

**Solicitation Number: RFP #051321****CONTRACT**

This Contract is between Sourcewell, 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 (Sourcewell) and Quicket Solutions, Inc., 1 N. Wacker Drive, Suite 2410, Chicago, IL 60606 (Vendor).

Sourcewell is a State of Minnesota local government agency 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 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 Public Safety Software from which Vendor was awarded a contract.

Vendor 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.
- B. **EXPIRATION DATE AND EXTENSION.** This Contract expires July 27, 2025, unless it is cancelled sooner pursuant to Article 22. This Contract may be extended up to one additional one-year period upon request of Sourcewell and with written agreement by Vendor.
- C. **SURVIVAL OF TERMS.** Articles 11 through 14 survive the expiration or cancellation of this Contract.

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

- A. **EQUIPMENT, PRODUCTS, OR SERVICES.** Vendor will provide the Equipment, Products, or Services as stated in its Proposal submitted under the Solicitation Number listed above. Vendor'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/current model. Vendor may offer close-out or refurbished Equipment or Products if they are clearly indicated in Vendor'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.** Vendor 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, Vendor warrants the Equipment, Products, and Services are suitable for and will perform in accordance with the ordinary use for which they are intended. Vendor'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 is effective past the expiration of the Vendor's warranty will be passed on to the Participating Entity.

C. **DEALERS, DISTRIBUTORS, AND/OR RESELLERS.** Upon Contract execution, Vendor will make available to Sourcewell a means to validate or authenticate Vendor's authorized dealers, distributors, and/or resellers relative to the Equipment, Products, and Services related to this Contract. This list may be updated from time-to-time and is incorporated into this Contract by reference. It is the Vendor's responsibility to ensure Sourcewell receives the most current version of this list.

### **3. PRICING**

All Equipment, Products, or Services under this Contract will be priced as stated in Vendor'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, Vendor 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.

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

Sourcwell may declare the Vendor in breach of this Contract if the Vendor intentionally delivers substandard or inferior Equipment or Products. In the event of the delivery of nonconforming Equipment and Products, the Participating Entity will notify the Vendor as soon as possible and the Vendor will replace nonconforming Equipment and Products with conforming Equipment and Products that are acceptable to the Participating Entity.

B. SALES TAX. Each Participating Entity is responsible for supplying the Vendor 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, Vendor may offer a specific selection of Equipment, Products, or Services at discounts greater than those listed in the Contract. When Vendor determines it will offer Hot List Pricing, it must be submitted electronically to Sourcwell in a line-item format. Equipment, Products, or Services may be added or removed from the Hot List at any time through a Sourcwell 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**

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

- Identify the applicable Sourcwell 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 Request Form will become an amendment to this Contract and 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. Vendor 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.

Vendor 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. Vendor's employees may be required to perform work at government-owned facilities, including schools. Vendor'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 Vendor that it intends to access this Contract; however, order flow and procedure will be developed jointly between Sourcewell and Vendor. Typically, a Participating Entity will issue an order directly to Vendor. 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 of this Contract; however, Vendor performance, Participating Entity payment, and any applicable warranty periods or other Vendor or Participating Entity obligations may extend beyond the term of this Contract.

Vendor's acceptable forms of payment are included in Attachment A. 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 Vendor, 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 worked out directly between the Participating Entity and the Vendor. 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 (such as e-commerce specifications, specialized delivery requirements, or other specifications and requirements) not addressed in this Contract, the Participating Entity and the Vendor 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 Vendor 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 goods to be purchased;
2. Federal, state, or provincial laws or regulations prohibit the purchase or change the Participating Entity's requirements; or
3. Vendor commits any material breach of this Contract or the additional terms agreed to between the Vendor and a Participating Entity.

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.** Vendor will assign an Account Representative to Sourcewell for this Contract and must provide prompt notice to Sourcewell if that person is changed. The Account Representative will be responsible for:

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

B. BUSINESS REVIEWS. Vendor 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, 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, Vendor must provide a contract sales activity report (Report) to the Sourcwell Contract Administrator assigned to this Contract. A Report must be provided regardless of the number or amount of sales during that quarter (i.e., if there are no sales, Vendor must submit a report indicating no sales were made).

The Report must contain the following fields:

- Customer Name (e.g., City of Staples Highway Department);
- Customer Physical Street Address;
- Customer City;
- Customer State/Province;
- Customer Zip Code;
- Customer Contact Name;
- Customer Contact Email Address;
- Customer 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 Vendor.

B. ADMINISTRATIVE FEE. In consideration for the support and services provided by Sourcwell, the Vendor 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. Vendor may not charge Participating Entities more than the contracted price to offset the Administrative Fee.

The Vendor will submit payment to Sourcwell 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 Vendor's name and Sourcwell-assigned contract number in the memo; and must be mailed to the address above "Attn: Accounts Receivable" or remitted electronically to Sourcwell's banking institution per Sourcwell's Finance department instructions. Payments must be received no later than 45 calendar days after the end of each calendar quarter.

Vendor 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 Vendor is delinquent in any undisputed administrative fees, Sourcewell reserves the right to cancel this Contract and reject any proposal submitted by the Vendor 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.

Vendor's Authorized Representative is the person named in the Vendor's Proposal. If Vendor's Authorized Representative changes at any time during this Contract, Vendor 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 this Agreement 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 the Vendor nor Sourcewell may assign or transfer any rights or obligations under this Contract without the prior consent of the parties and a fully executed assignment agreement. Such consent will not be unreasonably withheld.

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

D. **WAIVER.** If either party fails to enforce any provision of this Contract, that failure does not waive the provision or the right to enforce it.

E. **CONTRACT COMPLETE.** This Contract contains all negotiations and agreements between Sourcewell and Vendor. 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, 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. LIABILITY

Vendor must indemnify, save, and hold Sourcewell and its Participating Entities, including their agents and employees, harmless from any claims or causes of action, including attorneys' fees, arising out of the performance of this Contract by the Vendor 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.

## 12. GOVERNMENT DATA PRACTICES

Vendor 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, stored, used, maintained, or disseminated by the Vendor under this Contract.

If the Vendor receives a request to release the data referred to in this article, the Vendor must immediately notify Sourcewell and Sourcewell will assist with how the Vendor should respond to the request.

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

### A. INTELLECTUAL PROPERTY

1. *Grant of License.* During the term of this Contract:
  - a. Sourcewell grants to Vendor a royalty-free, worldwide, non-exclusive right and license to use the Trademark(s) provided to Vendor by Sourcewell in advertising and promotional materials for the purpose of marketing Sourcewell's relationship with Vendor.
  - b. Vendor grants to Sourcewell a royalty-free, worldwide, non-exclusive right and license to use Vendor's Trademarks in advertising and promotional materials for the purpose of marketing Vendor'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 its and their respective distributors, 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. Sourcewell must not alter Vendor's Trademarks from the form provided by Vendor and must comply with Vendor's removal requests as to specific uses of its trademarks or logos.
- b. Vendor must not alter Sourcewell's Trademarks from the form provided by Sourcewell and must comply with Sourcewell's removal requests as to specific uses of its trademarks or logos.
- c. 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. As applicable, Vendor agrees to indemnify and hold harmless Sourcewell and its Participating Entities against any and all suits, claims, judgments, and costs instituted or recovered against Sourcewell or Participating Entities by any person on account of the use of any Equipment or Products by Sourcewell or its Participating Entities supplied by Vendor in violation of applicable patent or copyright laws.

5. *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 vendors which may be used until the next printing). Vendor 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 Vendor 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. Materials should be sent to the Sourcewell Contract Administrator assigned to this Contract.

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

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

Minnesota law governs this Contract. Venue for all legal proceedings out of this Contract, or its breach, must be in the appropriate state court in Todd County 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 to be illegal, unenforceable, or void then both Sourcewell and Vendor will be relieved of all obligations arising under such provisions. If the remainder of this Contract is capable of performance, it will not be affected by such declaration 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 Vendor 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 Vendor may escalate the resolution of the issue to a higher level of management. The Vendor will have 30 calendar days to cure an outstanding issue.
3. *Performance while Dispute is Pending.* Notwithstanding the existence of a dispute, the Vendor must continue without delay to carry out all of its responsibilities under the Contract that are not affected by the dispute. If the Vendor fails to continue without delay to perform its responsibilities under the Contract, in the accomplishment of all undisputed work, any additional costs incurred by Sourcewell and/or its Participating Entities as a result of such failure to proceed will be borne by the Vendor.

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.

Written notice of default and a reasonable opportunity to cure must be issued by the party claiming 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, Vendor 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.* Vendor 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-Completed operations
- \$2,000,000 general aggregate

3. *Commercial Automobile Liability Insurance.* During the term of this Contract, Vendor 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, Vendor will maintain umbrella coverage over Workers' Compensation, Commercial General Liability, and Commercial Automobile.

Minimum Limits:  
\$2,000,000

5. *Network Security and Privacy Liability Insurance*. During the term of this Contract, Vendor 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 Vendor'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 Vendor to maintain the required insurance will constitute a material breach entitling Sourcewell to immediately terminate this Contract for default.

B. CERTIFICATES OF INSURANCE. Prior to commencing under this Contract, Vendor must furnish to Sourcewell 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 Sourcewell, 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 or sent to the Sourcewell Contract 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 Vendor to provide certificates of insurance, in no way limits or relieves Vendor of its duties and responsibilities in this Contract.

C. ADDITIONAL INSURED ENDORSEMENT AND PRIMARY AND NON-CONTRIBUTORY INSURANCE CLAUSE. Vendor agrees to list Sourcewell and its Participating Entities, including their officers, agents, and employees, as an additional insured under the Vendor's commercial general liability insurance policy with respect to liability arising out of activities, "operations," or "work" performed by or on behalf of Vendor, and products and completed operations of Vendor. 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. Vendor 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 Vendor 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 Vendor or its subcontractors. Where permitted by law, Vendor 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. Vendor 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 Vendor conducts with Sourcwell and Participating Entities.

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

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

Vendor 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. Vendor certifies and warrants that neither it nor its principals have been convicted of a criminal offense related to the subject matter of this Contract. Vendor 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 also require additional requirements based on specific funding specifications. 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 Vendor’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. Vendor 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. Vendor certifies that during the term of an award for all contracts by Sourcewell resulting from this procurement process, Vendor 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. Vendor certifies that during the term of an award for all contracts by Sourcewell resulting from this procurement process, Vendor 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). Vendor 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. Vendor 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). Vendors must file any required certifications. Vendors 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. Vendors 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. Vendors 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, Vendor must comply with the record retention requirements detailed in 2 C.F.R. § 200.333. The Vendor 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, Vendor 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, Vendor 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). Vendor agrees that duly authorized representatives of a federal agency must have access to any books, documents, papers and records of Vendor that are directly pertinent to Vendor'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 Vendor'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.



**22. CANCELLATION**

Sourcewell or Vendor 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 Vendor's Proposal. Cancellation of this Contract does not relieve either party of financial, product, or service obligations incurred or accrued prior to cancellation.

Sourcewell

Quicket Solutions, Inc.

