p>System Performance and Reliability: Regular performance audits and monitoring ensure that the systems are running optimally, with any issues addressed proactively.</p> <p><b>Proactive Monitoring and Maintenance</b></p> <p>We employ advanced monitoring tools to continuously track the health and performance of the systems. This allows us to identify and address potential issues before they impact operations, ensuring consistent performance and reliability.</p> <p><b>Customer Support and Training</b></p> <p>Our support team is available 24/7 for Elite plans, providing round-the-clock assistance. We also offer comprehensive training programs to ensure that users are well-equipped to utilize the solutions effectively.</p> <p><b>Satisfaction Guarantee</b></p> <p>If our services fail to meet the agreed-upon standards, we commit to rectifying the issues promptly at no additional cost. This includes re-performing any unsatisfactory service to ensure it meets our high standards and the client's expectations.</p> <p>These service standards and guarantees reflect our commitment to delivering exceptional service and ensuring the success and satisfaction of our clients. By adhering to these rigorous standards, we provide reliable, high-quality support and services that help our clients achieve their goals.</p>
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<p>62</p>	<p>Describe your data integrity and protection standards, data backup, recovery, and secure storage solutions.</p>	<p>Our data integrity and protection standards, data backup, recovery, and secure storage solutions are designed to ensure the highest levels of security, reliability, and compliance for our clients. These measures are critical in safeguarding sensitive information and maintaining uninterrupted access to vital data.</p> <p><b>Data Integrity and Protection Standards</b></p> <p><b>Encryption:</b></p> <p><b>Data at Rest:</b> We use advanced encryption protocols such as AES-256 to protect data stored on servers and storage devices.</p> <p><b>Data in Transit:</b> All data transmitted over networks is secured using SSL/TLS encryption to prevent interception and unauthorized access.</p> <p><b>Access Control:</b></p> <p><b>Role-Based Access Control (RBAC):</b> Access to data is restricted based on user roles and permissions, ensuring that only authorized personnel can access sensitive information.</p> <p><b>Multi-Factor Authentication (MFA):</b> Additional layers of security are implemented through MFA, requiring users to provide multiple forms of verification before accessing the system.</p> <p><b>Compliance and Standards:</b></p> <p>We adhere to industry standards and regulations such as GDPR, HIPAA, and ISO 27001, ensuring that our data protection measures meet stringent compliance requirements.</p> <p><b>Data Backup and Recovery</b></p> <p><b>Regular Backups:</b></p> <p>We perform automated, scheduled backups of all critical data, typically on a daily basis. These backups include full system images, incremental backups, and transaction logs to ensure comprehensive data protection.</p> <p><b>Redundant Storage:</b></p> <p>Data is stored in multiple geographically dispersed data centers to provide redundancy and ensure data availability in case of a localized failure.</p> <p><b>Disaster Recovery Planning:</b></p> <p>Our disaster recovery plans include predefined procedures for data restoration and system recovery. These plans are regularly tested to ensure readiness and effectiveness in real-world scenarios.</p> <p><b>Snapshot and Versioning:</b></p> <p>We utilize snapshot and versioning technologies to maintain multiple copies of data at different points in time. This allows for quick restoration of data to a previous state in case of corruption or accidental deletion.</p> <p><b>Secure Storage Solutions</b></p> <p><b>Cloud Storage:</b></p> <p>We leverage secure cloud storage solutions from leading providers like AWS, Microsoft Azure, and Google Cloud. These platforms offer robust security features, including encryption, access control, and compliance certifications.</p> <p><b>On-Premises Storage:</b></p> <p>For clients requiring on-premises solutions, we provide secure storage options such as encrypted SAN (Storage Area Network) and NAS (Network Attached Storage) systems. These systems are equipped with physical security measures and access controls to protect against unauthorized access.</p> <p><b>Data Segmentation and Isolation:</b></p> <p>Data is segmented and isolated to ensure that sensitive information is protected and that different datasets are stored and managed separately, reducing the risk of data breaches.</p> <p><b>Secure Deletion:</b></p> <p>When data is no longer needed, we use secure deletion methods that comply with industry standards to ensure that data is permanently removed and cannot be recovered.</p> <p><b>Monitoring and Auditing</b></p> <p><b>Continuous Monitoring:</b></p> <p>Our systems are continuously monitored for security threats and performance issues. Advanced threat detection and response tools are employed to identify and mitigate risks in real-time.</p> <p><b>Regular Audits:</b></p> <p>We conduct regular security audits and vulnerability assessments to identify and address potential weaknesses in our data protection measures.</p> <p>In summary, our data integrity and protection standards, along with our comprehensive backup, recovery, and secure storage solutions, ensure that client data is safeguarded against loss, corruption, and unauthorized access. These measures provide a robust framework for maintaining data security and availability, supporting the operational continuity and trust of our clients.</p>
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<p>63</p>	<p>What are your policies and governance features regarding large language models and generative AI?</p>	<p>Our policies and governance features regarding large language models (LLMs) and generative AI are designed to ensure ethical use, data privacy, security, and compliance with regulatory standards. These policies are crafted to mitigate risks and maximize the benefits of AI technologies while maintaining transparency and accountability.</p> <p><b>Ethical Use and Transparency</b></p> <p><b>Ethical Guidelines:</b></p> <p>We adhere to ethical guidelines that ensure our AI systems are used responsibly. This includes avoiding biases, ensuring fairness, and preventing misuse of AI capabilities. Our AI systems are designed to augment human decision-making rather than replace it, ensuring that human oversight is always maintained.</p> <p><b>Transparency:</b></p> <p>We maintain transparency in how our AI models are developed, trained, and deployed. Users are informed about the capabilities and limitations of our AI systems. We provide clear documentation and user guides that explain how our AI systems work and how decisions are made, ensuring that users understand the processes involved.</p> <p><b>Data Privacy and Security</b></p> <p><b>Data Anonymization:</b></p> <p>We employ data anonymization techniques to protect individual privacy. Personal data used in training AI models is anonymized to prevent identification of individuals. We ensure that any data used to train models is obtained with proper consent and in compliance with relevant data protection laws.</p> <p><b>Secure Data Handling:</b></p> <p>Our AI systems use secure data handling practices, including encryption and access controls, to protect sensitive information from unauthorized access. We implement robust security measures to safeguard data both in transit and at rest, adhering to industry standards such as GDPR and HIPAA.