



MASTER AGREEMENT #030425
CATEGORY: Public Safety Software
SUPPLIER: 22nd Century Technologies, Inc.

This Master Agreement (Agreement) is between Sourcewell, a Minnesota service cooperative located at 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 (Sourcewell) and 22nd Century Technologies, Inc., 8251 Greensboro Drive, McLean, VA 22102 (Supplier).

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

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

Article 1:
General Terms

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

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

Sourcewell eligibility requirements and required documentation. Supplier will be responsible for ensuring sales are with Participating Entities.

- 5) **Term.** This Agreement is effective upon the date of the final signature below. The term of this Agreement is four (4) years from the effective date. The Agreement expires at 11:59 P.M. Central Time on July 17, 2029, unless it is cancelled or extended as defined in this Agreement.
 - a) **Extensions.** Sourcewell and Supplier may agree to up to three (3) additional one-year extensions beyond the original four-year term. The total possible length of this Agreement will be seven (7) years from the effective date.
 - b) **Exceptional Circumstances.** Sourcewell retains the right to consider additional extensions as required under exceptional circumstances.
- 6) **Survival of Terms.** Notwithstanding the termination of this Agreement, the obligations of this Agreement will continue through the performance period of any transaction entered between Supplier and any Participating Entity before the termination date.
- 7) **Scope.** Supplier is awarded a Master Agreement to provide the solutions identified in Solicitation #030425, Category 3. Comprehensive Solutions, to Participating Entities. In-scope solutions include:
 - a) Category 1. Public Safety Response – Agency Situational Awareness, including but not limited to:
 - i) Incident command and management (incident tracking response and reporting, weather/traffic/construction considerations, unit assignments and staffing, training activities, etc.);
 - ii) Mapping (vertical location, indoor, outdoor);
 - iii) Asset tracking and location (personnel, vehicles, controlled substances, equipment, etc.);
 - iv) Community notifications (evacuations, minor crime reporting, shelter in place, etc.);
 - v) One-to-one and one-to-many collaboration and coordination (SMS, push to talk, video, voice, etc.); and
 - vi) Public safety focused data and analysis applications, to include but not limited to video, image, and pattern analysis, acoustic firearms discharge identification, incident response, investigative lead development, predictive analysis, and other data source integration.
 - b) Category 2. Public Safety Response – Agency Operations, including but not limited to:
 - i) Pre-incident planning software, such as:
 - (1) Fire prevention related inspections and enforcement;
 - (2) Operational management (scheduling, training, compliance, etc.); and
 - (3) Data analytics to inform staffing, deployment, station location, budget, and other management decisions.
 - ii) Incident/post-incident software, such as:
 - (1) CAD, RMS for law enforcement, fire, and EMS;
 - (2) Electronic Patient Care Reporting (ePCR) and data transfer to hospitals;
 - (3) Digital and physical evidence management;
 - (4) E-citation systems; and
 - (5) Law enforcement case management
 - c) Category 3. Comprehensive Solutions

- i) Solutions that offer at least one (1) or a combination of solutions from BOTH Category 1 and Category 2 above.

Complimentary equipment, accessories, and services must be directly related to the offering of systems or solutions described in sections 7)a) – c) above. Software platforms or solutions should be able to integrate with a broad range of other software and hardware solutions to improve and/or expand agency capabilities. Sourcewell IS NOT looking for artificial intelligence (AI) customization, but public safety software with existing AI capabilities is eligible.

- 8) **Included Solutions.** Supplier's Proposal to the above referenced RFP is incorporated into this Master Agreement. Only those Solutions included within Supplier's Proposal and within Scope (Included Solutions) are included within the Agreement and may be offered to Participating Entities.
- 9) **Indefinite Quantity.** This Master Agreement defines an indefinite quantity of sales to eligible Participating Entities.
- 10) **Pricing.** Pricing information (including Pricing and Delivery and Pricing Offered tables) for all Included Solutions within Supplier's Proposal is incorporated into this Master Agreement.
- 11) **Not to Exceed Pricing.** Suppliers may not exceed the prices listed in the current Pricing List on file with Sourcewell when offering Included Solutions to Participating Entities. Participating Entities may request adjustments to pricing directly from Supplier during the negotiation and execution of any transaction.
- 12) **Open Market.** Supplier's open market pricing process is included within its Proposal.