DocuSigned by:  
*Jeremy Schwartz*  
By: C0FD2A139D06489...  
Jeremy Schwartz  
Title: Chief Procurement Officer  
Date: 7/23/2021 | 6:40 AM CDT

DocuSigned by:  
*Christiaan Burner*  
By: A90E7431B68F41C...  
Christiaan Burner  
Title: Chief Executive Officer  
Date: 7/22/2021 | 6:47 PM EDT

Approved:

DocuSigned by:  
*Chad Coquette*  
By: 7E42B8F817A64CC...  
Chad Coquette  
Title: Executive Director/CEO  
Date: 7/23/2021 | 7:48 AM CDT

# RFP 051321 - Public Safety Software

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## Vendor Details

Company Name: Quicket Solutions  
Address: 1 N Wacker Drive  
Suite 2410  
Chicago, IL 60606  
Contact: Quicket Bids  
Email: bids@quicketsolutions.com  
Phone: 630-723-7723  
HST#: 900983681

## Submission Details

Created On: Monday May 10, 2021 10:23:05  
Submitted On: Thursday May 13, 2021 16:28:29  
Submitted By: Quicket Bids  
Email: bids@quicketsolutions.com  
Transaction #: acab29ab-eda7-4fa8-bfda-2f35b68273e5  
Submitter's IP Address: 68.20.27.148

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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 (and applicable d/b/a, if any):	Quicket Solutions, Inc.
2	Proposer Address:	1 N Wacker Dr, STE 2410, Chicago, IL 60606
3	Proposer website address:	www.quicketsolutions.com
4	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):	Christiaan Burner Chief Executive Officer 1 N Wacker Dr STE 2410 Chicago, IL 60606 cburner@quicketsolutions.com (630) 723-7723 ex. 402
5	Proposer's primary contact for this proposal (name, title, address, email address & phone):	Andrew Riley Director of Sales 1 N Wacker Dr STE 2410 Chicago, IL 60606 ariley@quicketsolutions.com (630) 723-7723 ex. 410
6	Proposer's other contacts for this proposal, if any (name, title, address, email address & phone):	Don Pimpleton Director of Sales 1 N Wacker Dr STE 2410 Chicago, IL 60606 dpimpleton@quicketsolutions.com (630) 723-7723 ex. 408

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

Line Item	Question	Response *
7	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>Quicket was incorporated in May 2013 and since its founding has exclusively focused on serving the public sector with a strong emphasis on the public safety vertical. Quicket has from Day-1 focused on building a single integrated and intuitive cloud-based platform that is vastly more cost-effective, secure, and easier-to-implement than legacy on-premise offerings that dominate the market today. With large companies focusing on acquisitions rather than on modernizing their tech stacks over the years, Quicket was founded with the sole purpose of building a superior platform from the ground-up.</p> <p>Quicket has experienced strong growth since its inception and now serves over 100 public sector agencies across North America from coast-to-coast that collectively have millions of residents. From small departments to the second largest County in the United States, Quicket has a strong track record of successfully implementing to a diverse set of agencies its comprehensive cloud-based platform that either replaces legacy technology or streamlines paper-based processes.</p> <p>As a private closely-held Company, Quicket will continue its mission of continuing to innovate and provide the most modern and comprehensive cloud-based platform. With the Company's highly flexible, scalable, and cost-effective platform, Quicket is best-positioned to serve the diverse needs of Sourcewell Customers.</p>
8	What are your company's expectations in the event of an award?	<p>Quicket recognizes that public safety is significantly underserved in regards to the quality of technology that is used on a daily basis. It is Quicket's mission to provide innovative solutions that enable agencies to save money, improve safety, and improve the quality of services provided to residents and visitors. With the potential award of a contract by Sourcewell, Quicket is excited to be able to accelerate its growth and be able to deliver its technology to Sourcewell's members. Our expectation is to become a strong partner of Sourcewell and is excited to be able to market its solutions to a broader audience to help many agencies move forward with desperately needed upgrades of their technology.</p>
9	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>Quicket Solutions has been in business since May 2013 and serves agencies from coast-to-coast in North America. Quicket Solutions is a private and independent company that is majority owned by its executives and board members. Since its inception, Quicket has raised equity financing from investors that have acquired small minority stakes in the business. Quicket has no bank loans and has no outstanding long-term debt. Quicket has been operational and stable since its founding in May 2013 and employs people across four offices in Chicago, IL San Francisco, CA, Houston, TX, and Atlanta, GA.</p> <p>Quicket has attached its most recent SEC Form D filing, confirmation of banking relationship letter, and certificate of good standing for Delaware, the state in which the Company is incorporated. Customer references are also included in the response that demonstrate longevity of working relationships.</p>

10	What is your US market share for the solutions that you are proposing?	Quicket is estimated to have a 10% annual market share for the proposed solutions. To further contextualize this, Quicket recognizes that not every agency is purchasing a particular solution every year and therefore, Quicket measures market share based on the number of estimated total opportunities within a fiscal year. However, it is important to note that over the past two years, Quicket has over an 80% success rate with opportunities that it pursues, meaning that Quicket is selected as the preferred vendor in the vast majority of circumstances based on comprehensive evaluations that factor in price, past-performance, ease-of-use, ease-of-implementation, quality of support, innovation, and other metrics. *
11	What is your Canadian market share for the solutions that you are proposing?	0%. Quicket has the technical ability with its proposed solution to quickly enter into the Canadian market. From a compliance perspective, Quicket has conducted extensive research in coordination with Canadian-based public safety agencies to confirm viability of a potential expansion to Canada. Quicket also plans to dedicated full-time sales and marketing staff to Canada this year and will ensure these resources are in place with a contract award from Sourcewell. *
12	Has your business ever petitioned for bankruptcy protection? If so, explain in detail.	No. Quicket has never petitioned for bankruptcy protection. Quicket maintains a strong balance sheet and has no outstanding long-term debt. The Company is majority owned by its executives and board members. *
13	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. a) If your company is best described as a distributor/dealer/reseller (or similar entity), provide your written authorization to act as a distributor/dealer/reseller for the manufacturer of the products proposed in this RFP. If applicable, is your dealer network independent or company owned? b) If your company is best described as a manufacturer or service provider, describe your relationship with your sales and service force and with your dealer network in delivering the products and services proposed in this RFP. Are these individuals your employees, or the employees of a third party?	Quicket is a software manufacturer that has designed and developed in-house all features and functions described in this proposal, unless otherwise specifically noted. As a software-as-a-service (SaaS) offering, Quicket also provides all ongoing maintenance/support, and updates/upgrades, resulting in a long-term partnership with its clients. Quicket does not rely on any subcontractors or 3rd parties to develop or maintain its own in-house solutions. Quicket serves as a reseller only for one specific product, computer-aided-dispatch (CAD), however, this solution is fully unified and integrated with all of Quicket's cloud-based solutions and can be sold as a single contract under Quicket.  All core development and support is based within the United States. Quicket does maintain its own full-time sales team and marketing staff that directly sell its products and services to clients. When it strategically makes sense, Quicket also partners with resellers that also assist Quicket with promoting its products and services. However, as a SaaS provider, Quicket always maintains a direct relationship with the client regardless of the sales channel (i.e. direct or via reseller). Within the context of Quicket's response to Sourcewell, the Company is responding directly and will not utilize any resellers, subcontractors, or other 3rd parties to perform any work/provide any products/services. Sourcewell and its members will have a direct relationship and partnership with Quicket. *
14	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.	In addition to general business licenses and insurance required to operate in each state and to be compliant with any local/State purchasing requirements, Quicket also strictly conforms to CJIS, PCI, NIEM, and other industry best-practices/guidelines in order to provide a secure and scalable solution for our clients.  Quicket is SOC 2 Type 1 and SOC 2 Type 2 compliant. SOC 2 is an accreditation from the American Institute of Certified Public Accountants — an independent third-party examiner. This audit demonstrates our compliance in all five trust service principles: security, confidentiality, processing integrity, availability, and privacy. The SOC audit helps also ensure adherence to the latest CJIS Security Policy, as further described below.  Quicket adheres to the Federal and State-specific CJIS policies. CJIS stands for the Criminal Justice Information Service Division. Quicket as a software company that provides solutions for public safety agencies is required to conform to the latest Security Policy provided by CJIS. Quicket has executed the required CJIS Security Addendum, a uniform agreement approved by the US Attorney General to ensure security and confidentiality.  For software solutions that require payment processing, Quicket has also adheres to the Payment Card Industry Data Security Standard (PCI DSS). PCI DSS is mandated by all major card brands to ensure that payment-related data is appropriately protected.  Quicket also adheres to other best practices such as NIEM, which is the National Information Exchange Model. This enables the efficient information exchange across organizations and is utilized to provide consistent, reusable data terms/definitions, and repeatable processes.  In serving the public sector exclusively, Quicket recognizes the importance of acquiring/maintaining the required licenses/certifications and is willing to work with Sourcewell and its members to ensure full-compliance with any requirements. *
15	Provide all "Suspension or Debarment" information that has applied to your organization during the past ten years.	There have been no suspensions or debarments that have been applied to Quicket or any of its executives in the past ten years. *

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

Line Item	Question	Response *
16	Describe any relevant industry awards or recognition that your company has received in the past five years	<p>Quicket was named a for the 3rd year in a row in 2021 a GovTech 100 Company, representing the top 100 companies in the world bringing innovative technology to the public sector. Quicket was specifically noted for being a leader in the adoption of cloud-based technologies for public safety.</p> <p>Quicket was named by Amazon as the most innovative company in the world at the New York City Tech Symposium in its "City on a Cloud" Innovation Challenge.</p> <p>One of Quicket's clients, Fox Lake, IL received Special Congressional Recognition and an Innovation Award for successfully implementing Quicket's Cloud Platform in order to improve its record keeping systems and internal controls. Fox Lake made national news for a number of unfortunate events that surrounded an officer death. Quicket was brought in specifically because of its unique ability to provide better real-time oversight, audit, and paperless functionalities in order to improve oversight and transparency.</p> <p>The Company's co-founders, Christiaan Burner and Akshay Singh were recognized in 2020 in Crain's Chicago Business because of how the Company has helped agencies during the Covid-19 pandemic. Specifically Quicket's cloud-based solutions digitize workflows and make services available online for residents to reduce human-to-human contact. Further, with cloud-based solutions, agencies are able to be deployed and maintained remotely whereas many legacy vendor projects were halted or support quality decreased because of their on-premise implementations.</p>
17	What percentage of your sales are to the governmental sector in the past three years	100%. Quicket is exclusively focused on the public sector, including federal, state, local, tribal, and other political subdivisions. Quicket's deep domain knowledge and commitment to serving only the public sector makes Quicket an ideal long-term partner for Sourcewell and its members.
18	What percentage of your sales are to the education sector in the past three years	Quicket serves the education sector in the context of public-safety specific solutions for campus security/police. Approximately 5% of the Company's sales can be attributed to education, but we anticipate further growth in this vertical, exceeding 10% by year-end.
19	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?	Quicket does not currently hold any cooperative purchasing contracts and looks forward to partnering with Sourcewell to offer its innovative solutions to its members across North America.
20	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?	Quicket does not hold any GSA contracts or SOSA.

**Table 4: References/Testimonials**

Line Item 21. Supply reference information from three customers who are eligible to be Sourcewell participating entities.

Entity Name *	Contact Name *	Phone Number *
City of Berwyn, IL	Sergeant Joseph Fitzgerald	7737273467
Rockdale County, GA	Chairman Oz Nesbitt	770-278-7001
Lake County, IL Chiefs of Police Consortium	Todd Kupsak	847-727-9771

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

Line Item 22. 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 *
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Lake County, IL Police Consortium	Government	Illinois - IL	Lake County, IL is the 3rd most populous County in Illinois with over 700,000 people and over two thousand sworn police officers. Quicket was selected by the Lake County Chiefs of Police Association in a widely published RFP for a countywide records and data exchange program in 2017 beating out other major industry competitors. The selection committee, consisting of several Lake County municipal agencies and an independent consultant scored Quicket the highest in every category, including features, ease-of-use, price, security, and more. Quicket now serves over two dozen agencies in the County. Quicket implemented a comprehensive cloud-based solution for law enforcement RMS, NIBRS, eCitation, evidence management, adjudication/court case management, financial management, code enforcement, payment processing, statistical reporting, NCIC connectivity, advanced data analytics, and real-time data exchange.	Quicket is paid by each agency in the Consortium ranging from \$6,000 to \$60,000 annually depending on size of agency and which software modules are acquired.	2018: \$710,000 2019: \$950,000 2020: \$1,100,000	*
Cook County, IL Police Consortium	Government	Illinois - IL	Quicket is the largest public safety vendor for agencies in Cook County, IL, the second largest county by population in the United States. An initial group of agencies procured Quicket and over the last several years many more agencies have piggy-backed on the existing contracts. Quicket has successfully deployed to over three dozen agencies with collectively over 2,000 sworn officers its comprehensive law enforcement RMS, NIBRS report writing, eCitation, evidence management, adjudication/court case management, financial management, payment processing, statistical reporting, NCIC connectivity, advanced data analytics, and real-time data exchange. River Grove, IL, as listed here is one of the most comprehensive users of the Quicket software suite, however additional contact details can also be provided for all other agencies, many of which have 100+ personnel.	Quicket is paid by each agency in the Consortium ranging from \$15,000 to \$480,000 annually depending on size of agency and which software modules are acquired.	2018: \$480,000 2019: \$1,800,000 2020: \$2,300,000	*
Rockdale County, GA	Government	Georgia - GA	Rockdale County, GA is a large metro-Atlanta area county that selected Quicket Solutions over major industry competitors in an RFP in 2018. Through this successful implementation, the Company demonstrated flexibility of Quicket platform for adoption to a wide variety of county functions including evidence, code enforcement case management, eCitation, court case management, mobile reporting, online payments, financial management, and more.	Quicket offers a simple annual subscription (SaaS model) for Rockdale County. The customer over time added additional software modules as the success of the platform was demonstrated and additional value was recognized through unifying more functionality with a single platform.	2018: \$88,974 2019: \$82,300 2020: \$105,464	*
Cook County, IL Forest Preserve Police Department	Government	Illinois - IL	Quicket was selected after a competitive RFP, beating out major industry competitors to deliver a cloud-based property/evidence and digital evidence management solution. The County was impressed by our highly intuitive mobile and web-based applications, experience deploying to large customers, affordable cloud-based data storage, and many other modules offered (the County plans to add additional Quicket modules at a later time). The cloud-based solution is deployed now to over 200 sworn personnel on Apple iOS devices and a web-based environment.	Quicket offers a simple annual subscription (SaaS model) for the Cook County, IL Forest Preserve Police Department.	2018: \$18,000 2019: \$18,000 2020: \$18,000	*