</p> <p><b>Compliance and Regulatory Standards</b></p> <p><b>Regulatory Compliance:</b></p> <p>Our AI practices comply with relevant regulations and standards, including GDPR, CCPA, and other regional data protection laws. We regularly review and update our policies to remain compliant with evolving regulations. We conduct regular audits and assessments to ensure that our AI systems and data handling practices meet regulatory requirements.</p> <p><b>Model Validation and Testing:</b></p> <p>Before deploying AI models, we conduct thorough validation and testing to ensure their accuracy, reliability, and safety. This includes testing for biases and unintended consequences. Continuous monitoring and evaluation are performed to ensure that models remain effective and aligned with ethical standards.</p> <p><b>Accountability and Governance</b></p> <p><b>Governance Framework:</b></p> <p>We have established a governance framework for AI development and deployment, overseen by a dedicated AI ethics committee. This committee includes stakeholders from various disciplines to ensure diverse perspectives in decision-making. The governance framework includes policies for AI lifecycle management, covering development, deployment, monitoring, and decommissioning of AI systems.</p> <p><b>User Feedback and Iteration:</b></p> <p>We actively seek feedback from users to improve our AI systems. This feedback loop helps us identify potential issues and make necessary adjustments. Regular updates and improvements are made to our AI models based on user feedback and technological advancements.</p> <p><b>Responsible AI Development</b></p> <p><b>Bias Mitigation:</b></p> <p>We implement strategies to identify and mitigate biases in our AI models. This includes using diverse training data and employing fairness-aware algorithms. Regular audits and reviews are conducted to detect and address any biases that may arise during the model's lifecycle.</p> <p><b>Human-in-the-Loop (HITL):</b></p> <p>Our AI systems are designed to include human oversight, ensuring that critical decisions are reviewed by human experts. This approach enhances the reliability and trustworthiness of AI outcomes. We provide tools and interfaces that allow users to interact with AI systems, making adjustments and corrections as needed.</p> <p>In summary, our policies and governance features for large language models and generative AI emphasize ethical use, data privacy, security, regulatory compliance, accountability, and continuous improvement. These measures ensure that our AI technologies are developed and deployed responsibly, providing value while safeguarding individual rights and maintaining public trust.</p>
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64	<p>User Accessibility: How does your software ensure accessibility for all users, including those with disabilities, in compliance with standards?</p>	<p>Our software solutions are designed with a strong commitment to accessibility, ensuring that all users, including those with disabilities, can effectively use our systems. We adhere to established accessibility standards, such as the Web Content Accessibility Guidelines (WCAG) 2.1 and Section 508 of the Rehabilitation Act, to create inclusive and user-friendly interfaces.</p> <p><b>Design and Development</b></p> <p>Accessible User Interfaces:</p> <p>Our software features accessible user interfaces that accommodate various disabilities, including visual, auditory, motor, and cognitive impairments. We use high-contrast color schemes, scalable fonts, and clear, simple navigation to enhance usability. All interactive elements, such as buttons, forms, and links, are designed to be easily navigable using keyboard shortcuts and are screen reader compatible.</p> <p><b>Standards Compliance:</b></p> <p>We follow WCAG 2.1 guidelines to ensure that our software meets the necessary accessibility criteria. This includes providing text alternatives for non-text content, creating content that can be presented in different ways without losing information or structure, and making all functionality available from a keyboard. Compliance with Section 508 ensures that our software is accessible to federal employees and members of the public with disabilities.</p> <p><b>Accessibility Features</b></p> <p><b>Screen Reader Support:</b></p> <p>Our software is compatible with popular screen readers like JAWS, NVDA, and VoiceOver. We implement ARIA (Accessible Rich Internet Applications) landmarks and roles to enhance screen reader navigation and usability. Descriptive alt text for images and proper labeling of form fields and interactive elements ensure that screen readers can convey meaningful information to users.</p> <p><b>Keyboard Navigation:</b></p> <p>We ensure that all functionalities are accessible via keyboard navigation, allowing users to operate the software without a mouse. This includes providing logical tab order and keyboard shortcuts for key actions. Focus indicators are clearly visible, helping users track their position on the screen while navigating through the interface.</p> <p><b>Voice Commands and Dictation:</b></p> <p>For users with motor impairments, our software supports voice commands and dictation features, allowing hands-free interaction. This is particularly useful in our mobile and web-based applications.</p> <p><b>Customizable User Settings:</b></p> <p>Users can customize the interface to meet their individual needs, such as adjusting font sizes, color contrast, and screen layouts. This flexibility ensures that the software can be tailored to enhance readability and usability.</p> <p><b>Testing and Validation</b></p> <p><b>Accessibility Testing:</b></p> <p>We conduct rigorous accessibility testing during the development and deployment phases, using both automated tools and manual testing by accessibility experts. This helps identify and rectify potential barriers to accessibility. User testing with individuals who have disabilities provides valuable feedback, ensuring that our software meets real-world accessibility needs.</p> <p><b>Continuous Improvement:</b></p> <p>Accessibility is an ongoing commitment. We regularly update our software to incorporate new accessibility features and address any emerging issues. User feedback and advancements in accessibility standards guide these updates.</p> <p><b>Support and Training</b></p> <p><b>User Support:</b></p> <p>Our support team is trained to assist users with disabilities, providing guidance on using accessibility features and addressing any accessibility-related issues. We offer multiple support channels, including phone, email, and live chat.</p> <p><b>Training Programs:</b></p> <p>We provide training programs for users and administrators on how to utilize accessibility features effectively. This includes webinars, workshops, and comprehensive user manuals tailored to different accessibility needs. In summary, our software ensures accessibility for all users by adhering to recognized standards, incorporating a wide range of accessibility features, conducting thorough testing, and providing ongoing support and training. These measures ensure that our solutions are inclusive and usable by everyone, regardless of their abilities.</p>
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**Table 10: Payment Terms and Financing Options**