13) Supplier Representations:

- i) **Compliance.** Supplier represents and warrants it will provide all Included Solutions under this Agreement in full compliance with applicable federal, state, and local laws and regulations.
- ii) **Licenses.** As applicable, Supplier will maintain a valid status on all required federal, state, and local licenses, bonds, and permits required for the operation of Supplier's business with Participating Entities. Participating Entities may request all relevant documentation directly from Supplier.
- iii) **Supplier Warrants.** Supplier warrants that all Included Solutions furnished under this Agreement are free from liens and encumbrances, and are free from defects in design, materials, and workmanship. In addition, Supplier warrants the Solutions are suitable for and will perform in accordance with the ordinary use for which they are intended.
- 14) **Bankruptcy Notices.** Supplier certifies and warrants it is not currently in a bankruptcy proceeding. Supplier has disclosed all current and completed bankruptcy proceedings within the past seven years within its Proposal. Supplier must provide notice in writing to Sourcewell if it enters a bankruptcy proceeding at any time during the term of this Agreement.
- 15) **Debarment and Suspension.** Supplier certifies and warrants that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded

from programs operated by the State of Minnesota, the United States federal government, or any Participating Entity. Supplier certifies and warrants that neither it nor its principals have been convicted of a criminal offense related to the subject matter of this Agreement. Supplier further warrants that it will provide immediate written notice to Sourcewell if this certification changes at any time during the term of this Agreement.

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

- i) **EQUAL EMPLOYMENT OPPORTUNITY.** Except as otherwise provided under 41 C.F.R. § 60, all agreements that meet the definition of “federally assisted construction contract” in 41 C.F.R. § 60-1.3 must include the equal opportunity clause provided under 41 C.F.R. § 60-1.4(b), in accordance with Executive Order 11246, “Equal Employment Opportunity” (30 FR 12319, 12935, 3 C.F.R. §, 1964-1965 Comp., p. 339), as amended by Executive Order 11375, “Amending Executive Order 11246 Relating to Equal Employment Opportunity,” and implementing regulations at 41 C.F.R. § 60, “Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor.” The equal opportunity clause is incorporated herein by reference.
- ii) **DAVIS-BACON ACT, AS AMENDED (40 U.S.C. § 3141-3148).** When required by federal program legislation, all prime construction contracts in excess of \$2,000 awarded by non-federal entities must include a provision for compliance with the Davis-Bacon Act (40 U.S.C. § 3141-3144, and 3146-3148) as supplemented by Department of Labor regulations (29 C.F.R. § 5, “Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction”). In accordance with the statute, contractors must be required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor. In addition, contractors must be required to pay wages not less than once a week. The non-federal entity must place a copy of the current prevailing wage determination issued by the Department of Labor in each solicitation. The decision to award a contract or subcontract must be conditioned upon the acceptance of the wage determination. The non-federal entity must report all suspected or reported violations to the federal awarding agency. The contracts must also include a provision for compliance with the Copeland “Anti-Kickback” Act (40 U.S.C. § 3145), as supplemented by Department of Labor regulations (29 C.F.R. § 3, “Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States”). The Act provides that each contractor or subrecipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled. The non-federal entity must report all suspected or reported violations to the federal awarding agency. Supplier must comply with all applicable Davis-Bacon Act provisions.

iii) **CONTRACT WORK HOURS AND SAFETY STANDARDS ACT (40 U.S.C. § 3701-3708).**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Article 2: Sourcewell and Supplier Obligations

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

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

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

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

Sourcewell's Authorized Representative is its Chief Procurement Officer.

- 4) **Performance Reviews.** Supplier will perform a minimum of one review with Sourcewell per agreement year. The review will cover transactions to Participating Entities, pricing and terms, administrative fees, sales data reports, performance issues, supply chain issues, customer issues, and any other necessary information.
- 5) **Sales Reporting Required.** Supplier is required as a material element to this Master Agreement to report all completed transactions with Participating Entities utilizing this Agreement. Failure to provide complete and accurate reports as defined herein will be a material breach of the Agreement and Sourcewell reserves the right to pursue all remedies available at law including cancellation of this Agreement.