City of Berwyn, IL	Government	Illinois - IL	Delivery of cloud-based records management, eCitation, eCrash, mobile reporting, parking management, court case management/adjudication, financial management, payment processing, and data analytics solution. The customer over time added additional software modules as the success of the platform was demonstrated and additional value was recognized through unifying more functionality with a single platform.	Quicket offers a simple annual subscription (SaaS model) for the City of Berwyn, IL. The customer over time added additional software modules as the success of the platform was demonstrated and additional value was recognized through unifying more functionality with a single platform.	2018: \$29,480 2019: \$29,480 2020: \$100,500
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**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 *
23	Sales force.	Quicket has a dedicated full-time sales force that is responsible for selling its cloud-based platform. The sales team is geographically spread out to efficiently cover all of North America. Each director of sales has a particular territory and has additional sales associates and sales consultants that report to the director of sales. All members of the sales force are trained on the entire offering for public safety. Certain sales force members are also dedicated to focusing on larger accounts based on population size.
24	Dealer network or other distribution methods.	Quicket has also authorized several additional dealers to resell Quicket's software modules. However, all aspects of the implementation, ongoing support/maintenance, and updates/upgrades are performed directly by Quicket staff. Quicket leverages dealers only for the purposes of assisting with additional client acquisition.
25	Service force.	Quicket has dedicated full-time and US-based project management and support staff that have had considerable experience designing and deploying comprehensive solutions for multiple, complex, and large-scale projects and thus will be well-qualified to handle the diverse requirements of Sourcwell's participating Entities. Quicket assigns one or multiple dedicated project managers from Quicket's staff to ensure a consistent main points of contact(s) during the implementation/installation phase. Quicket has the right leaders in each department in place to lead any deployment, from engineering, operations, and support. In addition to project managers, Quicket also assigns program managers when required for implementations that each possess specializations in Server & Security, Software & Integration, and Q.A. & Deployment. Collectively, these professionals ensure a smooth implementation process from project kickoff to provisioning of the cloud-based solution, to testing, and finally go-live.
26	Describe in detail the process and procedure of your customer service program, if applicable. Include your response-time capabilities and commitments, as well as any incentives that help your providers meet your stated service goals or promises.	<p>Quicket provides 24/7/365 telephone, email, and in-app based support. In serving exclusively the public sector, with a significant focus on the public safety vertical, Quicket recognizes the importance of having always-available support for these mission-critical applications. Quicket also provides a dedicated support manager for every client that is responsible for providing regular reports to the customer, escalating requests when necessary, and monitoring ongoing support for the duration of the contract. As a cloud-based solution with the ability to actively monitor the software and infrastructure in real-time, Quicket has an industry-leading response time. Many legacy providers that offer on-premise solutions rely on client IT staff or have to conduct an on-site visit, which may severely delay a resolution. As an entirely cloud-based solution, Quicket is dedicated not only to providing a modern software solution but is also able to offer superior customer service - which is critical in effectively serving public safety. Far too many public safety agencies have been crippled by legacy technology and poor support and Quicket has been able to dramatically improve this experience so that agencies can better serve the public.</p> <p>When a bug/enhancement is requested based on the nature of the request, it is assigned to one of the following categories:</p> <ul style="list-style-type: none"> <li>- Critical bugs are assigned directly to the engineering leads and are labeled as an outage situation. Quicket maintains a dedicated emergency support line for critical situations. Quicket has a very efficient support/bug tracking system that leverages 'Zendesk' &amp; Jira' to track all communication between the engineering teams, support, and the client. As the critical bug is being worked on, a support engineer is responsible for maintaining regular communication with the client on the status of resolution of the issue. Once the situation is resolved, a full post-mortem is conducted internally and a detailed report is provided to the client. The standard resolution timeframe for critical issues is under 1 hour, but the average resolution is 15 minutes.</li> <li>-Major bugs are attended the same way as critical bugs but with a longer resolution timeframe of up to 24 hours depending on the request.</li> <li>- Minor bugs are discussed further with the client and then with the engineering teams to apply the patch in the next release or during the standard biweekly or monthly system maintenance. .</li> </ul> <p>In addition to standard support, Quicket's entire infrastructure is automated and the system is equipped with several core algorithms and health checks in place to allow for automated system maintenance concurrently while the system is being used. Quicket also performs several internal concurrent patches to address minor bugs, the latest security standards, and regular health analyses. This maintenance is done concurrently with the live system in the backend with no downtime. Unlike legacy systems that require downtime to 'patch' the system, upgrades/updates require zero system downtime with Quicket.</p>

27	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in the United States.	Quicket's cloud-based platform can be provided and is scalable to any participating entity within the United States. There are no geographic areas that cannot be served. As a cloud-based solution, Quicket is able to very efficiently implement and maintain solutions across North America. As a software provider exclusively focused on the public sector with a significant focus on the public safety vertical, Quicket is keenly aware of the necessity to strictly adhere to all federal, state, and local compliance requirements. Because of this, Quicket has dedicated compliance and security specialists that actively monitor any changes in legislation and the most recent cyber security threats. Quicket always works with its customers to ensure full compliance and appropriate safeguards are in place to protect customer data.	*
28	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in Canada.	Quicket's cloud-based platform can be provided and is scalable to any participating entity within Canada. There are no geographic areas that cannot be served. As a cloud-based solution, Quicket is able to very efficiently implement and maintain solutions across North America. As a software provider exclusively focused on the public sector with a significant focus on the public safety vertical, Quicket is keenly aware of the necessity to strictly adhere to all federal, province/territory, and local compliance requirements. Because of this, Quicket has dedicated compliance and security specialists that actively monitor any changes in legislation and the most recent cyber security threats. Quicket always works with its customers to ensure full compliance and appropriate safeguards are in place to protect customer data.	*
29	Identify any geographic areas of the United States or Canada that you will NOT be fully serving through the proposed contract.	Quicket's cloud-based platform can be provided and is scalable to any participating entity within the United States and Canada. There are no geographic areas that cannot be served. As a cloud-based solution, Quicket is able to very efficiently implement and maintain solutions across North America.	*
30	Identify any Sourcewell participating entity sectors (i.e., government, education, not-for-profit) that you will NOT be fully serving through the proposed contract. 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?	Based on the scope of this RFP, Quicket is able to fully serve all entity sectors without restrictions. Quicket has experience selling to all levels of government, education, and other public sector entities. Quicket does not hold any other cooperative purchasing contracts that would limit our ability to fully promote Sourcewell to any and all potential customers.	*
31	Define any specific contract requirements or restrictions that would apply to our participating entities in Hawaii and Alaska and in US Territories.	There are no additional requirements or restrictions that would apply to Hawaii or Alaska participating entities. In fact, Quicket has engaged with entities in both states. Quicket's cloud-based platform can be provisioned to any Alaska or Hawaii customer without limitations.	*



**Table 7: Marketing Plan**

Line Item	Question	Response *
32	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>Quicket is pleased to attached several sample marketing materials for review by Sourcewell. We believe these materials illustrate professionalism and the Company is looking forward to enhancing our marketing materials to promote this contract upon award.</p> <p>Per the RFP Section 13-A, Quicket recognizes that upon award, Quicket it can utilize the Sourcewell Trademark(s) in advertising and promotional materials for the purpose of marketing Sourcewell's relationship with Quicket. Similarly, Quicket will also grant Sourcewell the same ability to utilize Quicket's trademarks in marketing. Quicket understands also certain limitations apply and that all direct advertising, marketing, or offers with Participating Entities must be approved by Sourcewell.</p> <p>Within these parameters, Quicket seeks to substantially market its products and services should it be awarded the contract. It is Quicket's desire to update its marketing materials to include Sourcewell as the preferred purchasing route. Marketing materials that Quicket would like to develop include email announcements, brochures/fliers, social media posts, press releases banners, phone call scripts, and trade show materials. In addition, Quicket would like to update its website to include a "how to purchase" link that includes details on the Sourcewell contract.</p> <p>Quicket recognizes that materials/publicity must be approved by Sourcewell and will strictly abide by the terms of the contract. Further, Quicket understands that it cannot claim to be endorsed by Sourcewell.</p>
33	Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance marketing effectiveness.	<p>Quicket has a robust technology-driven marketing/sales process. With email marketing, one of the most widely used components of the Company's strategy, Quicket utilizes a robust email marketing solution connected to its Customer Relationship Management solution. The email marketing solution ingests all current and potential customers, which are then further segmented out into specific roles, department functions, geographical area, and other parameters. From there, targeted email campaigns are developed by Quicket staff. The email marketing solution tracks all aspects of engagement (i.e. metadata) including delivery success rate vs. bounce back, number of opens, clicks on specific links, and replies. Quicket analyzes all of these metrics to monitor engagement and continue to refine its campaigns. Quicket intends to utilize email marketing campaigns with Sourcewell-approved content to provide details on the award of the contract.</p> <p>On Social media, Quicket also anticipates on posting announcements and educational information on the award from Sourcewell. Similarly, much of the engagement can be tracked and paid campaigns can also be utilized to enhance reach/effectiveness.</p> <p>Finally, Quicket also utilizes a unified voice platform for phone call marketing, which tracks engagement, including success rate with calls. Quicket intends to educate its sales and marketing staff on the Sourcewell contract award in order to assist agencies with acquiring Quicket via Sourcewell.</p>
34	In your view, what is Sourcewell's role in promoting contracts arising out of this RFP? How will you integrate a Sourcewell-awarded contract into your sales process?	<p>Quicket intends to put together educational materials for its entire sales team so that it has the materials and knowledge to speak correctly and in-depth about the Sourcewell contract award when communicating directly with customers. As outlined above in line items 32, Quicket also has many other digital and physical mediums that be utilized and integrated into the sales process to appropriate promote the contract arising out of this RFP.</p> <p>It is Quicket's hope that Sourcewell also make any appropriate announcement(s) to its members informing them of the award to Quicket and scope of the products/services offered. Quicket recognizes that Sourcewell would not 'endorse' the Company, as outlined in Section 13-D, but looks forward to working to understand what appropriate methods Sourcewell uses to advertise awarded contracts.</p>
35	Are your products or services available through an e-procurement ordering process? If so, describe your e-procurement system and how governmental and educational customers have used it.	<p>Quicket does not offer an e-procurement ordering process for new customers, but does offer this to existing customers to adjust quantities of certain items. Given the robustness of public safety software, Quicket always conducts a free consultation with a new potential customer to develop a scope of work. Quicket does have a fully electronic process to develop the quote, prepare the contract, and send the contract for signature, but a new customer is not able to simply self-prepare an order, as there are many variables that need to be accounted for including configuration requests, existing systems/environment, data conversion, and more.</p> <p>For existing customers, Quicket does have a streamlined internal purchase request solution to re-order supplies and to adjust quantities. As an example, a customer can request an additional software license, which would then appropriately adjust the subscription.</p>