Line Item	Question	Response *
65	Describe your payment terms and accepted payment methods.	<p>Our payment terms are designed to provide flexibility and convenience for Sourcewell participating entities, ensuring smooth financial transactions and fostering strong business relationships. Standard payment terms include net 30 days from the date of invoice, allowing ample time for processing and payment. For larger projects, we offer milestone-based payments aligned with project phases, such as initial deposit, mid-project milestone, and final completion. This phased approach helps manage cash flow and ensures that payments are tied to deliverable achievements.</p> <p>We accept a variety of payment methods to accommodate the preferences and capabilities of our clients. These methods include electronic funds transfer (EFT), wire transfers, ACH payments, and credit card payments (Visa, MasterCard, American Express). For entities that require purchase orders, we accept POs and work with clients to ensure seamless processing. Additionally, we offer online payment portals for easy and secure transactions. Our flexible payment terms and multiple payment options ensure that Sourcewell participating entities can manage their financial commitments efficiently and effectively.</p>

<p>66</p>	<p>Describe any leasing or financing options available for use by educational or governmental entities.</p>	<p>We offer flexible leasing and financing options tailored specifically for educational and governmental entities to help them manage their budget constraints while accessing our high-quality solutions. These options are designed to make it easier for entities to invest in necessary technology without requiring large upfront expenditures.</p> <p><b>Leasing Options</b></p> <p><b>Operating Leases:</b></p> <p><b>Short-term and Long-term Leases:</b> We provide both short-term (1-3 years) and long-term (4-5 years) leasing options. This allows entities to use our equipment and software for a specified period with lower monthly payments.</p> <p><b>End-of-Term Flexibility:</b> At the end of the lease term, entities can choose to return the equipment, extend the lease, or purchase the equipment at a residual value.</p> <p><b>Capital Leases:</b></p> <p><b>Ownership Opportunity:</b> Capital leases allow entities to spread the cost of the equipment over its useful life while eventually owning it at the end of the lease term.</p> <p><b>Fixed Payments:</b> These leases come with fixed monthly payments, making it easier for entities to budget over the lease period.</p> <p><b>Financing Options</b></p> <p><b>Deferred Payment Plans:</b></p> <p><b>Flexible Payment Schedules:</b> We offer deferred payment plans where entities can delay payments for a specified period, allowing them to start using the solutions immediately while aligning payments with budget cycles.</p> <p><b>Interest-Free Periods:</b> For qualified entities, we may provide interest-free periods during the initial phase of the financing plan.</p> <p><b>Installment Financing:</b></p> <p><b>Equal Installments:</b> Installment financing allows entities to pay for the solutions in equal monthly or quarterly installments over a set period, typically ranging from 1 to 5 years.</p> <p><b>Customizable Terms:</b> Financing terms can be customized to match the entity's budget and cash flow requirements.</p> <p><b>Benefits of Leasing and Financing Options</b></p> <p><b>Budget Management:</b> Spreading the cost over time helps educational and governmental entities manage their budgets more effectively without compromising on technology needs.</p> <p><b>Access to Latest Technology:</b> These options enable entities to upgrade to the latest technology regularly, ensuring they have access to the most current and efficient tools.</p> <p><b>Preservation of Capital:</b> By choosing leasing or financing, entities can preserve their capital and use available funds for other critical projects or needs.</p> <p>In summary, our leasing and financing options provide educational and governmental entities with the financial flexibility to access and implement our solutions efficiently. These options are tailored to meet the unique financial constraints and budget cycles of these entities, ensuring they can benefit from our technology without significant upfront costs.</p>
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67	<p>Describe any standard transaction documents that you propose to use in connection with an awarded contract (order forms, terms and conditions, service level agreements, etc.). Upload a sample of each (as applicable) in the document upload section of your response.</p>	<p>In connection with an awarded contract, we utilize a suite of standard transaction documents designed to ensure clarity, transparency, and mutual understanding between our company and Sourcewell participating entities. These documents include order forms, terms and conditions, service level agreements (SLAs), and other relevant contractual documentation. Here is an overview of each type:</p> <p><b>Order Forms</b>                  Purpose: Order forms are used to specify the details of the products and services being purchased. They include descriptions, quantities, pricing, delivery schedules, and payment terms.                  Content: Each order form outlines the scope of the order, itemized costs, and any special instructions or requirements from the client. It serves as a formal agreement to proceed with the transaction under the specified terms.</p> <p><b>Terms and Conditions</b>                  Purpose: The terms and conditions document establishes the legal framework governing the relationship between our company and the client. It outlines the rights and responsibilities of both parties.                  Content: This document covers key aspects such as payment terms, delivery timelines, warranty information, liability limitations, confidentiality clauses, dispute resolution procedures, and termination conditions. It ensures both parties are aware of and agree to the contractual obligations and protections.</p> <p><b>Service Level Agreements (SLAs)</b>                  Purpose: SLAs define the specific service expectations and performance metrics for the services we provide. They ensure accountability and set clear standards for service quality and response times.                  Content: SLAs include detailed descriptions of the services provided, performance metrics (such as uptime guarantees, response times, and resolution times), reporting requirements, and penalties for non-compliance. They are tailored to match the needs and expectations of the client, ensuring reliable and high-quality service delivery.</p> <p><b>Additional Documents</b>                  Scope of Work (SOW): This document outlines the specific tasks, deliverables, and timelines for implementation projects. It provides a detailed project plan and clarifies the responsibilities of both parties.                  Change Order Forms: Used to document and approve any changes to the original order or project scope. This ensures that all modifications are agreed upon and recorded.                  Non-Disclosure Agreements (NDAs): Protect sensitive information shared between our company and the client during the course of the project.                  Maintenance and Support Agreements: Detail the ongoing maintenance and support services, including response times, support hours, and included services.</p> <p><b>Benefits of Using Standard Transaction Documents</b></p> <p><b>Clarity and Consistency:</b> Standard documents provide a clear and consistent framework for transactions, reducing the risk of misunderstandings or disputes.  <b>Legal Protection:</b> They ensure that both parties are legally protected and aware of their rights and obligations.  <b>Efficiency:</b> Using predefined documents streamlines the contracting process, making it faster and more efficient to finalize agreements.</p> <p>In summary, our standard transaction documents, including order forms, terms and conditions, SLAs, and other relevant documentation, provide a comprehensive and transparent foundation for our contractual relationships with Sourcewell participating entities. These documents ensure clarity, accountability, and mutual understanding, facilitating successful and efficient project execution.</p>
68	<p>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?</p>	<p>Yes, we accept the P-card (procurement card) procurement and payment process. P-cards provide a streamlined and efficient method for making low-value, high-volume purchases, which aligns well with our commitment to simplifying procurement and payment procedures for Sourcewell participating entities.</p> <p><b>Additional Costs</b>                  There is no additional cost to Sourcewell participating entities for using the P-card procurement process through our company. The primary costs associated with P-cards are typically covered by the issuing financial institutions and are offset by the efficiencies gained and potential rebates offered through the P-card program.</p> <p>Overall, our acceptance of P-cards underscores our dedication to providing flexible, efficient, and cost-effective payment solutions for all Sourcewell participating entities.</p>

**Table 11: Pricing and Delivery**

Provide detailed pricing information in the questions that follow below. Keep in mind that reasonable price and product adjustments can be made during the term of an awarded Contract as described in the RFP, the template Contract, and the Sourcewell Price and Product Change Request Form.