- 6) **Reporting Requirements.** Supplier must provide Sourcewell an activity report of all transactions completed utilizing this Agreement. Reports are due at least once each calendar quarter (Reporting Period). Reports must be received no later than 45 calendar days after the end of each calendar quarter. Supplier may report on a more frequent basis in its discretion. Reports must be provided regardless of the amount of completed transactions during that quarter (i.e., if there are no sales, Supplier must submit a report indicating no sales were made).

The Report must contain the following fields:

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

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

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

- 7) **Administrative Fee.** In consideration for the support and services provided by Sourcewell, Supplier will pay an Administrative Fee to Sourcewell on all completed transactions to Participating Entities utilizing this Agreement. Supplier will include its Administrative Fee within its proposed pricing. Supplier may not directly charge Participating Entities to offset the Administrative Fee.
- 8) **Fee Calculation.** Supplier's Administrative Fee payable to Sourcewell will be calculated as a stated percentage (listed in Supplier's Proposal) of all completed transactions utilizing this Master Agreement within the preceding Reporting Period. For certain categories, a flat fee may be proposed. The Administrative Fee will be stated in Supplier's Proposal.
- 9) **Fee Remittance.** Supplier will remit fee to Sourcewell no later than 45 calendar days after the close of the preceding calendar quarter in conjunction with Supplier's Reporting Period obligations defined herein. Payments should note the Supplier's name and Sourcewell-assigned Agreement number in the memo; and must be either mailed to Sourcewell above "Attn: Accounts Receivable" or remitted electronically to Sourcewell's banking institution per Sourcewell's Finance department instructions.
- 10) **Noncompliance.** Sourcewell reserves the right to seek all remedies available at law for unpaid or underpaid Administrative Fees due under this Agreement. Failure to remit payment, delinquent payments, underpayments, or other deviations from the requirements of this Agreement may be deemed a material breach and may result in cancellation of this Agreement and disbarment from future Agreements.

- 11) **Audit Requirements.** Pursuant to Minn. Stat. § 16C.05, subdivision 5, the books, records, documents, and accounting procedures and practices relevant to this Agreement are subject to examination by Sourcewell and the Minnesota State Auditor for a minimum of six years from the end of this Agreement. Supplier agrees to fully cooperate with Sourcewell in auditing transactions under this Agreement to ensure compliance with pricing terms, correct calculation and remittance of Administrative Fees, and verification of transactions as may be requested by a Participating Entity or Sourcewell.
- 12) **Assignment, Transfer, and Administrative Changes.** Supplier may not assign or otherwise transfer its rights or obligations under this Agreement without the prior written consent of Sourcewell. Such consent will not be unreasonably withheld. Sourcewell reserves the right to unilaterally assign all or portions of this Agreement within its sole discretion to address corporate restructurings, mergers, acquisitions, or other changes to the Responsible Party and named in the Agreement. Any prohibited assignment is invalid. Upon request Sourcewell may make administrative changes to agreement documentation such as name changes, address changes, and other non-material updates as determined within its sole discretion.
- 13) **Amendments.** Any material change to this Agreement must be executed in writing through an amendment and will not be effective until it has been duly executed by the parties.
- 14) **Waiver.** Failure by Sourcewell to enforce any right under this Agreement will not be deemed a waiver of such right in the event of the continuation or repetition of the circumstances giving rise to such right.
- 15) **Complete Agreement.** This Agreement represents the complete agreement between the parties for the scope as defined herein. Supplier and Sourcewell may enter into separate written agreements relating specifically to transactions outside of the scope of this Agreement.
- 16) **Relationship of Sourcewell and Supplier.** This Agreement does not create a partnership, joint venture, or any other relationship such as employee, independent contractor, master-servant, or principal-agent.
- 17) **Indemnification.** Supplier must indemnify, defend, save, and hold Sourcewell, including their agents and employees, harmless from any claims or causes of action, including attorneys' fees incurred by Sourcewell, arising out of any act or omission in the performance of this Agreement by the Supplier or its agents or employees; this indemnification includes injury or death to person(s) or property alleged to have been caused by some defect in design, condition, or performance of Included Solutions under this Agreement. Sourcewell's responsibility will be governed by the State of Minnesota's Tort Liability Act (Minnesota Statutes Chapter 466) and other applicable law.
- 18) **Data Practices.** Supplier and Sourcewell acknowledge Sourcewell is subject to the Minnesota Government Data Practices Act, Minnesota Statutes Chapter 13. As it applies to all data created and maintained in performance of this Agreement, Supplier may be subject to the requirements of this chapter.