**Table 8: Value-Added Attributes**

Line Item	Question	Response *
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<p>36</p>	<p>Describe any product, equipment, maintenance, or operator training programs that you offer to Sourcewell participating entities. Include details, such as whether training is standard or optional, who provides training, and any costs that apply.</p>	<p>Quicket offers hands-on scenario-based training and frequently utilizes the "train the trainer" approach. We will provide extensive on-site or virtual (at the client's discretion) training during initial go-live with key staff members and can also be on-site for any other future major releases. The purpose of this extensive training is to cover all aspects of the software (product), equipment, maintenance, and other operator functions, which covers all aspects as outlined by Sourcewell. Quicket would recommend "experts" be assigned as the lead trainers on the participating entity's end. From there, we can continue to update the lead trainers on updates, changes, etc. for future deployments. Quicket conducts regular webinars for ongoing training. Interaction with our team and the participating entity is key to building and deploying a state-of-the-art system.</p> <p>Quicket will provide continued updates to the system and define what is the best avenue to share this information with the participating entity. Some find an email with updates monthly is effective, but others would like to schedule monthly (or whatever timing works) updates on our system and training. Every deployment is different based on the requirements, schedules, teams, etc. Quicket will find what works best for the participating entity's staff and continue to update / train on new and exciting features Quicket deploys.</p> <p>Quicket will create multiple user groups, which usually consist of standard users (officers), supervisors, records, admin, and specialty staff, with each having their own specialized sessions as well as one standardized session for general system use (profile management, login, basic navigation, etc.). Each user session in our experience takes no more than 2-3 hours, with the exception of admin training which requires typically 5-8 hours. Training consists of "real-life" scenarios developed by Quicket in coordination with the participating entity, including for example, completing incident reports in the records management system, completing eCitations, and other workflows for users, to redaction capabilities for records, to password reset for admins. Lastly, Quicket will provide all needed user documentation, training materials, and UI supported web help guided tours where applicable for the participating entity's specific implementation of the Quicket software.</p>
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<p>37</p>	<p>Describe any technological advances that your proposed products or services offer.</p>	<p>Quicket is a leader in providing secure, highly configurable, device-agnostic, rapidly provisioned, and CJIS-conforming cloud-based solutions for sensitive government workloads.</p> <p>Quicket recognizes the need of public safety agencies to have access to real-time data from anywhere. Quicket's unique device-agnostic solution provides native secure applications for any device that utilizes all major operating systems including iOS, Android, and Windows. In addition, Quicket provides a web-based application accessible from any web-browser. Many legacy applications for CAD/RMS and other core systems are only offered as clunky .NET Windows applications, while Quicket alternatively provides total flexibility. Public safety professional can access the data and operational intelligence they need from any device with Quicket.</p> <p>Through partnering with Quicket, Sourcewell's participating entities will also realize a significant return on investment through the usage of cloud computing. In addition, participating entities will enjoy a far more seamless experience compared to legacy solutions, as the solution was designed from the ground-up to be a single unified solution rather than multiple solutions poorly integrated together and not modernized as a unified tech stack. As a cloud-based application, Quicket does not require the client to install any server infrastructure. Every aspect of the infrastructure and environment is set up by Quicket staff, ensuring a rapid and smooth implementation.</p> <p>Amazon Web Services (AWS) and Microsoft Azure, the cloud environments used by Quicket, are the world's largest Infrastructure-as-a-Service (IaaS) provider. The AWS GovCloud and Microsoft Azure Government Cloud provides secure, scalable, and cost-efficient solutions to support the unique requirements and missions of all levels of the US and Canadian governments. The cloud services provided by AWS can be employed to meet mandates, reduce costs, drive efficiencies, and increase innovation across federal, state, provincial, and municipal government organizations. It is trusted by these entities to provide a secure and cost-effective data storage and computational environment. With Quicket Solutions, Sourcewell and its participating entities have the unique opportunity to join a community of now thousands of private companies and public-sector agencies who are experiencing the immense benefits of cloud.</p> <p>The key benefits of working with Quicket and its expertise with cloud-based solutions, compared to an on-site server installation is that the infrastructure provided by a leading cloud provider is more affordable, secure, and powerful. A core precept of cloud computing is to avoid the cost impact of over-provisioning or under-provisioning of computing resources. With projects that require massive amounts of computation and storage, oftentimes it can be difficult, if not impossible, to accurately forecast internally the exact needs for a server. Oftentimes, an organization may invest not enough and thus the servers do not have the computational or storage capacity to meet the needs of the project. On the other hand, an agency may over-budget, and thus far too many computational resources were purchased and consequently go unused. With the Quicket Cloud Platform, organizations eliminate the need to guess on infrastructure needs. Financially speaking, there are generally significant upfront capital requirements for an on-site solution. With the cloud, rather than large upfront capital expenses, Sourcewell participating entities will be able to enjoy a predictable and consistent low subscription model.</p> <p>The second, and widely accepted, reason why cloud can provide immense cost savings is due to the ability to take advantage of economies of scale. Building your own server infrastructure is not just expensive initially, but also expensive and complicated to maintain as it becomes necessary to replace outdated or failing technology. With Quicket, all US and Canadian public-sector organizations can join a consolidated data center. With an enormous volume of servers and other inherent efficiencies of aggregating computational environments under one roof, clients can enjoy economies of scale or, in other words, cheaper per unit pricing than the participating entities would be able to receive in an independent project to build or refresh on-site infrastructure.</p> <p>Quicket, AWS, and Microsoft are trusted by many organizations for handling highly sensitive data including law-enforcement sensitive data that must adhere to the latest CJIS Security Policy. A combination of logical and physical security, especially for public-sector workloads, makes the Quicket platform vastly more secure than onsite offerings. Logical security, including end-to-end device, network, database encryption, multifactor authentication, and automatic backups combined with state-of-the-art physical security, including geographically isolated, guarded data centers results in a much more secure solution. Finally, when implementing a cloud-based solution, users will be able to enjoy a more powerful and reliable solution for computational and storage needs. Quicket will deploy state-of-the-art server configurations utilizing high end CPUs, RAM, and other critical components to deliver a fast and efficient computational environment for Sourcewell participating entities that is designed to automatically scale based on the current workload.</p>
<p>38</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>Quicket and its cloud providers, AWS and Microsoft are committed to running our businesses in the most environmentally friendly way possible and achieving 100% renewable energy usage for its cloud infrastructure. By leveraging Quicket and migrating away from on-premise solutions, agencies will recognize substantial environmental benefits. The results of a study by 451 Research show that cloud infrastructure is 3.6 times more energy efficient than the median of the surveyed U.S. enterprise data centers. More than two-thirds of this advantage is attributable to the combination of a more energy efficient server population and much higher server utilization. Amazon and Microsoft data centers are also more energy efficient than enterprise sites due to comprehensive efficiency programs that touch every facet of the facility. According to the study, when we factor in the carbon intensity of consumed electricity and renewable energy purchases, which reduce associated carbon emissions, the cloud performs the same task with an 88% lower carbon footprint. In 2019, Amazon co-founded The Climate Pledge—a commitment to be net zero carbon across the business by 2040. Microsoft similarly has pledged to be net zero carbon across the business by 2030.</p> <p>In addition to direct environment benefits associated with utilizing Quicket's cloud-based platform, there are also environmental benefits associated with Quicket's implementation and servicing/maintenance. Because all or almost all aspects of implementation, including provisioning of the solution can be accomplished remotely, there is far less travel required to client sites. On-site visits typically only occur during the initial kickoff for requirements gathering and for hands-on training. Further, a cloud-based solution can be serviced/maintained remotely as well, meaning that Quicket staff do not have to travel on-site for routine or urgent updates/upgrades.</p>

39	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.	Quicket does not have any third-part issued eco-labels, ratings, or certifications. However, as outlined in the response to line-item 38, Quicket's utilizing of entirely cloud-based infrastructure provides significant environmental benefits over legacy solutions.	*
40	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.	Quicket does not have any Women, WMBE, SBE, or Veteran HUB designations.	*
41	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>Quicket exclusively serves the public sector, including multiple verticals including justice &amp; public safety, finance, community development, planning, citizen engagement, and more. With the sole focus of serving the public sector, Quicket has more experience than any other vendor in delivering exclusively cloud-based solutions for sensitive government workloads. It is for this reason that Quicket has consistently demonstrated that it can replace legacy competitors and tackle large-scale and diverse implementations. There is only one vendor in the market today that can claim to have a single unified data engine built from the ground-up that spans nearly every core function of public safety and many other government-specific functions. In addition, Quicket's Open API allows for seamless integrations to other systems. With this approach, combined with many successful implementations, Quicket is best positioned to be the preferred technology partner of Sourcewell and its participating entities for years, if not decades to come.</p> <p>Regarding Quicket's technology, the Company's proprietary Configuration Engine was designed to handle the unique and specific requirements of diverse agencies across North America. Specifically, the Configuration Engine manages diverse government workflows and regulations while significantly reducing engineering resources required for implementations. Quicket's Artificial Intelligence driven Configuration Engine automates and decouples application building from software development. This eliminates the need to manage multiple applications for each client. In addition, no application updates are required, eliminating need to coordinate with client IT.</p> <p>As a direct result, Quicket's implementations for its public safety solutions are completed in typically 50% or less time than legacy competitors. This enables Quicket to handle projects far more efficiently than competitors and provides a superior customer experience, enabling agencies to take advantage of the benefits of the solution much sooner.</p> <p>Please also refer to line item 37 regarding additional information on technological advances.</p>	*

**Table 9: 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 *
42	Describe any performance standards or guarantees that apply to your services	<p>The Quicket Platform, built on AWS GovCloud and Microsoft Azure Government Cloud, provides state-of-the-art server configurations, and multiple availability zones to guarantee 99.999999% infrastructure uptime (eight nines reliability, equating to 316 milliseconds downtime annually. This far exceeds industry requirements for uptime of core public safety systems, illustrating Quicket's ability to provide a highly reliable platform. In the last three years, Quicket has had zero measurable downtime.</p> <p>Quicket also guarantees 24/7/365 telephone, email, and in-app support for all public safety customers. Please see table 6 line, item 26 for more information on support turnaround guarantees, which are among the best in the industry.</p> <p>Quicket warrants that for a period of one year following the delivery (the "Warranty Period"), the software will perform in material conformity with all applicable end user documentation supplied by Quicket; provided, that the software is operated in accordance with the documentation. During the implementation phase, the Customer will sign off on the delivery once the Statement of Work is completed. The Customer has the ability to notify Quicket prior to signing off on delivery if any specifications do not conform to the agreed-upon Statement of Work. After acceptance of the delivery, the Customer may make a claim if the software does not operate in accordance with the end user documentation or performance standards outlined above. Quicket shall at no cost to the customer replace or repair the affected software so that it performs to warranty or if not commercially feasible, shall refund the customer. To date since the founding of the Company, Quicket has had no claims against its warranty, illustrating the reliability of the software and its successful long-term use. Quicket has included a copy of its standard Master Software and Services agreement, which includes further details on the warranty.</p>
43	Describe any service standards or guarantees that apply to your services (policies, metrics, KPIs, etc.)	<p>Quicket is committed to providing a high-level of customer care and service from contract execution to post go-live support. Therefore, Quicket has outlined below the service standards that apply during the implementation period after the execution of a Statement of Work (SOW) as well as post go-live.</p> <p>Implementation Service Standards:                      Quicket provides a detailed implementation timeline with each statement of work to ensure that both parties understand the expectations of the work requirements and deliverables during each stage of the implementation. After the initial deliverable(s) the customer will provide written acceptance, comments and/or change requests, if any, within sixty (60) work days (or as otherwise mutually agreed upon by both parties) from receipt by of the initial deliverable(s). Upon receipt of client's comments, QUICKET shall have sixty (60) working days (or as otherwise mutually agreed upon by both parties)) to incorporate the customers' comments and/or change requests and to resubmit the deliverable in its final form. The client shall bear no additional costs for Quicket to incorporate such requests so long as such requests adhere to the agreed-upon SOW.</p> <p>Post Go-Live Service Standards:                      Quicket has included with its response a copy of its Master Software and Services Agreement (MSSA) which contains its Service Level Agreement (SLA), which outlines its service standards and guarantees, including policies, metrics, and applicable KPIs). Quicket is willing to negotiate with Sourcewell to ensure compliance with the contract and to best meet the needs of the participating entities. Specifically regarding the SLA, Quicket warrants the software will generally be available 99.99% of the time, except as provided below (infrastructure has a guaranteed uptime specifically of 99.999999%. General availability will be calculated per calendar quarter. Exclusions include 1) Any planned downtime of which Quicket gives 8 hours or more notice. Quicket will use commercially reasonable efforts to schedule all planned downtime during the weekend hours from 6:00 P.M. Friday, Local Time, through 6:00 A.M. Monday, Local Time. *It is important to note that Quicket had no planned or measurable downtime in the last three years. 2) Any period of unavailability lasting less than 1 minute. 3) Any unavailability caused by circumstances beyond Quicket's reasonable control, without limitation, acts of God, acts of government, flood, fire, earthquakes, civil unrest, acts of terror, strikes or other labor problems (other than those involving Quicket employees), computer, telecommunications, Internet service provider or hosting facility failures or delays involving hardware, software or power systems not within Quicket's possession or reasonable control, and network intrusions or denial of service attacks. Quicket outlines in its SLA how to file a claim for any downtime that exceeds the standards in the SLA. In the event of a breach of the SLA, Quicket shall provide a refund for the period exceeding the acceptable downtime. It is important to note that Quicket has had no claims against its SLA or any aspect of its warranty since its inception from any customer, reflecting the Company's reliability and excellent customer care.</p>
44	Describe any service or support contract options for the items included in your proposal.	<p>Service and support is always included with every Quicket contract for no additional cost. Since Quicket is offered as a Software-as-a-Service (SaaS) model, Quicket forms a true long-term partnership with every customer, rather than simply deliver a product. With Quicket's SaaS model, all ongoing service, including updates/upgrades and maintenance/support is provided for no additional cost in the subscription. For public safety agencies specifically, this also includes 24/7/365 support, as Quicket recognizes that public safety solutions must always function to effectively serve the public.</p> <p>The subscription also includes an ongoing license for the software along with required server infrastructure for compute and storage. One of the primary differentiators with Quicket compared to the competition is that the Company's software improves over-time rather than becomes outdated. Far too many public safety solutions are antiquated and Quicket provides a superior business model to help agencies modernize and stay current with software.</p>