Line Item	Question	Response *
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<p>69</p>	<p>Describe your pricing model (e.g., line-item discounts or product-category discounts).</p> <p>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 for ERP and CRM implementations is designed to offer flexibility and cost-effectiveness for Sourcewell participating entities. We provide detailed pricing data, including standard list prices and Sourcewell discounted prices, to ensure transparency and value. The pricing structure includes line-item discounts and product-category discounts, depending on the specific needs and scale of the implementation.</p> <p>Pricing Model</p> <p>Line-Item Discounts:</p> <p>Individual components and services, such as software licenses, implementation services, and support, are itemized. Discounts are applied to each line item based on the volume and scope of the purchase. This approach allows for precise customization of the proposal, ensuring that entities only pay for the specific services and products they need.</p> <p>Product-Category Discounts:</p> <p>Bundled discounts are provided for purchasing multiple products or services within a specific category, such as a full suite of ERP or CRM modules. These discounts incentivize comprehensive adoption of our solutions, providing additional savings for broader implementations.</p> <p>Detailed Pricing Data</p> <p>Example: ERP Implementation</p> <p>Software Procurement</p> <p>Workday ERP: Standard Price - \$150,000, Sourcewell Discounted Price - \$135,000          SAP S/4HANA: Standard Price - \$200,000, Sourcewell Discounted Price - \$180,000          Oracle ERP Cloud: Standard Price - \$120,000, Sourcewell Discounted Price - \$108,000</p> <p>Implementation Services</p> <p>Project Manager: Standard Price - \$200/hour, Sourcewell Discounted Price - \$180/hour          Business Analyst: Standard Price - \$180/hour, Sourcewell Discounted Price - \$162/hour          Solution Architect: Standard Price - \$220/hour, Sourcewell Discounted Price - \$198/hour</p> <p>Support and Maintenance</p> <p>Monthly Maintenance: Standard Price - \$30,000/month, Sourcewell Discounted Price - \$27,000/month          Technical Support Specialist: Standard Price - \$150/hour, Sourcewell Discounted Price - \$135/hour</p> <p>Example: CRM Implementation</p> <p>Software Procurement</p> <p>Salesforce CRM: Standard Price - \$300,000, Sourcewell Discounted Price - \$270,000          MS D365 Customer Service: Standard Price - \$250,000, Sourcewell Discounted Price - \$225,000</p> <p>Implementation Services</p> <p>Project Manager: Standard Price - \$200/hour, Sourcewell Discounted Price - \$180/hour          Software Developers: Standard Price - \$250/hour, Sourcewell Discounted Price - \$225/hour</p> <p>Support and Maintenance</p> <p>Annual Licensing for 100 Users: Standard Price - \$50,000/year, Sourcewell Discounted Price - \$45,000/year          Customer Support Specialist: Standard Price - \$100/hour, Sourcewell Discounted Price - \$90/hour</p> <p>Example SKUs</p> <p>Workday ERP Software: SKU - WD-ERP-001          SAP S/4HANA Software: SKU - SAP-ERP-001          Oracle ERP Cloud Software: SKU - ORCL-ERP-001          Salesforce CRM Software: SKU - SF-CRM-001          MS D365 Customer Service Software: SKU - MS-CRM-001</p> <p>Document References</p> <p>The detailed cost structure and hourly rates for various roles involved in implementation are derived from the following documents:</p> <p>Proposal's Implementation and Cost Planner (All Categories) - Expert Level Implementation Costs.pdf          Proposal's Implementation and Cost Planner (All Categories) - Intermediate Implementation Costs.pdf          Proposal's Implementation and Cost Planner (All Categories) - No of Hours Implementation Team.pdf          Proposal's Implementation and Cost Planner (All Categories) - Per Hour Professionals Rates.pdf          Proposal's Implementation and Cost Planner (All Categories) - Categories and Software.pdf          Cost Planner Logic.pdf</p> <p>These documents provide a comprehensive breakdown of costs associated with ERP and CRM implementations, ensuring that Sourcewell participating entities have a clear understanding of pricing and can make informed decisions.</p>
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<p>70</p>	<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 pricing proposal presented in this response represents significant discounts from the Manufacturer's Suggested Retail Price (MSRP) or standard list prices for our products and services. Based on the detailed pricing data provided, the discounts can be quantified as follows:</p> <p>ERP Implementation Discounts</p> <p>1. Software Procurement:</p> <p>Workday ERP: MSRP - \$150,000, Sourcewell Discounted Price - \$135,000 (10% discount)  SAP S/4HANA: MSRP - \$200,000, Sourcewell Discounted Price - \$180,000 (10% discount)  Oracle ERP Cloud: MSRP - \$120,000, Sourcewell Discounted Price - \$108,000 (10% discount)</p> <p>2.Implementation Services:</p> <p>Project Manager: MSRP - \$200/hour, Sourcewell Discounted Price - \$180/hour (10% discount)  Business Analyst: MSRP - \$180/hour, Sourcewell Discounted Price - \$162/hour (10% discount)  Solution Architect: MSRP - \$220/hour, Sourcewell Discounted Price - \$198/hour (10% discount)</p> <p>3.Support and Maintenance:</p> <p>Monthly Maintenance: MSRP - \$30,000/month, Sourcewell Discounted Price - \$27,000/month (10% discount)  Technical Support Specialist: MSRP - \$150/hour, Sourcewell Discounted Price - \$135/hour (10% discount)</p> <p>CRM Implementation Discounts</p> <p>1.Software Procurement:</p> <p>Salesforce CRM: MSRP - \$300,000, Sourcewell Discounted Price - \$270,000 (10% discount)  MS D365 Customer Service: MSRP - \$250,000, Sourcewell Discounted Price - \$225,000 (10% discount)</p> <p>2.Implementation Services:</p> <p>Project Manager: MSRP - \$200/hour, Sourcewell Discounted Price - \$180/hour (10% discount)  Software Developers: MSRP - \$250/hour, Sourcewell Discounted Price - \$225/hour (10% discount)</p> <p>3.Support and Maintenance:</p> <p>Annual Licensing for 100 Users: MSRP - \$50,000/year, Sourcewell Discounted Price - \$45,000/year (10% discount)  Customer Support Specialist: MSRP - \$100/hour, Sourcewell Discounted Price - \$90/hour (10% discount)</p> <p>Summary of Discounts</p> <p>The overall discount percentage from the MSRP or standard list prices for our products and services is consistently around 10%. This percentage applies across various categories, including software procurement, implementation services, and support and maintenance, ensuring significant savings for Sourcewell participating entities.</p> <p>These discounts are designed to provide substantial financial relief and make our high-quality ERP and CRM solutions more accessible to a wider range of public sector, educational, and non-profit organizations. By offering these competitive discounts, we aim to support Sourcewell entities in achieving their technology goals efficiently and cost-effectively.</p>
<p>71</p>	<p>Describe any quantity or volume discounts or rebate programs that you offer.</p>	<p>We offer attractive quantity and volume discounts as well as rebate programs to provide additional savings for Sourcewell participating entities. Our quantity discounts apply to bulk purchases of software licenses, implementation services, and support contracts. For example, purchasing multiple software modules or a higher number of user licenses can result in discounts ranging from 5% to 20% off the standard rates, depending on the volume. Additionally, we have a rebate program for entities that engage in long-term contracts or large-scale implementations, providing rebates based on the total annual spend. These programs are designed to reward commitment and scale, offering significant cost reductions and financial incentives for larger projects and long-term partnerships.</p>
<p>72</p>	<p>Propose a method of facilitating "sourced" products or related services, which may be referred to as "open market" items or "nonstandard options". 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>	<p>To facilitate "sourced" products or related services, also referred to as "open market" items or "nonstandard options," we propose a flexible and transparent approach to pricing. These items can be supplied "at cost" or "at cost plus a percentage," depending on the specific requirements and complexity of the request. For "at cost" pricing, we pass on the exact expense incurred in procuring the item from our suppliers, ensuring that Sourcewell participating entities benefit from our procurement efficiencies without any additional markup. For "at cost plus a percentage" pricing, a nominal markup percentage, typically ranging from 5% to 10%, is added to cover handling, administrative, and logistical expenses. This method maintains cost transparency while ensuring that all necessary overheads are accounted for.</p> <p>In cases where precise pricing information is needed for unique or customized items, we offer a quote-based approach. Upon receiving a request for nonstandard options, our team conducts a thorough market analysis to source the best possible products or services that meet the specified requirements. We then provide a detailed quote, outlining the cost components, including sourcing, handling, and any applicable markups. This quote-based method ensures that Sourcewell entities receive tailored solutions with clear and competitive pricing. Additionally, all sourced products and services are backed by our standard warranties and support agreements, ensuring consistent quality and reliability across all purchases. This comprehensive approach ensures that Sourcewell participating entities have access to a wide range of products and services, even those outside our standard catalog, with full cost transparency and accountability.</p>
<p>73</p>	<p>Identify any element of the total cost of acquisition that is NOT included in the pricing submitted with your response.</p> <p>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>	<p>In our pricing proposal, several elements of the total cost of acquisition are not included. These additional charges include pre-delivery inspection, installation, setup, mandatory training, and initial inspection. Pre-delivery inspection ensures that the products meet quality standards before shipment. Installation and setup fees cover the costs associated with deploying hardware and configuring software on-site. Mandatory training includes the initial sessions required to train users and administrators on the new systems. Initial inspection involves a thorough review to ensure everything is correctly installed and functional. These costs are typically imposed by third-party service providers or specialized contractors who work in partnership with us to deliver comprehensive solutions. While these elements are crucial for a successful implementation, they are itemized separately to provide transparency and allow for precise customization based on the specific needs of Sourcewell participating entities.</p>
<p>74</p>	<p>If freight, delivery, or shipping is an additional cost to the Sourcewell participating entity, describe in detail the complete freight, shipping, and delivery program.</p>	<p>If freight, delivery, or shipping is an additional cost to the Sourcewell participating entity, our complete freight, shipping, and delivery program is designed to ensure transparency and efficiency. The program includes detailed cost estimations provided at the time of the quote, based on the destination, weight, and dimensions of the items being shipped. We partner with reputable logistics providers to offer competitive rates and reliable service. The shipping options range from standard ground shipping to expedited and international delivery services, depending on the urgency and location of the delivery. All shipping charges are itemized separately on the invoice, ensuring that there are no hidden fees. Additionally, we provide tracking information for all shipments, allowing clients to monitor the status of their deliveries in real-time. Our logistics team coordinates closely with the participating entity to ensure smooth and timely delivery, addressing any customs or regulatory requirements for international shipments. This comprehensive program ensures that all freight, delivery, and shipping aspects are managed efficiently and transparently, providing peace of mind to Sourcewell participating entities.</p>

75	Specifically describe freight, shipping, and delivery terms or programs available for Alaska, Hawaii, Canada, or any offshore delivery.	<p>For freight, shipping, and delivery to Alaska, Hawaii, Canada, or any offshore locations, we offer specialized logistics programs designed to handle the unique challenges associated with these regions. Our shipping terms include detailed cost estimates that account for the specific requirements of long-distance and international shipping, such as customs clearance, import/export regulations, and additional handling fees. We partner with leading logistics providers who have extensive experience in these regions to ensure reliable and timely deliveries.</p> <p>For Alaska and Hawaii, we offer both air and sea freight options to balance cost and delivery time. Shipments to these locations typically include tracking services and delivery notifications to keep clients informed throughout the process. For Canada, our program includes coordination with customs brokers to facilitate smooth cross-border transit and ensure compliance with Canadian regulations. Offshore deliveries, including to US territories, are managed with particular attention to local delivery infrastructure and potential logistical challenges, ensuring that all goods arrive safely and on time. All shipping costs are transparently itemized and communicated upfront, allowing Sourcewell participating entities to plan their budgets accurately and avoid unexpected charges.</p>
76	Describe any unique distribution and/or delivery methods or options offered in your proposal.	<p>Our proposal includes unique distribution and delivery methods designed to ensure flexibility, reliability, and efficiency for Sourcewell participating entities. One such method is our use of regional distribution centers strategically located across the US and Canada. These centers help minimize delivery times and reduce shipping costs by allowing us to manage inventory closer to the end-user. For Alaska, Hawaii, and offshore locations, we leverage partnerships with logistics providers that specialize in air and sea freight to offer various shipping options tailored to the specific needs of these regions. This approach ensures that even remote and difficult-to-access locations receive timely and dependable service.</p> <p>Additionally, we offer white-glove delivery services for high-value or complex shipments, which include inside delivery, setup, and installation of equipment. This service is particularly beneficial for large-scale ERP and CRM implementations that require precise handling and expert setup. Our white-glove service team works closely with clients to schedule deliveries at convenient times and ensure that all products are installed and functioning correctly upon arrival. For entities with recurring delivery needs, we also offer scheduled delivery programs, allowing for regular shipments to be planned and executed seamlessly. These unique distribution and delivery methods highlight our commitment to providing tailored, high-quality logistics solutions to meet the diverse needs of Sourcewell participating entities.</p>

**Table 12: Pricing Offered**

Line Item	The Pricing Offered in this Proposal is: *	Comments
77	c. better than the Proposer typically offers to GPOs, cooperative procurement organizations, or state purchasing departments.	Due to the promise of a centralized and volume procurement system; we will be leveraging on volume sales in order to gain volume pricing which we intend to pass on to Source Well partners in every procurement engagement.

**Table 13: Audit and Administrative Fee**

Line Item	Question	Response *
78	<p>Specifically describe any self-audit process or program that you plan to employ to verify compliance with your proposed Contract with Sourcewell.</p> <p>This process includes ensuring that Sourcewell participating entities obtain the proper pricing, that the Vendor reports all sales under the Contract each quarter, and that the Vendor remits the proper administrative fee to Sourcewell.</p> <p>Provide sufficient detail to support your ability to report quarterly sales to Sourcewell as described in the Contract template.</p>	<p>Our self-audit process is a comprehensive program designed to ensure full compliance with the terms of our contract with Sourcewell. This process involves regular internal reviews and audits to verify that Sourcewell participating entities receive proper pricing as outlined in the contract. We employ a dedicated compliance team that reviews all transactions to ensure that discounts and pricing structures are correctly applied. This team is also responsible for monitoring adherence to the contract terms and identifying any discrepancies. Regular training sessions are conducted for our sales and service teams to keep them updated on contract requirements and pricing policies.</p> <p>To ensure accurate reporting of all sales under the contract, we have implemented a robust quarterly reporting system. This system involves collecting detailed sales data from our CRM and ERP systems, which track all transactions with Sourcewell participating entities. The compliance team compiles this data into comprehensive quarterly reports that include all necessary information, such as sales volume, pricing details, and any applied discounts. These reports are then reviewed and verified by our finance department before being submitted to Sourcewell. This meticulous process ensures that all sales are accurately reported and that we meet all reporting requirements stipulated in the contract.</p> <p>Regarding the remittance of administrative fees to Sourcewell, our finance team works closely with the compliance team to calculate the correct fees based on quarterly sales reports. The administrative fee is calculated as a percentage of the total sales to Sourcewell participating entities, as specified in the contract. Once calculated, the fee is reviewed by senior management to ensure accuracy and compliance with contract terms. We then remit the fee to Sourcewell on a quarterly basis, along with the detailed sales report. This transparent and thorough self-audit process ensures that Sourcewell participating entities receive the correct pricing and that all contractual obligations are met efficiently and accurately.</p>
79	<p>If you are awarded a contract, provide a few examples of internal metrics that will be tracked to measure whether you are having success with the contract.</p>	<p>If we are awarded a contract, several internal metrics will be tracked to measure the success of our engagement with Sourcewell participating entities. These metrics are designed to ensure we meet our performance objectives and deliver high-quality service.</p> <p>Customer Satisfaction and Retention</p> <p>1. Customer Satisfaction Score (CSAT):</p> <p>We will regularly survey Sourcewell participating entities to gather feedback on their satisfaction with our products and services. High CSAT scores will indicate successful service delivery and customer engagement.</p> <p>Surveys will cover aspects such as product performance, implementation experience, customer support quality, and overall satisfaction.</p> <p>2.Net Promoter Score (NPS):</p> <p>This metric measures the likelihood of customers recommending our services to others. A high NPS will reflect positive customer experiences and strong relationships with Sourcewell entities.</p> <p>NPS will be tracked through periodic surveys and feedback forms distributed to participating entities.</p> <p>Operational Efficiency</p> <p>3.Implementation Timeliness:</p> <p>We will track the percentage of projects completed within the agreed timelines. Meeting or exceeding project deadlines will indicate efficient project management and resource allocation.</p> <p>This metric will be monitored through project management tools and regular status updates.</p> <p>4.Support Response and Resolution Time:</p> <p>Metrics such as average response time and resolution time for support tickets will be tracked to ensure we provide prompt and effective support to Sourcewell entities.</p> <p>These metrics will be analyzed using our customer support software to identify areas for improvement and ensure adherence to SLAs.</p> <p>Financial Performance</p> <p>5.Sales Growth:</p> <p>Tracking the growth in sales to Sourcewell participating entities will help measure the financial success of the contract. An upward trend in sales will indicate effective engagement and demand for our products.</p> <p>Sales data will be gathered from our CRM and ERP systems, providing insights into revenue generation and market penetration.</p> <p>6.Cost of Acquisition and Service Delivery:</p> <p>Monitoring the cost of acquiring and servicing Sourcewell entities will ensure that we maintain profitability while delivering high-quality services. Keeping these costs within budget will reflect efficient operations.</p> <p>Detailed financial reports will be used to track these metrics, helping us optimize our strategies and resource allocation.</p> <p>Compliance and Reporting</p> <p>7.Contract Compliance Rate:</p> <p>Ensuring that all contractual obligations are met, including reporting requirements, pricing adherence, and administrative fee remittance, will be a key success metric. High compliance rates will reflect our commitment to the contract terms.</p> <p>Regular internal audits and compliance checks will be conducted to maintain high standards of contract adherence.</p> <p>By tracking these internal metrics, we will be able to continuously assess and improve our performance, ensuring that we meet the needs of Sourcewell participating entities and achieve success under the awarded contract.</p>
80	<p>Identify a proposed administrative fee that you will pay to Sourcewell for facilitating, managing, and promoting the Sourcewell Contract in the event that you are awarded a Contract. This fee is typically calculated as a percentage of Vendor's sales under the Contract or as a per-unit fee; it is not a line-item addition to the Member's cost of goods.</p> <p>(See the RFP and template Contract for additional details.)</p>	<p>We propose an administrative fee of 1.5% of total sales to Sourcewell participating entities. This fee will be paid to Sourcewell for facilitating, managing, and promoting the contract, ensuring efficient and effective service delivery to all participating entities. This administrative fee is in line with the typical range specified by Sourcewell, which is usually between 1% and 2% of the vendor's sales under the contract.</p> <p>This fee structure is designed to support the operational costs and promotional activities of Sourcewell without adding extra charges to the cost of goods for the participating entities. It ensures that Sourcewell can continue to provide valuable services and maintain the cooperative purchasing system that benefits all members.</p>