**Table 10: Payment Terms and Financing Options**

Line Item	Question	Response *
45	What are your payment terms (e.g., net 10, net 30)?	Quicket generally offers net 30 as its standard payment terms. Quicket is willing to negotiate with Sourcewell if it is the preference of Sourcewell and/or its members to offer alternative payment terms.
46	Describe any leasing or financing options available for use by educational or governmental entities.	Quicket's entire software platform and each individual software module is offered as Software-as-a-service (SaaS). In the era of tight budgets for many, if not most, government customers, agencies prefer Quicket's simple subscription model, which eliminates many of the typical upfront costs associated with purchasing hardware/server infrastructure, software licenses, and more. Similar to the concept of a "lease" or "financing" option, Quicket's subscription model allows agencies to subscribe, rather than pay a significant amount upfront. This flexible model allows agencies to pay monthly, quarterly, or annually and discounts may apply based on the term associated with the subscription payment. In conclusion, Quicket eliminates much of the purchase risk associated with acquiring the new solution and instead delivers a transparent and consistent subscription model, which includes cloud-based compute and storage infrastructure, maintenance/support, and updates/upgrades.
47	Briefly describe your proposed order process. Include enough detail to support your ability to report quarterly sales to Sourcewell as described in the Contract template. For example, indicate whether your dealer network is included in your response and whether each dealer (or some other entity) will process the Sourcewell participating entities' purchase orders.	<p>Quicket will process all Sourcewell participating entities' purchase orders directly with Quicket's dedicated in-house staff. Quicket has a dedicated sales and marketing team that is responsible for identifying new opportunity and initiating an order. The sales and marketing team is educated on all potential contracts that can be leveraged, including potentially Sourcewell, if awarded. After gathering specifications from the customer, the sales and marketing staff work with the dedicated account management and contract representatives that have a specific duty to put together and track contracts, including compliance with all agreed-upon terms. In working exclusively with the public sector and through experience with both individual and cooperative purchasing contracts, Quicket has established extensive internal processes throughout the entire contracting process.</p> <p>More specifically as to how the process would work with Sourcewell: During the quoting process, a Quicket sales representative that is preparing a quote for a potential client (participating entity) that desires to leverage the Sourcewell Contract can only select SKUs and related pricing with appropriate fees that have been authorized under the contract. These SKUs and related pricing are maintained by the contracts team and reviewed by the legal department to ensure compliance with the Sourcewell contract. After a quote is prepared and the potential client is interested in moving forward, a contract is prepared by a Quicket contract representative and reviewed by legal to ensure proper pricing and compliance with the Sourcewell contract. Quicket internal contract management software allows for the tracking specifically of any compliance requirements, including setting up reminders to report the quarterly sales under the Contract to Sourcewell within the agreed-upon timeframe and setting up calculations for applicable fees (e.g. the Administrative Fee) based on the contract value. After a contract has been executed, the account management and contract team regular monitor the internal contract management software to ensure that all sales under the Contract are tracked and appropriately reported each quarter to Sourcewell. The administrative fee is then transmitted to accounting, which then authorizes payment promptly to Sourcewell. A copy of the sales report will also be attached for reconciliation/reference.</p>
48	Do you accept the P-card procurement and payment process? If so, is there any additional cost to Sourcewell participating entities for using this process?	Yes, Quicket accepts P-card procurement and payments. There are no additional costs to Sourcewell participating entities for using this process.

**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 Sourcwell Price and Product Change Request Form.

Line Item	Question	Response *
49	Describe your pricing model (e.g., line-item discounts or product-category discounts). Provide detailed pricing data (including standard or list pricing and the Sourcwell discounted price) on all of the items that you want Sourcwell to consider as part of your RFP response. If applicable, provide a SKU for each item in your proposal. Upload your pricing materials (if applicable) in the document upload section of your response.	<p>Quicket has provided detailed pricing for all software products (modules) and related services in the attached spreadsheet. A unique SKU is shown for each product and service. Pricing for all software products is shown as an annual subscription. Pricing may also be subdivided into the desired payment schedule such as monthly, quarterly, or biannual if requested by the customer. Service prices are hourly and billed when the service is rendered or based on the payment timeline established in the individual Statement of Work.</p> <p>A Statement of Work (SOW) must be developed with each potential customer to determine the exact quantity of each product required. The total number of units required for each product is determined based on one or multiple factors including, but not limited to, the number of devices, number of users, number of tasks, data storage requirements, and complexity of configurations/business rules.</p> <p>Certain products require the purchase of other products, as specified under each product description in the spreadsheet.</p>
50	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>Quicket has included a 9% discount off of its MSRP for all SKUs. As a SaaS solution, in order to provide transparency and consistency with its pricing, Quicket does not discount from its MSRP, therefore this discount represents the best pricing for Quicket today.</p>
51	Describe any quantity or volume discounts or rebate programs that you offer.	<p>The subscription model is designed specifically to scale to any size customer. It is important to note that the quantity required includes the factoring in of the number of "concurrent" users, meaning that Quicket in developing the SOW with a particular customer will determine the number of concurrent or active users expected for each product at a given time. This means that larger agencies with more personnel will almost always require fewer software licenses related to the total number of personnel compared to smaller agencies, which effectively provides a quantity/volume discount.</p>
52	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>Quicket regularly helps source open market/nonstandard options and would need to supply a quote on case-by-case basis. As an example, Quicket oftentimes helps facilitate hardware purchases, including providing recommendations and ordering of the parts on behalf of the customer. Quicket charges a small markup to assist agencies with such transactions. In other situations, Quicket provides open market items at no-cost to further incentive customers to partner with Quicket. During the Statement of Work development process, Quicket sales personnel will work with each customer to determine if any additional items are required beyond the standard products and services.</p>
53	Identify any element of the total cost of acquisition that is NOT included in the pricing submitted with your response. This includes all additional charges associated with a purchase that are not directly identified as freight or shipping charges. For example, list costs for items like pre-delivery inspection, installation, set up, mandatory training, or initial inspection. Identify any parties that impose such costs and their relationship to the Proposer.	<p>The Quicket subscription does not include any hidden costs. As a cloud-based solution, there are no additional costs associated with inspection, installation, set up, etc. The only costs that may apply in addition to the subscription are the hourly rates for the associated professional services.</p>
54	If freight, delivery, or shipping is an additional cost to the Sourcwell participating entity, describe in detail the complete freight, shipping, and delivery program.	<p>Not applicable. The only situation where there would be potential freight charges would be for an open market/nonstandard options, which would be reviewed with the customer and quoted appropriately on a case-by-case basis.</p>
55	Specifically describe freight, shipping, and delivery terms or programs available for Alaska, Hawaii, Canada, or any offshore delivery.	<p>Not applicable. As a cloud-based solution, there are no costs associated with freight, shipping, or delivery for any state or territory.</p>
56	Describe any unique distribution and/or delivery methods or options offered in your proposal.	<p>As an entirely cloud-based solution, distribution is entirely over the internet. A secure download link is provided also for dedicated iOS, Android, and Windows applications. While Quicket does provide hands-on and when necessary on-site implementation and training, every aspect of the distribution/delivery can be conducted remotely via the internet, which significantly enhances the efficiency of the process.</p>

**Table 12: Pricing Offered**

Line Item	The Pricing Offered in this Proposal is: *	Comments
57	c. better than the Proposer typically offers to GPOs, cooperative procurement organizations, or state purchasing departments.	<p>Quicket does not have any existing cooperative purchasing agreements and looks forward to its partnership with Sourcewell, including focusing on marketing the superior value proposition of Sourcewell relative to any other contract and its pricing. Quicket has determined that Sourcewell is the best cooperative purchasing option, as it provides access to a very diverse set of customers and the scope of the RFP comprehensively addresses the needs of Quicket's customers. Quicket's pricing is better than what is typically offered to any organization/department. In addition, Quicket's willingness to commit to a 2% administrative fee reflects the significant value that Sourcewell would provide.</p>



**Table 13: Audit and Administrative Fee**

Line Item	Question	Response *
58	Specifically describe any self-audit process or program that you plan to employ to verify compliance with your proposed Contract with Sourcewell. 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.	Quicket has dedicated account management and contract representatives that have a specific duty to track contracts, including compliance with all agreed-upon terms. In working exclusively with the public sector and through experience with both individual and cooperative purchasing contracts, Quicket has established extensive internal processes throughout the entire contracting process. For instance, during the quoting process, a Quicket sales representative that is preparing a quote for a potential client (participating entity) that desires to leverage the Sourcewell Contract can only select SKUs and related pricing with appropriate fees that have been authorized under the contract. These SKUs and related pricing are maintained by the contracts team and reviewed by the legal department to ensure compliance with the Sourcewell contract. After a quote is prepared and the potential client is interested in moving forward, a contract is prepared by a Quicket contract representative and reviewed by legal to ensure proper pricing and compliance with the Sourcewell contract. Quicket internal contract management software allows for the tracking specifically of any compliance requirements, including setting up reminders to report the sales under the Contract to Sourcewell within the agreed-upon timeframe and setting up calculations for applicable fees (e.g. the Administrative Fee) based on the contract value. After a contract has been executed, the account management and contract team regular monitor the internal contract management software to ensure that all sales under the Contract are tracked and appropriately reported each quarter to Sourcewell. The administrative fee is then transmitted to accounting, which then authorizes payment promptly to Sourcewell. A copy of the sales report will also be attached for reconciliation/reference.
59	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.	As mentioned above, Quicket maintains robust internal contract management software that is able to track all pending ("sales pipeline") and current executed agreements under a particular contract. As a few examples of how Quicket measures success with the contract, Quicket is able to measure the total number of participating agencies and the associated contract value for all sales pipeline, executed, and deployed contracts. Quicket can further segment this analysis to look at which specific SKUs and related pricing are being sold under the contract. Quicket also can conduct a time-based analysis, which helps measure the level of success as the Company can see how long it takes for a customer to go through the sales/contracting process. On the backend, Quicket also tracks ongoing performance of the contracts including retention rate, add-on addendums, and profit analysis that factors in the pricing (inclusive of administrative fee) vs. sales/marketing spend.
60	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. (See the RFP and template Contract for additional details.)	Quicket would like to propose a 2% administrative fee that the Company will pay Sourcewell in the event the we are awarded the Contract. Quicket is willing to pay an Administrative Fee on the upper end of the guidance provided by Sourcewell as the Company recognizes that Sourcewell will provide significant value to both Quicket and it's customers in being able to leverage this Contract. Quicket looks forward to a long-term mutually beneficial partnership with Sourcewell and its Members. Quicket understands that this is not a line-item addition to the Member's cost but rather a fee taken out the pricing provided to the Member. Quicket agrees to promptly pay the Administrative Fee within the period specified by the Sourcewell Contract.