**Table 14: Depth and Breadth of Offered Equipment Products and Services**

Proposers including solutions offered within the scope of Categories 1, 2, 3, and 4 within its singular proposal must designate they are seeking award in **Category 5** in the Sourcewell Procurement Portal. Proposers seeking award in Category 1, 2, 3, or 4, as defined herein must make that designation below. Proposers may only receive an award within the Category(-ies) they designate. Sourcewell reserves the right to re-categorize any designation as it deems appropriate.

Line Item	Category Selection	Offering *	
81	Category 1: Core Administrative Systems	<input checked="" type="radio"/> Yes <input type="radio"/> No	*
82	Category 2: Education and Public Sector Information and Work Management	<input checked="" type="radio"/> Yes <input type="radio"/> No	*
83	Category 3: Asset and Risk Management	<input checked="" type="radio"/> Yes <input type="radio"/> No	*
84	Category 4: Public Engagement and Specialized Services	<input checked="" type="radio"/> Yes <input type="radio"/> No	*
85	Category 5: Integrated Enterprise Solutions	<input checked="" type="radio"/> Yes <input type="radio"/> No	*

**Table 15: Category 1 - Depth and Breadth of Offered Equipment Products and Services**

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

Proposers submitting a proposal in Category 1 will be submitting in the broad category that includes Core Administrative Systems. See RFP Section II. B. 1 for details.

We will not be submitting for Table 15: Category 1 - Depth and Breadth of Offered Equipment Products and Services

Line Item	Category or Type	Offered *	Comments	
86	Human Resources Software	<input checked="" type="radio"/> Yes <input type="radio"/> No	We offer Workday; SAP SuccessFactors and MS D365 Human Resources module Implementations. With networking and hardware products. Together with training and customer support. With end point cyber and system security solutions.	*
87	Financial Performance, Spend, or Expense Management Software	<input checked="" type="radio"/> Yes <input type="radio"/> No	We offer Oracle NetSuite, Intacct, QuickBooks, Xero, Coupa, Ariba and MS D365 Finance module implementations. With networking and hardware products. Together with training and customer support. With end point cyber and system security solutions.	*
88	Accounts Payable, Accounts Receivable, Billing, or Revenue Collection Solutions	<input checked="" type="radio"/> Yes <input type="radio"/> No	We offer Oracle NetSuite, Intacct, QuickBooks, Xero, Coupa, Ariba and MS D365 Finance module implementations. With networking and hardware products. Together with training and customer support. With end point cyber and system security solutions.	*
89	Procure-to-Pay and Contract Management Systems	<input checked="" type="radio"/> Yes <input type="radio"/> No	We offer Coupa, Ariba and MS D365 Finance module implementations. With networking and hardware products. Together with training and customer support. With end point cyber and system security solutions.	*

**Table 16: Category 2 - Depth and Breadth of Offered Equipment Products and Services**

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

Proposers submitting a proposal in Category 2 will be submitting in the broad category that includes Education and Public Sector Information and Work Management. See RFP Section II. B. 1 for details.

We will not be submitting for Table 16: Category 2 - Depth and Breadth of Offered Equipment Products and Services

Line Item	Category or Type	Offered *	Comments	
90	Student Information System (SIS)	<input checked="" type="radio"/> Yes <input type="radio"/> No	We offer PowerSchool SIS implementations with networking and hardware products. Together with training and customer support. With end point cyber and system security solutions.	*
91	Learning Management System (LMS)	<input checked="" type="radio"/> Yes <input type="radio"/> No	We offer Blackboard and Moodle implementations with networking and hardware products to support implementation. Together with training and customer support. With end point cyber and system security solutions.	*
92	Work Management Software	<input checked="" type="radio"/> Yes <input type="radio"/> No	We offer Microsoft Project, Asana and MS D365 Project Operations implementations. Together with training and customer support. With end point cyber and system security solutions.	*
93	Enterprise Content Management/Records Management	<input checked="" type="radio"/> Yes <input type="radio"/> No	We offer IBM FileNet, and Hyland OnBase implementations. Together with training and customer support. With end point cyber and system security solutions.	*
94	Enrollment Management Systems	<input checked="" type="radio"/> Yes <input type="radio"/> No	We offer Ellucian implementation. Together with training and customer support. With end point cyber and system security solutions.	*

**Table 17: Category 3 - Depth and Breadth of Offered Equipment Products and Services**

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

Proposers submitting a proposal in Category 3 will be submitting in the broad category that includes Asset and Risk Management. See RFP Section II. B. 1 for details.

We will not be submitting for Table 17: Category 3 - Depth and Breadth of Offered Equipment Products and Services

Line Item	Category or Type	Offered *	Comments
95	Computerized Maintenance Management System (CMMS)	<input checked="" type="radio"/> Yes <input type="radio"/> No	We offer Maintenance Connection, and Fiix implementations. Together with Hardware and Networking, Training and Support. With end point cyber and system security solutions
96	Facility Management Software	<input checked="" type="radio"/> Yes <input type="radio"/> No	We offer Archibus and Schneider Electric's EcoStruxure implementations. Together with Hardware and Networking, Training and Support. With end point cyber and system security solutions
97	Energy Management Software	<input checked="" type="radio"/> Yes <input type="radio"/> No	We offer Schneider Electric's EcoStruxure implementations. Together with Hardware and Networking, Training and Support. With end point cyber and system security solutions
98	Insurance and Risk Management	<input checked="" type="radio"/> Yes <input type="radio"/> No	We offer JDi Data implementations. Together with Hardware and Networking, Training and Support. With end point cyber and system security solutions
99	Environmental, Health, and Safety (EHS) management	<input checked="" type="radio"/> Yes <input type="radio"/> No	We offer Enablon implementations. Together with Hardware and Networking, Training and Support. With end point cyber and system security solutions

**Table 18: Category 4 - Depth and Breadth of Offered Equipment Products and Services**

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

Proposers submitting a proposal in Category 4 will be submitting in the broad category that includes Public Engagement and Specialized Services . See RFP Section II. B. 1 for details.

We will not be submitting for Table 18: Category 4 - Depth and Breadth of Offered Equipment Products and Services

Line Item	Category or Type	Offered *	Comments
100	Court, Corrections, and Justice System	<input checked="" type="radio"/> Yes <input type="radio"/> No	We offer Tyler Technologies implementations. Together with Hardware and Networking, Training and Support. With end point cyber and system security solutions.
101	Municipal Services, Inspections, Licensing, Grants, Tax, and Permitting Management Solutions	<input checked="" type="radio"/> Yes <input type="radio"/> No	We offer Accela and Tyler Technologies implementations. Together with Hardware and Networking, Training and Support. With end point cyber and system security solutions.
102	Parks and Recreation Software	<input checked="" type="radio"/> Yes <input type="radio"/> No	We offer CivicRec implementations. Together with Hardware and Networking, Training and Support. With end point cyber and system security solutions.
103	Citizen Relationship/Engagement Management	<input checked="" type="radio"/> Yes <input type="radio"/> No	We offer Salesforce and MS D365 Customer Service implementations. Together with Hardware and Networking, Training and Support. With end point cyber and system security solutions.

**Table 19: Category 5 - Depth and Breadth of Offered Equipment Products and Services**

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

Proposers submitting a proposal in Category 5 will be submitting in the broad category that includes Integrated Enterprise Solutions. See RFP Section II. B. 1 for details.

We will not be submitting for Table 19: Category 5 - Depth and Breadth of Offered Equipment Products and Services

Line Item	Category or Type	Offered *	Comments
104	Comprehensive suites that encompass Enterprise Resource Planning (ERP) and at least one solution from EACH category 1-4 above	<input checked="" type="radio"/> Yes <input type="radio"/> No	We offer SAP S/4HANA, Oracle ERP Cloud, and MS D365 implementations. Together with Hardware and Networking, Training and Support. With end point cyber and system security solutions.

**Table 20: Depth and Breadth of Offered Equipment Products and Services**

Line Item	Question	Response *
105	Provide a detailed description of the equipment, products, and services that you are offering in your proposal.	<p>In our comprehensive proposal, we offer a robust suite of equipment, products, and services designed to address the diverse needs of public sector and education administration. Our offering includes top-tier ERP systems like SAP S/4HANA, Oracle ERP Cloud, and MS D365, each of which integrates seamlessly with solutions across multiple categories including Core Administrative Systems, Information and Work Management, Asset and Risk Management, and Public Engagement and Specialized Services. These ERP systems are complemented by specialized solutions such as Workday, SAP SuccessFactors, PowerSchool SIS, Blackboard, Moodle, Maintenance Connection, Flix, Archibus, Schneider Electric's EcoStruxure, JDi Data, Enablon, Accela, Tyler Technologies, CivicRec, Salesforce, and MS D365 Customer Service, providing a comprehensive suite that ensures streamlined operations, enhanced user engagement, and efficient resource management.</p> <p>Our implementation approach encompasses the full spectrum of services required to ensure a successful deployment. This includes project management, business analysis, solution architecture, software development and engineering, quality assurance, database administration, systems integration, change management, UI/UX design, security, technical support, and training. Our expert team members are well-versed in these areas, ensuring that each aspect of the project is handled with precision and expertise. Additionally, we offer support for hardware and networking equipment necessary for the seamless operation of the software solutions, including servers, networking devices, and other peripherals. Our proposal also includes ongoing maintenance and support services to ensure that the solutions remain operational and effective, providing regular updates, troubleshooting, and user support as needed.</p> <p>The products we offer include licenses for the required software, ensuring compliance and proper usage. Our services extend to comprehensive planning and procurement processes, guiding clients through the selection and acquisition of the best-fit solutions for their specific needs. We provide detailed implementation plans that outline timelines, milestones, and resource allocation, ensuring that each project is completed on time and within budget. Furthermore, our change management services ensure that users are adequately prepared and supported throughout the transition, with thorough training programs and user adoption strategies that maximize the benefits of the new systems.</p> <p>In summary, our proposal offers a holistic solution that combines leading software products with expert services and support. This ensures that public sector and education institutions can effectively manage their operations, engage with their stakeholders, and achieve their organizational goals. Our comprehensive approach guarantees that every aspect of the implementation is covered, from initial planning and procurement to final deployment and ongoing support, ensuring long-term success and sustainability.</p>
106	Equipment and accessories related to the offering of systems or solutions described in subsections categories 1-5 above, including but not limited to, hardware, peripherals, and accessories	<p>Our proposal includes a comprehensive range of equipment and accessories essential for the successful deployment and operation of the systems and solutions described in categories 1-5. This encompasses high-performance servers, networking hardware, storage solutions, and peripherals that ensure robust and reliable infrastructure to support the software applications.</p> <p><b>Servers and Storage Solutions:</b> We recommend deploying enterprise-grade servers such as Dell PowerEdge or HPE ProLiant, equipped with Intel Xeon processors, at least 64GB of RAM, and scalable storage options starting from 1TB SSDs. These servers are crucial for hosting ERP systems like SAP S/4HANA, Oracle ERP Cloud, and MS D365, as well as other category-specific solutions. For storage, we propose high-capacity NAS (Network Attached Storage) systems or SAN (Storage Area Network) solutions with redundancy and backup features, ensuring data integrity and availability.</p> <p><b>Networking Hardware:</b> To ensure seamless connectivity and data flow, we include high-speed networking equipment such as Cisco Catalyst switches and Meraki MX series routers. These devices support gigabit and multi-gigabit speeds, PoE (Power over Ethernet) capabilities, and advanced security features to protect against cyber threats. Additionally, robust Wi-Fi access points like Ubiquiti UniFi APs ensure wireless connectivity across campuses and large facilities, providing reliable access for all users.</p> <p><b>Peripherals and Accessories:</b> Our offering also includes essential peripherals like high-resolution monitors, ergonomic keyboards, and mice for user workstations, ensuring comfortable and efficient use. We provide multifunction printers and scanners for document management needs, particularly important for records management solutions like IBM FileNet and Hyland OnBase. Furthermore, backup power solutions such as APC Smart-UPS systems are included to protect against power interruptions, ensuring continuous operation of critical systems.</p> <p>In summary, our comprehensive hardware and peripheral package ensures that the proposed software solutions operate efficiently and reliably, supporting the diverse needs of public sector and education administration. These technical specifications are selected to provide high performance, scalability, and security, essential for modern enterprise environments.</p>
107	Services related to the offering of systems or solutions described in categories 1-5, including, but not limited to, hosting, cloud migration, modernization, customization, integration, implementation, installation, maintenance, training, data collection, import, export and backup, record-keeping and reporting, mobile, cloud, and web-based applications or platforms, customer service, auditing, compliance, security, and technical and user support	<p>Our services are designed to ensure the seamless deployment, operation, and maintenance of the systems and solutions described in categories 1-5. We offer comprehensive hosting services, including both on-premises and cloud-based options, leveraging leading providers such as AWS, Microsoft Azure, and Google Cloud. Our cloud migration services ensure a smooth transition from legacy systems to modern, scalable cloud environments, minimizing downtime and ensuring data integrity. We also provide modernization services to upgrade existing infrastructures, enabling them to support the latest software solutions effectively.</p> <p>Customization and integration are core components of our service offering. We tailor each solution to meet the specific needs of the client, ensuring that all features and functionalities align with their operational requirements. Our integration services ensure that the new systems work seamlessly with existing applications and databases, providing a cohesive and efficient IT environment. Implementation and installation services cover the entire project lifecycle, from initial planning and setup to final deployment and user acceptance testing. Our team ensures that all components are correctly configured and fully operational, ready for immediate use.</p> <p>To support long-term success, we offer comprehensive maintenance and training services. Our maintenance packages include regular updates, troubleshooting, and performance optimization, ensuring that systems remain secure and efficient. Training programs are customized to the client's needs, covering everything from basic user training to advanced administrative functions. We also provide data collection, import, export, and backup services, ensuring that all data is securely managed and easily accessible. Our record-keeping and reporting services enable clients to maintain accurate and compliant records, supporting regulatory requirements and internal audits.</p> <p>Our solutions include robust mobile, cloud, and web-based applications, providing users with flexible access to critical systems from any location. Customer service is a priority, with dedicated support teams available to assist with any issues or questions. We offer auditing and compliance services to ensure that all systems meet relevant regulatory standards. Security is paramount, with comprehensive measures in place to protect against cyber threats and ensure data privacy. Our technical and user support services are available around the clock, providing clients with the assistance they need to keep their operations running smoothly.</p>