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

Line Item	Question	Response *
61	Provide a detailed description of the equipment, products, and services that you are offering in your proposal.	<p>Quicket provides a unified cloud-based platform for public safety and other core public sector functions. Quicket has designed its modern and state-of-the-art platform from the ground-up to be a unified solution that is also highly flexibility and can easily integrate with existing systems. While most solutions on the market today are on-premise and "proprietary", Quicket provides agencies with an easy-to-deploy and seamlessly integrated solution. Quicket aims to be the core "data engine" of public safety, meaning that its device-agnostic solution is designed to digitize and seamlessly share data in real-time from anywhere with appropriate stakeholders, which eliminates paperwork, automates workflows, and improves operational intelligence. Quicket's public safety platform comprehensively addresses much of the core solutions desired by Sourcewell, such as CAD, RMS, situational awareness, incident command, billing, alerting/paging, personnel/non-fleet asset tracking and more, as further illustrates in the point-by-point response for line items 63-72. Quicket's unique a-la-carte (modular) approach enables agencies to easily pick and choose the highest priority modules, without having to necessarily purchase the entire platform. This is highly desirable by agencies as it gives them price flexibility/cost-control and the ability to add-on modules later. Further, an Open API seamlessly sends data between third parties and the Quicket Platform. While many vendors struggle to integrate with other solutions due to the lack of modern APIs/web services, Quicket gives agencies peace of mind knowing that we can work with nearly any existing system. Quicket has the technical experience to ensure that it can integrate with nearly any legacy or modern solution. Ultimately, the flexibility of the Quicket Platform combined with its innovative subscription model is unique and well-positions Quicket to serve the diverse needs of Sourcewell's participating entities.</p> <p>In addition to the specific software modules ("products") that Quicket offers, the Company also provides all related professional services related to the implementation/project management (data conversion, system provisioning, configuration/customization, set up, and deployment), training, and post go-live support. All professional services are provided by Quicket full-time staff, ensuring that clients receive the highest level of customer care.</p> <p>Finally, Quicket is also able to provide 3rd-party manufactured hardware and related accessories for participating entities. Specifically, While Quicket is entirely cloud-based and there is no need for server infrastructure, Quicket recognizes that many agencies need certain end-user hardware equipment and related accessories to successfully deploy the Company's software. While hardware is out of the scope of this RFP, it is important to note that Quicket has significant experience and provides consultation to help agencies acquire the best end-user hardware such as phones, tablets, computers, thermal printers, barcode scanners, and more, along with related accessories such as power cables, thermal paper, barcode stickers, etc. Quicket allows agencies to purchase much of this hardware directly from Quicket, which is then shipped to the customer or alternatively, Quicket helps customers purchase the hardware from another preferred supplier. Quicket would like to emphasize that it is truly a one-stop-shop, meaning that in order to successfully deploy software, Quicket provides all professional services along with cloud-based infrastructure and even end-user hardware to help public safety agencies have the smoothest transition.</p> <p>Collectively, and as further described point-by-point in Table 14B: Quicket provides the following products/services:</p> <ul style="list-style-type: none"> <li>-Computer Aided Dispatch</li> <li>-Records Management Software</li> <li>-Situational Awareness and information management systems</li> <li>-Incident command, evidence, ticketing, and citation management systems</li> <li>-Billing system</li> <li>-Application-based alerting or paging system</li> <li>-Personnel, non-fleet asset, resource, and controlled substance tracking or location solution</li> </ul> <p>In addition, Quicket provides all services related to the offering of the solutions (products) above including installation, training, maintenance, integration, support, data analytics, and customization.</p>
62	Within this RFP category there may be subcategories of solutions. List subcategory titles that best describe your products and services.	<p>Quicket does not have any subcategories beyond differentiating between products (software modules/features) and services (professional services/labor). Within each product category, as outlined in table 14B, Quicket has listed specific features. Each product has its own pricing and each product may be purchased separately or together. Please note that this is not an exhaustive list of all features, as Quicket is also able to configure/customize the solution to meet additional specific needs of a participating entity. All products are considered off-the-shelf, however, Quicket works with each customer to develop a Statement of Work (SOW) that meets or exceeds their specific needs.</p> <p>Within the services subcategory, Quicket has outlined certain specific professional services. Many professional services that may be billed during implementation with a legacy solution provider are not directly billed by Quicket. Instead, Quicket offers a simple subscription model with minimal cost for services in order to provide agencies with a superior business model of less upfront investment required upfront and a more predictable and consistent subscription pricing.</p>

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

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

Line Item	Category or Type	Offered *	Comments
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63	Computer Aided Dispatch (CAD)	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Quicket is a strategic partner and is fully unified with the RapidDeploy "Nimbus" Computer-Aided Dispatch (CAD) solution. The entirely cloud-based platform leverages the same isolated government cloud as Quicket and is designed to be a tightly integrated solution. Quicket is authorized to fully incorporate the CAD solution into the Quicket platform, resulting in an end-to-end seamless experience for users and a streamlined implementation process by leveraging the cloud. With a cloud-based deployment, implementations are completed in a fraction of the time of legacy competitors and the CAD is offered as a SaaS model, like all other Quicket modules. Rather than significant upfront costs for implementation, the CAD is provided as a simple subscription with no costs for training or implementation. The SaaS model fully includes all updates/upgrades and maintenance/support is fully included.</p> <p>The Tier 1 Nimbus CAD is Police, Fire, EMS, and multi-agency centers, leveraging the security of the cloud and the power of mobile to enable first responders with real-time data. Further, the CAD offers a tactical 9-1-1 call-handling map that integrates directly with CPE/CHE and automatically displays caller location alongside advanced supplemental data to find citizens fast and communicate more effectively. Key features are described below:</p> <p>Improved Location Accuracy</p> <ul style="list-style-type: none"> <li>• Locate mobile callers when there is no 9-1-1 location information</li> <li>• Rich supplemental location data from the world's most trusted sources (i.e., Apple and Google)</li> <li>• Real-time weather and traffic incident feeds</li> <li>• Dynamic mapping layers</li> <li>• Real-time Esri and GIS data</li> </ul> <p>Modern Communication Tools:</p> <ul style="list-style-type: none"> <li>• Two-way SMS</li> <li>• Internal chat tools</li> <li>• Real-time, AI-enabled translation in 60+ languages</li> <li>• Livestream on-scene video</li> </ul> <p>Multi-discipline response handling:</p> <ul style="list-style-type: none"> <li>• Multi-agency workflows</li> <li>• Interoperability and regionalization</li> <li>• Resource coverage and response travel polygons</li> <li>• Configurable incident and asset grids</li> </ul> <p>Unit Recommendations:</p> <ul style="list-style-type: none"> <li>• Intelligent routing based on real-time, traffic-based ETAs</li> <li>• Response areas allow users to visualize resource Coverage</li> </ul> <p>Smart Response Plans:</p> <ul style="list-style-type: none"> <li>• Rule-based engine utilizing polygons, unit type, and unit capability</li> <li>• Flexible tools set to manage by address, call type, and dispatch zones</li> </ul> <p>In-Vehicle Response:</p> <ul style="list-style-type: none"> <li>• Self-dispatch to events</li> <li>• Bring your own maps – authoritative and commercial</li> <li>• Esri/GIS data automatic updates</li> <li>• Smart routing</li> <li>• Run CJIS queries in field (law enforcement)</li> </ul> <p>Mobile applications:</p> <ul style="list-style-type: none"> <li>• Native Android and iOS applications</li> <li>• Voice commands enabled by Siri</li> <li>• Samsung DeX compatible</li> <li>• Voice-to-text (voice automation) for notes, status updates, and creating events</li> <li>• Up and running in minutes, easy to onboard responders</li> <li>• In-vehicle to on-foot quickly</li> <li>• The power of the cloud in your hands at all times</li> </ul>
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64	Records Management Software (RMS)	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Quicket provides a true NIBRS-native RMS that was designed from the ground-up specifically to comply with and ease the reporting process with the FBI's National Incident-based Reporting System (NIBRS). As of January 1, 2021, all agencies are required to submit reports in the NIBRS-compliant format. Unfortunately, most vendors today are not NIBRS-native and do not have an efficient method to collect, submit, and correct errors in accordance with the new requirements. In order for an agency to be NIBRS-certified, it must have a data transmission error rate of 4% or less, yet typically systems have an error rate of 50%+, resulting in significant time being spent on manually re-coding and submitting reports.</p> <p>With Quicket, users can take advantage of a NIBRS-native environment that provides active error detection, meaning that data elements are dynamically validated against the NIBRS standard. As a user is writing a report, the interface appropriately adjust to alert the user as to what elements are required or optional based on what was written or selected. The NIBRS-native environment has consistently delivered a 0% error rate for agencies and results in report-writing time decreasing by 60% or more, meaning officers can spend more time servicing communities and records/command staff can spend more time on other important tasks rather than tedious manual error correction.</p> <p>The RMS is also designed not just for NIBRS-related report-writing but also any type of information and its related workflow/task management. The RMS is also utilized by public safety agencies to manage arrest reports, crash reports, eCitations, property/evidence details, digital evidence, and much more. Quicket provides a flexible data platform and any information that is desired to be captured by a public safety agency can be stored, appropriately disseminated, and analyzed within Quicket.</p> <p>The RMS is also uniquely device-agnostic, meaning that it has a native solution for every major operating system, including dedicated applications for iOS, Android, and Windows. In addition, a web-based application enables access to the RMS from any modern web browser. Agencies today need data at their fingertips from anywhere in real-time and Quicket uniquely delivers with its robust RMS. Additional key details described below:</p> <ul style="list-style-type: none"> <li>• Master Index with Advanced Search and Pattern Matching</li> <li>• Report Writing Workbench for incident reports, supplements, investigations, and more</li> <li>• Speech-to-Text for Report Dictation</li> <li>• Live Chat/Commenting on Reports</li> <li>• Capture and Associate Photos, Documents, Videos, and Voice Memos</li> <li>• Isolated Container for Investigative Case Management, Narcotics, and other separate units</li> <li>• Automated NIBRS/UCR/State code mapping</li> <li>• Expungement, Redaction, and Deletion Tools</li> <li>• Configurable Forms for Vehicle Tow, Crash, eCitation, Field Interviews, and more</li> <li>• Email/Text Automated Notifications/Reminders</li> <li>• Property and Evidence Management</li> <li>• Robust Data Export capabilities</li> <li>• Detailed Audit Reports</li> <li>• Dynamic Group/User Permission Management</li> </ul>
65	Learning Management Software (LMS)	<input type="radio"/> Yes <input checked="" type="radio"/> No	<p>Quicket does not currently provide learning management software.</p>
66	Situational awareness and information management systems	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Quicket provides a true real-time, self-service advanced data analytics (ADA), information management, and intelligence platform driven by AI and machine learning at its core. The platform is cloud-based and device and platform agnostic. For purposes of clarity, the information management system, as defined in this line item, provided by Quicket is synonymous with its RMS, so please refer to line item 64 above. The RMS is not limited and can be utilized to handle any information and related workflows for multiple disciplines/functions. Quicket's RMS today is utilized by a variety of functions within and outside of public safety.</p> <p>The Quicket ADA, which is considered its "situational awareness" platform as defined in this line item, is a proprietary technology that decouples the analytics engine from the type of data set needs to be analyzed. This allows a user to filter, explore, and mine the data with a few easy clicks and can ingest any information from any provided source, including the Quicket RMS and information management systems. The embedded AI allows manipulating complex databases with unlimited data layers and complex graphs within a fraction of a second in one consistent environment. Quicket's real-time ADA allows for mix, match, and mash-up data analysis from multiple data sources with multiple data formats in one seamless interface. Quicket has leveraged its ADA for use with Quicket's own RMS along with many other external systems, including CAD, GIS, CMS, and more.</p> <p>Quicket ADA AI engine Specifications:</p> <ul style="list-style-type: none"> <li>• Machine learning algorithms run continuously in the background to detect anomalies and variations within the dataset and can proactively alert administrators/command staff for immediate attention.</li> <li>• Quicket ADA AI also identifies data with potential defects without impacting the original data source and provides the capability to the administrators to correct data defects before feeding into the data engine.</li> <li>• Quicket ADA AI dramatically reduces manual tasks by automating the department's key business processes across applications by allowing data access into other third-party applications in one interface. This also enables a client to connect to any number of structured and unstructured data sources.</li> <li>• Quicket AI enables each user to access their own personal command center. Each user can create a unique set of KPIs that matter to them, and in turn, eradicating the need to dig through canned or static dashboards or require IT/system admins to create reports.</li> <li>• Quicket ADA allows for each user to set custom thresholds, data feeds, smart alerting, performance matrices, and instant notifications from within the application.</li> <li>• Quicket ADA also provides intelligent mapping and heat map clusters in real-time with unlimited custom filters as applied by the user within the same dashboard</li> </ul>