**Table 21: Exceptions to Terms, Conditions, or Specifications Form**

**Line Item 108. NOTICE:** To identify any exception, or to request any modification, to Sourcwell standard Contract terms, conditions, or specifications, a Proposer must submit the proposed exception(s) or requested modification(s) via redline in the Contract 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 Sourcwell and will not automatically be included in the Contract.

Do you have exceptions or modifications to propose?	Acknowledgement *
	<input type="radio"/> Yes <input 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 Sourcwell 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 Sourcwell.
  3. Sourcwell may reject any response where any document(s) cannot be opened and viewed by Sourcwell.
  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 Documents.pdf - Thursday June 20, 2024 00:19:23
  - Financial Strength and Stability (optional)
  - Marketing Plan/Samples (optional)
  - WMBE/MBE/SBE or Related Certificates (optional)
  - Warranty Information (optional)
  - Standard Transaction Document Samples (optional)
  - Requested Exceptions (optional)
  - Upload Additional Document (optional)

**Addenda, Terms and Conditions**

**PROPOSER AFFIDAVIT AND ASSURANCE OF COMPLIANCE**

I certify that I am the authorized representative of the Proposer submitting the foregoing Proposal with the legal authority to bind the Proposer to this Affidavit and Assurance of Compliance:

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 contract award.
3. The Proposer, including any person assisting with the creation of this Proposal, has arrived at this Proposal independently and the Proposal has been created without colluding with any other person, company, or parties that have or will submit a proposal under this solicitation; and the Proposal has in all respects been created fairly without any fraud or dishonesty. The Proposer has not directly or indirectly entered into any agreement or arrangement with any person or business in an effort to influence any part of this solicitation or operations of a resulting contract; and the Proposer has not taken any action in restraint of free trade or competitiveness in connection with this solicitation. Additionally, if Proposer has worked with a consultant on the Proposal, the consultant (an individual or a company) has not assisted any other entity that has submitted or will submit a proposal for this solicitation.
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 exists when a vendor has an unfair competitive advantage or the vendor's objectivity in performing the contract is, or might be, impaired.
5. The contents of the Proposal have not been communicated by the Proposer or its employees or agents to any person not an employee or legally authorized agent of the Proposer and will not be communicated to any such persons prior to Due Date of this solicitation.
6. If awarded a contract, the Proposer will provide to Sourcewell Participating Entities the equipment, products, and services in accordance with the terms, conditions, and scope of a resulting contract.
7. The Proposer possesses, or will possess before delivering any equipment, products, or services, all applicable licenses or certifications necessary to deliver such equipment, products, or services under any resulting contract.
8. The Proposer agrees to deliver equipment, products, and services through valid contracts, purchase orders, or means that are acceptable to Sourcewell Members. Unless otherwise agreed to, the Proposer must provide only new and first-quality products and related services to Sourcewell Members under an awarded Contract.
9. The Proposer will comply with all applicable provisions of federal, state, and local laws, regulations, rules, and orders.
10. The Proposer understands that Sourcewell will reject RFP proposals that are marked "confidential" (or "nonpublic," etc.), either substantially or in their entirety. Under Minnesota Statutes Section 13.591, subdivision 4, all proposals are considered nonpublic data until the evaluation is complete and a Contract is awarded. At that point, proposals become public data. Minnesota Statutes Section 13.37 permits only certain narrowly defined data to be considered a "trade secret," and thus nonpublic data under Minnesota's Data Practices Act.
11. 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 or the Canadian 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. - Robert Uchewuakor, Business Development Manager, Adroit Staffing 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
<b>Addendum 17 Software Solutions RFP 060624</b> Mon June 3 2024 10:31 AM	<input checked="" type="checkbox"/>	1
<b>Addendum 16 Software Solutions RFP 060624</b> Thu May 30 2024 10:38 AM	<input checked="" type="checkbox"/>	4
<b>Addendum 15 Software Solutions RFP 060624</b> Tue May 28 2024 02:32 PM	<input checked="" type="checkbox"/>	2
<b>Addendum_14_Software_Solutions_RFP_060624</b> Fri May 24 2024 03:00 PM	<input checked="" type="checkbox"/>	4
<b>Addendum_13_Software_Solutions_RFP_060624</b> Tue May 21 2024 04:25 PM	<input checked="" type="checkbox"/>	1
<b>Addendum_12_Software_Solutions_RFP_060624</b> Mon May 20 2024 06:33 PM	<input checked="" type="checkbox"/>	1
<b>Addendum 11 Software Solutions RFP 060624</b> Fri May 17 2024 03:19 PM	<input checked="" type="checkbox"/>	2
<b>Addendum 10 Software Solutions RFP 060624</b> Thu May 16 2024 01:38 PM	<input checked="" type="checkbox"/>	4
<b>Addendum 9 Software Solutions RFP 060624</b> Tue May 14 2024 03:18 PM	<input checked="" type="checkbox"/>	2
<b>Addendum 8 Software Solutions RFP 060624</b> Thu May 9 2024 12:50 PM	<input checked="" type="checkbox"/>	1
<b>Addendum 7 Software Solutions RFP 060624</b> Wed May 8 2024 01:39 PM	<input checked="" type="checkbox"/>	1
<b>Addendum 6 Software Solutions RFP 060624</b> Tue May 7 2024 12:00 PM	<input checked="" type="checkbox"/>	2
<b>Addendum 5 Software Solutions RFP 060624</b> Fri May 3 2024 01:56 PM	<input checked="" type="checkbox"/>	1
<b>Addendum 4 Software Solutions RFP 060624</b> Thu May 2 2024 12:30 PM	<input checked="" type="checkbox"/>	1
<b>Addendum 3 Software Solutions RFP 060624</b> Tue April 30 2024 03:17 PM	<input checked="" type="checkbox"/>	1
<b>Addendum 2 Software Solutions RFP 060624</b> Mon April 22 2024 02:21 PM	<input checked="" type="checkbox"/>	1
<b>Addendum 1 Software Solutions RFP 060624</b> Fri April 19 2024 02:53 PM	<input checked="" type="checkbox"/>	1