67	Incident command, logging recorder, and evidence, ticketing, or citation management systems	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>1) Incident Command: Please refer to line item 66. Quicket provides advanced data analytics which provides a real-time operational intelligence dashboard. The solution ingests all data from Quicket as well as any external sources, providing the necessary situational awareness for 'incident command' functionality.</p> <p>2) Logging recorder: Quicket does not currently offer a solution specifically for IP radio recording/replay. However, Quicket does have a digital evidence management solution that allows users to upload audio and video files and associate it with a particular report, case or other element within the information management system/RMS.</p> <p>3) Evidence: Quicket provides a complete evidence management solution for both physical and digital evidence. Physical evidence can be logged and tracked including maintaining the Chain of Custody to see all actions by personnel. The solution allows for seamless report generation and provides a mobile application for barcode scanning, audits, ID capture, and bulk actions. Barcodes can be configured to meet customer-specific standards. In addition, Quicket can integrate with a regional or state crime lab in order to appropriately log evidence. Finally, a comprehensive dashboard allows for evidence to be accurately tracked and configurable business rules allow for tracking and appropriate disposal/destruction/return of evidence.</p> <p>4) Citation Management: Quicket provides the most comprehensive and flexible "eCitation" solution that manages the entire lifecycle of a citation. Compared to legacy applications that only allow for the digital issuance of a citation, Quicket provides a complete solution that includes eCitation issuance, management, online payments, financial management/cashiering, notices/reminders, collection agency notifications, and more. Quicket's device-agnostic solution can be deployed on any iOS, Android, or Windows-based device, allowing for total flexibility to issue eCitations from anywhere. The solution also allows a user to take pictures, notes, and videos to accommodate the violation. Quicket's eCitation solution is utilized for Federal/State citations, parking, code enforcement, health, buildings, and more. eCitation data is then seamlessly transmitted to the Quicket RMS and can be associated with any report/case if applicable. With Quicket, agencies enjoy an end-to-end solution that represents the most modern and comprehensive solution in the market today.</p>
68	Scheduling workforce management, and billing systems	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>1) Scheduling Workforce Management: Quicket does not have a scheduling workforce management system today.</p> <p>2) Billing System: Yes, Quicket does provide a robust billing system that is fully integrated with its financial management and online payment capabilities. Quicket's billing system allows for the tracking of items that require payment, whether they are recurring or one-time. Examples include citation, licenses, permits, copies of reports, and more. The solution includes built-in cashiering functionalities so that payments can be accepted via any method. Robust audit capabilities ensure that payments are accurately tracked and all payments are accounted for. The online payment capability provides a public-facing website that allows a person or business to make a payment after completing relevant information for verification. The Billing management system also tracks business rules, including the appropriate disbursement of funds. As an example, many public safety agencies collect funds which then must be disbursed according to complex formulas, making tracking difficult to do without a robust system. Quicket automatically calculates disbursements and can even automatically deposit funds into appropriate accounts at defined intervals. Finally, Quicket also supports the generation of reminders/notices. These PDF documents are generally created at defined intervals when a payment is past-due or an upcoming amount will be due. Notices can also be sent if failure to pay could result in further action, such as a lien or being sent to collections. Unlike many solutions, Quicket's Platform includes both a robust RMS and integrated billing and financial management solution.</p>
69	Application-based alerting or paging systems	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Quicket offers a robust application-based alerting and paging ("notification") system that provides text, email, voice, and in-app notifications that are triggered by configurable business rules. This notification system can be utilized for internal staff members and/or with the general public as a mass-alert or targeted alert solution. With Quicket, agencies have the ability to configure notifications for both standard and emergency requests. As an example, in an RMS, notifications are often desired when a user has submitted a report for review to a supervisor. The in-app notification system allows supervisors to review all notifications similar to an email inbox and mark notifications as read/complete. Email/text notifications can also be configured to include any text-based details as well as secure links to the Quicket Platform for more information. As an example, such notifications may provide an alert about a specific incident, including the address, description, and response resources required. A secure link may also be provided to the Quicket Platform which also provides additional details including the ability to pull up the complete report.</p> <p>The public facing mass-notification system is also valuable for sending out alerts to the public, either individually or collectively. Quicket provides a public registration portal that allows people and businesses to register their phone/email to receive relevant alerts. As an example, the mass-notification capability could be utilized to notify all registered phone/email addresses within a geographically area to evacuate as a result of a fire. In another example, an individual notification is sent to an individual person about an outstanding citation or violation with a reminder for a court date or to make payment. The solution is highly configurable to meet a wide variety of business needs/functions.</p>
70	Personnel, non-fleet asset, resource, and controlled substance tracking or location solutions	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Similar to evidence management, Quicket also provides a robust personnel, non-fleet asset, resource, and controlled substance tracking or location solution. Collectively, this is referred to as Quicket's property and asset module. The device-agnostic solution is designed to track any physical item and provides robust chain of custody/audit capabilities to monitor every action associated with the logging, movement, altering, destruction, or other function. The solution provides configurable barcode making and scanning capabilities via a mobile and desktop interface, making it easy to track and lookup any item. Configurable locations such as warehouses, bins, shelves, etc. can also be set up to make it easy to find any item. Bulk actions also allow for a group of items to be moved, destroyed due to court order, or other required actions. Configurable business rules can also be set up for resources so that agencies know when to replenish supplies or when an item has expired. Quicket also has extensive experience helping agencies with hardware requirements such as barcode printers, laser barcode scanners, RFID programmers, and more and can recommend the best hardware for the specific use cases of the Quicket software desired.</p>
71	Other public safety software solutions	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>The Quicket Platform is designed to be highly configurable to meet the unique needs of public safety agencies. Whereas many solutions are rigid, Quicket's proprietary technology allows the solution to be rapidly configured to handle any information and related workflows across any device and platform. Quicket recognizes that public safety continues to rapidly evolve and our technology ensures that agencies have the best technology today to meet current and future needs. With Quicket's SaaS model, agencies have peace of mind knowing that any changes in legislation, reporting requirements, and more are all included within the subscription. Quicket has never charged for a work order since its inception. This ensures that a solution never becomes outdated and always meets compliance requirements.</p>

72	Related services - installation, training, maintenance, integration, support, data analytics, and customization	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Quicket provides all related services as indicated in this line item. Quicket has responded point-by-point below:</p> <p>1) Installation: As a SaaS solution there are no costs associated with installation. Quicket fully configures the cloud environment and there is no on-site installation of the solution required. Where applicable, Quicket will assist the Participating Entity with downloading the Quicket software application on specific devices.</p> <p>2) Training: Please refer to line item 36 for details on the comprehensive training provided by Quicket staff.</p> <p>3) Integrations : Quicket provides comprehensive integration services.</p> <p>4) Please refer to line item 26 in table 6. Quicket provides extensive 24/7/365 customer service/support.</p> <p>5) Data analytics: Please refer to line item 66 in table 14(b). Quicket provides a robust data analytics platform (i.e. situational awareness) platform. During implementation, Quicket also provides a Business Analyst will be assigned to the project to assist in requirements gathering and interpretation of the existing data and scope. The business analyst will work closely with all stakeholders to ensure requirements are realized. The Business Analyst ensures that the data is thoroughly analyze pre and post transfer to the Quicket platform to ensure integrity of the data. There are no additional costs specifically for data analytics in the context of "Related services".</p> <p>6) Customization: Quicket provides a highly configurable/customizable platform. Within the scope of the specific products listed above, there are no costs associated with customization. Quicket may consider on a case-by-case basis customization requests outside of current Quicket capabilities. Quicket may charge a professional service fee based on an hourly rate and/or adjust the subscription pricing to reflect the additional capabilities.</p>
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**Table 15: Industry Specific Questions**

Line Item	Question	Response *
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73	Describe your data privacy, integrity, and protection standards, and the adherence of your products and services to applicable cybersecurity or applicable industry standards.	<p>Quicket solely provides solution for the public sector and has immense experience designing and implementing secure solutions for the unique needs of public safety. Quicket is fully compliant and exceeds the recommendations set forth in the latest Criminal Justice Information Systems (CJIS) security policy and complies with following standards and documentation:</p> <ul style="list-style-type: none"> <li>• FBI CJIS 5.9 (latest version as of the date of submission)</li> <li>• FedRAMP (SM)</li> <li>• FISMA, RMF and DIACAP</li> <li>• NIST</li> <li>• PCI DSS Level 1</li> <li>• SOC 1, 2 and 3</li> <li>• ISO 9001:2008</li> <li>• ISO 27001:2013</li> <li>• ISO 27017: 2015</li> <li>• ISO 27018:2014</li> <li>• HIPAA</li> <li>• FERPA</li> <li>• ITAR</li> <li>• Section 508/ VPAT</li> </ul> <p>Quicket utilizes Role-based Access Control (RBAC) to prevent unauthenticated users from accessing any functions and only permits authenticated users to use functions/modules required by their role. Upon login, only certain functions/modules will be available to that user.</p> <p>All endpoints across Quicket infrastructure only accept and allow bidirectional traffic through FIPS-140-2 compliant devices. All traffic is further encrypted via AES 256 both in transit and at rest and is only shared over SSL/TLS connection.</p> <p>All data at rest and in transit is encrypted using AES 256-bit encryption. The cloud infrastructure is rendered behind FIPS 140-2 enabled firewall load balancers.</p> <p>Quicket supports 2-factor authentication when accessing the system. Quicket's system can employ multi-factor authentication with both "something you know" and "something you have" as outlined by the CJIS Security Policy.</p> <p>An example of a Quicket implementation that is in alignment with the latest CJIS security policy: Using an agency- issued MDC, a user connects to the agency network via an agency-issued mobile broadband card and an encrypted virtual private network (VPN) tunnel. Upon login, the user initiates the part of the Quicket application that will permit access to Criminal Justice Information (CJI). The user is prompted to enter a username (identification) and a password ("something you know"). Once that has been completed, a text message containing a one-time password (OTP) is sent via text message (out of band) to the user's agency-issued cell phone. Alternatively, a hardware token can be used with a rotating key as shown on the digital display. The user is challenged via the CJI application for that OTP. The user enters the OTP ("something you have") then the username, password, and OTP are validated. The user has satisfied the requirement and is granted access to CJI.</p> <p>Quicket leverages Amazon Web Services GovCloud and Microsoft Azure Government Cloud and maintains strict compliance with CJIS, HIPAA, and other security standards and has in place the following measures:</p> <p>AES256 encryption is utilized to send usernames and hashed passwords over SSL to the Quicket server for authentication.</p> <ul style="list-style-type: none"> <li>-Data in motion is encrypted with AES256. Data at rest uses AES256 encryption.</li> <li>-System logs user actions and can be audited at any time. Record creation and edits are recorded and stored for at least 1 year, with associated name, ID, request information</li> <li>-Data is protected by Amazon/Microsoft in secure isolated facilities approved for handling CJI</li> <li>-Access to Quicket offices requires access cards and keys to enter each room.</li> <li>-The Quicket office is protected with intrusion alarms, video cameras, and other access controls.</li> <li>-Employees are subject to criminal and governmental background checks.</li> <li>-The web application is protected from:       <ol style="list-style-type: none"> <li>1) XSS - escapes all variables rendered in the view, preventing XSS</li> <li>2) Injection Flaws - A Database Abstraction Layer makes SQL injection impossible. SQL is generated dynamically by the DAL, ensuring that all inserted data is properly escaped.</li> <li>3) Malicious File Execution – only exposed functions can be executed, preventing malicious files from doing so.</li> <li>4) Insecure Direct Object Reference – internal objects are not exposed, and all URLs are validating. All input values are validated.</li> <li>5) Information Leakage and Improper Error Handling – No errors expose code, instead a ticket is issued to the user and the error is logged for tracking. Only administrators can see the errors and source code</li> <li>6) Broken Authentication and Session Management – Sessions are managed independently for each application. Administrators are authenticated, and secure session cookies are used.</li> <li>7) Insecure Cryptographic Storage – stored passwords are hashed prior to storage</li> <li>8) Insecure Communications – SSL is used end-to-end</li> <li>9) Failure to Restrict URL Access – RBAC is used to prevent unauthenticated users from accessing any functions and only permits authenticated users to use functions required by their role.</li> </ol> </li> <li>-LAN uses TLS 2.0 and AES256 encryption to communicate.</li> <li>-Data transmitted offsite uses AES256 encryption end-to-end.</li> </ul> <p>The cloud data centers meet Tier III standards for redundancy of power, telecommunications, HVAC, security, fire suppression, and building integrity. Amazon and Microsoft maintain geographically separate regions that do not share common threats.</p>
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74	Describe your data backup and recovery solutions.	<p>Quicket has an industry-leading data backup and recovery solution built-in natively to the Quicket Platform (designed by Quicket) that recognizes the mission-critical nature of public safety solutions.</p> <p>Quicket's artificial intelligence algorithms and machine learning engine is continuously collecting, analyzing and aggregating data collected, including user/device activity, network bandwidth usage, etc. which collectively guarantees 99.999999% infrastructure uptime.</p> <p>The Quicket Platform has an extremely high resilience protocol in place. The Recovery Time Objective (RTO) is less than 10 minutes and the Recovery Point Objective (RPO) is less than 5 minutes. Backups are automated to occur on a daily basis. These backups do not interrupt or otherwise degrade System performance and availability. Quicket is constantly creating DB replicas on each DB update in two geographical locations in the US. Quicket utilizes robust proprietary algorithms to ensure that server load and computation is never running over 70% of the capacity. The health checks automatically provision a new virtual machine in the cloud to start directing traffic past 70%. At any given point, Quicket runs 3 machines directed by algorithms running on FIPS 140-2 compliant load balancers.</p> <p>-The primary machine handles the primary workload and is optimized for high throughput I/O operations.  -The secondary smaller machine handles traffic if the primary machine hits 70% peak load.  -The backup machine is always running in case of primary server/machine outage or maintenance.  -An additional 4th machine is always provisioned and in place but not running to handle a "worst-case" scenario in a separate server infrastructure account with all microservices ready to start in near real-time.</p>
75	Identify the storage location for all data collected in the use of your equipment, products, or services. Describe applicable data security measures and identify any services performed outside the US or Canada, as applicable.	<p>Data at all times resides in Amazon Web Services GovCloud and/or Microsoft Azure Government Cloud for US-based customers and the equivalent for Canadian customers. The customer can specify which cloud infrastructure is preferred. The isolated government clouds are operated by employees who are U.S. citizens on U.S. soil. The Government of Canada (GC) has also signed a framework agreement with Amazon and Microsoft to provide secure cloud services, ensuring that public safety/CJIS data can be managed by Quicket. The clouds are only accessible to U.S. &amp; Canadian entities and root account holders who pass a screening process. Data never leaves US/Canadian shores and does not traverse the public internet. Ultimately, Amazon and Microsoft are highly proven solutions that are utilized by all levels of government for highly regulated DOD, CJIS, and other sensitive workloads for both the US and Canadian governments.</p> <p>The data centers are also located in geographically separate regions that do not share common threats. Data Centers additionally meet Tier III standards for redundancy of power, telecommunications, HVAC, security, fire suppression, and building integrity.</p>
76	Describe connectivity, interoperability and integration capabilities between your offered solution(s) and other software systems.	<p>Quicket's proprietary Configuration Engine and cloud-based deployment strategy provides complete flexibility in the deployment of the interface across any modern device and any modern operating system (Windows, Android, iOS), including native and web-based applications. All platform modules (products) are fully unified, meaning that a single tech stack is utilized to provide a consistent user experience and seamless interoperability across all modules.</p> <p>Quicket provides and can fully utilize APIs for bidirectional data sharing with other software systems. We support numerous formats and have experience working with a diverse number of solutions, including legacy and more modern.</p> <p>Supported Data Exchange formats:</p> <ul style="list-style-type: none"> <li>• XML (National Information Exchange Model "NIEM" Compliant)</li> <li>• JSON</li> <li>• YAML</li> <li>• REBOL</li> <li>• Gellish</li> <li>• Several standard Windows basic file formats such as Excel, .csv, .txt etc.</li> </ul> <p>Supported Data Transmission protocols:</p> <ul style="list-style-type: none"> <li>• SOAP: Standard Object Access Protocol</li> <li>• REST: Representational State Transfer</li> <li>• FTP: File Transfer Protocols that further supports SFTP, FTPS</li> </ul>
77	Explain your licensing process and the service agreements required of end users.	<p>Quicket has a standard Master Software and Services Agreement (MSSA) which includes the licensing and all applicable terms for use of the Quicket software products and related services. Quicket has attached a copy of the sample MSSA for Sourcewell to review and is willing to further discuss/negotiate the terms to ensure that it meets at Sourcewell standard compliance requirements and adheres to the expectations of the Participating Entities.</p> <p>As a SaaS solution, the software licensing provides access to the Quicket software module(s) as defined in the customer-specific Statement of Work (SOW) which includes the specific deliverables. In brief, the license limits the use of the software to only its intended functions as defined in the SOW and is provided on a per device, per user, or per department basis. The license is not intended to be shared with any other entity unless specifically authorized by Quicket. Other standard licensing terms are also described including warranty.</p> <p>As a SaaS solution, the software license is offered as a subscription model with the specific payment terms defined in the client-specific Statement of Work. In general, Quicket offers significant flexibility including monthly, quarterly, bi-annual, annual, and other billing frequencies to best accommodate its customers. This typically allows agencies to easily move forward with Quicket compared to other vendors as it typically requires significantly less upfront capital expenditures. In addition to the SaaS license, Quicket also provides related professional services, which are billed hourly and due when rendered or at specific milestones based on the schedule defined in the SOW.</p>
78	Describe your product implementation strategy and any use of installation partners.	<p>Quicket designs, implements, and supports all products described in this response with the exception of Computer-Aided Dispatch (CAD), which is implemented in close coordination with our partner RapidDeploy, a cloud-based provider that is fully unified with the Quicket Platform. Quicket does not require any installation partners as the entire solution is cloud-based and any end-user hardware configuration is completed by Quicket employees in coordination with customer' employees.</p>



All employees assigned to an implementation will have considerable experience designing and deploying comprehensive solutions for multiple, complex, and large-scale projects and thus will be well-qualified to tailor Quicket to any Participating Entity requirements. The total number of employees assigned will fluctuate during the implementation process depending on the project workload requirements. Quicket will have at least one a dedicated project manager from Quicket's staff to ensure a consistent main point of contact.

Quicket has the right leaders in each department in place to lead any deployment, from engineering, operations, and support.

To establish project goals:

- The project will be assigned a dedicated Project Manager (PM).
- The project will be assigned a dedicated software development team that will consist of a Lead Developer/Senior Software Engineer and team of programmers managed by a Software Development Manager.
- During early phases of the project, a Business Analyst will be assigned to the project to assist in requirements gathering and interpretation. The business analyst will work closely with all stakeholders to ensure requirements are realized.

Communication and coordination with customer personnel and interfacing vendors are key to the success of the project and will be completed by the Quicket PM, who will ensure efficient execution of project deadlines including installation, implementation, and training. Communications will be managed via a communications management plan (CMP).

Quicket will initially develop a Gantt-style project schedule, in concurrence with each Participating Entity's scope of work, to minimize installation time. The plan will be comprised of tasks, subtasks, durations, milestones, resources, and progress. The plan will identify each installation task, the sequence of installation, and its anticipated duration. The schedule will include dates of completion for each deliverable and will be updated regularly throughout the project to show progress. The schedule will be distributed to project stakeholders on a regular basis. The actual project start date will be established during contract negotiations.

As a general overview, this project will consist of the main task groups containing several subtasks. Below is a breakdown of anticipated project components for a phased implementation.

1. Project Kick-Off Meeting
  - Introductions
  - Project Plan Review
  - Questions and Answers
2. Coordination Meeting with Other Vendors (if applicable)
  - Introductions
  - Project Plan Review
  - Questions and Answers
3. Implementation of SOW Configurations
  - Configuration Changes - Design
  - Configuration Changes – Development
  - Configuration Changes – Testing
  - Conversion Development
  - Conversion Testing
4. Deployment of Software
  - Coordination with the Customer's IT
  - Coordination with other Vendors
  - Implementation of Software Installation Plan
  - Baseline System Test/Verification
5. Data Conversion (If applicable)
  - Data Extraction from Legacy System
  - Data import to Quicket
  - Quicket system verification
6. Training
  - Data entry and use-case testing in Quicket system
  - System Verification / Acceptance
7. Transition to Quicket System
  - Coordination with other Vendors (if required)
  - Startup of Vendor Interfaces
  - CAD/RMS/JMS Interface / External Systems Verification
8. Onsite Training and Assistance
  - Delivery of Training Literature
  - Onsite User Training
  - System Start Up

After the Project Schedule has been established, Quicket will then work with the Participating Agency to create a Requirements Management Plan (RMP). This plan will define each stakeholder and organization and expected responsibilities, as well as the detailed plan on how requirements and workflows are to be established. In addition, the RMP will describe the requirements change process, and clearly define how changes to requirements are to be managed.

Functional and Technical Design:

After the RMP is established, Quicket can then begin to establish the functional and technical design document, or the Software Requirements Specification (SRS). The SRS is tailored for individual projects. It includes a detailed, thorough description of what the software will implement (not how). The requirements process consists of three fundamental steps to produce the SRS: Problem Analysis, Product Description, and Validation. There may be several iterations of problem analysis and production description before validation occurs. The result of these steps are detailed and accurate SRS. The SRS will be categorized by module (or sub module where necessary), and each category (e.g., CAD, RMS, eCitation, etc.).

Quality Management:

Quality control mechanisms will be performed throughout the design and development phases to ensure the finished product exceeds quality expectations. Software defects found late in the process are much more expensive than those found during software review and inspection. We

		<p>utilize the review and inspection methodology to significantly mitigate “debugging” after modules or subsystems are released.</p> <p>Software Quality Assurance Plan:                  Quicket utilizes a software quality assurance plan (SQAP) on all of our development projects. The SQAP will describe which work units are to be reviewed for quality, how and who will conduct the review, and what tools are to be used to accomplish the review. The SQAP will describe the quality plan not only during the development phase, but also during the requirements, design, and deployment phases. Each system module will be developed and tested in accordance with our SQAP (Software Quality Assurance Plan). This SQAP includes initial functional testing by the developer, code reviews, software requirements verification, as well as deployment testing.</p> <p>Quality Control:                  Strict testing policies and procedures comprise the backbone of Quicket’s quality control processes. All software provided by Quicket is thoroughly tested prior to making available in the Cloud. Upon system installation, final acceptance testing is done to ensure system is operating optimally. The Quicket Project Manager is another means of quality control. Weekly updates and close monitoring of project allows for project completion according to scope, schedule and budget while maintaining 100% deliverables. Any potential issues may be identified early and brought to the attention of Management and the Participating Entity, allowing for speedy resolution.</p>
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**Table 16: Exceptions to Terms, Conditions, or Specifications Form**

**Line Item 79. NOTICE:** To identify any exception, or to request any modification, to the Sourcewell template Contract terms, conditions, or specifications, a Proposer must submit the exception or requested modification on the **Exceptions to Terms, Conditions, or Specifications Form** immediately below. The contract section, the specific text addressed by the exception or requested modification, and the proposed modification must be identified in detail. Proposer’s exceptions and proposed modifications are subject to review and approval of Sourcewell and will not automatically be included in the contract.

Contract Section	Term, Condition, or Specification	Exception or Proposed Modification

**Documents**

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

1. Documents in PDF format are preferred. Documents in Word, Excel, or compatible formats may also be provided.
2. Documents should NOT have a security password, as Sourcewell may not be able to open the file. It is your sole responsibility to ensure that the uploaded document(s) are not either defective, corrupted or blank and that the documents can be opened and viewed by Sourcewell.
3. Sourcewell may reject any response where any document(s) cannot be opened and viewed by Sourcewell.
4. If you need to upload more than one (1) document for a single item, you should combine the documents into one zipped file. If the zipped file contains more than one (1) document, ensure each document is named, in relation to the submission format item responding to. For example, if responding to the Marketing Plan category save the document as “Marketing Plan.”

- [Financial Strength and Stability](#) - Quicket Solutions Financial Strength and Stability.pdf - Thursday May 13, 2021 15:52:45
- [Marketing Plan/Samples](#) - Quicket Solutions Overview 2021.pdf - Thursday May 13, 2021 15:53:27
- [WMBE/MBE/SBE or Related Certificates](#) (optional)
- [Warranty Information](#) - Sourcewell Quicket Solutions Warranty and Software Terms Sample.pdf - Thursday May 13, 2021 15:54:12
- [Pricing](#) - Sourcewell Quicket Solutions Pricing 5-13-21.xlsx - Thursday May 13, 2021 16:25:13
- [Upload Additional Document](#) - Quicket Product Brochure Sample.pdf - Thursday May 13, 2021 16:26:35

**Proposer's Affidavit**

**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. - Christiaan Burner, CEO, Quicket Solutions

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 contractual obligations contemplated in the bid.

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_11_Public_Safety_Software_RFP_051321</b> Thu May 6 2021 06:02 PM	<input checked="" type="checkbox"/>	2
<b>Addendum_10_Public_Safety_Software_RFP_051321</b> Wed May 5 2021 05:51 PM	<input checked="" type="checkbox"/>	1
<b>Addendum_9_Public_Safety_Software_RFP_051321</b> Mon May 3 2021 10:34 AM	<input checked="" type="checkbox"/>	2
<b>Addendum_8_Public_Safety_Software_RFP_051321</b> Wed April 28 2021 05:52 PM	<input checked="" type="checkbox"/>	2
<b>Addendum_7_Public_Safety_Software_RFP_051321</b> Mon April 26 2021 05:27 PM	<input checked="" type="checkbox"/>	2
<b>Addendum_6_Public_Safety_Software_RFP_051321</b> Tue April 20 2021 05:56 PM	<input checked="" type="checkbox"/>	2
<b>Addendum_5_Public_Safety_Software_RFP_051321</b> Fri April 16 2021 03:52 PM	<input checked="" type="checkbox"/>	1
<b>Addendum_4_Public_Safety_Software_RFP_051321</b> Thu April 15 2021 12:58 PM	<input checked="" type="checkbox"/>	2
<b>Addendum_3_Public_Safety_Software_RFP_051321</b> Fri April 9 2021 05:05 PM	<input checked="" type="checkbox"/>	1
<b>Addendum_2_Public_Safety_Software_RFP_051321</b> Thu April 8 2021 05:28 PM	<input checked="" type="checkbox"/>	1
<b>Addendum_1_Public_Safety_Software_RFP_051321</b> Wed April 7 2021 06:15 PM	<input checked="" type="checkbox"/>	2