19) **Grant of License.**

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

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

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

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

c) **Use; Quality Control.**

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

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

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

20) **Venue and Governing law between Sourcewell and Supplier Only.** The substantive and procedural laws of the State of Minnesota will govern this Agreement between Sourcewell and Supplier. Venue for all legal proceedings arising out of this Agreement between Sourcewell and Supplier will be in court of competent jurisdiction within the State of Minnesota. This section does not apply to any dispute between Supplier and Participating Entity. This Agreement reserves the right for Supplier and Participating Entity to negotiate this term to within any transaction documents.

21) **Severability.** If any provision of this Agreement is found by a court of competent jurisdiction to be illegal, unenforceable, or void then both parties will be relieved from all obligations arising from that provision. If the remainder of this Agreement is capable of being performed, it will not be affected by such determination or finding and must be fully performed.

22) **Insurance Coverage.** At its own expense, Supplier must maintain valid insurance policy(ies) during the performance of this Agreement with insurance company(ies) licensed or authorized to do business in the State of Minnesota having an "AM BEST" rating of A- or better, with coverage and limits of insurance not less than the following:

- a) **Commercial General Liability Insurance.** Supplier will maintain insurance covering its operations, with coverage on an occurrence basis, and must be subject to terms no less broad than the Insurance Services Office ("ISO") Commercial General Liability Form CG0001 (2001 or newer edition), or equivalent. At a minimum, coverage must include liability arising from premises, operations, bodily injury and property damage, independent contractors, products-completed operations including construction defect, contractual liability, blanket contractual liability, and personal injury and advertising injury. All required limits, terms and conditions of coverage must be maintained during the term of this Agreement.
 - \$1,500,000 each occurrence Bodily Injury and Property Damage
 - \$1,500,000 Personal and Advertising Injury
 - \$2,000,000 aggregate for products liability-completed operations
 - \$2,000,000 general aggregate
- b) **Certificates of Insurance.** Prior to execution of this Agreement, Supplier must furnish to Sourcewell a certificate of insurance, as evidence of the insurance required under this Agreement. Prior to expiration of the policy(ies), renewal certificates must be mailed to Sourcewell, 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 or provided to in an alternative manner as directed by Sourcewell. The certificates must be signed by a person authorized by the insurer(s) to bind coverage on their behalf. Failure of Supplier to maintain the required insurance and documentation may constitute a material breach.
- c) **Additional Insured Endorsement and Primary and Non-contributory Insurance Clause.** Supplier agrees to list Sourcewell, including its officers, agents, and employees, as an additional insured under the Supplier's commercial general liability insurance policy with respect to liability arising out of activities, "operations," or "work" performed by or on behalf of Supplier, and products and completed operations of Supplier. The policy provision(s) or endorsement(s) must further provide that coverage is primary and not excess over or contributory with any other valid, applicable, and collectible insurance or self-insurance in force for the additional insureds.
- d) **Waiver of Subrogation.** Supplier waives and must require (by endorsement or otherwise) all its insurers to waive subrogation rights against Sourcewell and other additional insureds for losses paid under the insurance policies required by this Agreement or other insurance applicable to the Supplier or its subcontractors. The waiver must apply to all deductibles and/or self-insured retentions applicable to the required or any other insurance maintained by the Supplier or its subcontractors. Where permitted by law, Supplier must require similar written express waivers of subrogation and insurance clauses from each of its subcontractors.
- e) **Umbrella/Excess Liability/SELF-INSURED RETENTION.** The limits required by this Agreement can be met by either providing a primary policy or in combination with umbrella/excess liability policy(ies), or self-insured retention.

23) **Termination for Convenience.** Sourcewell or Supplier may terminate this Agreement upon 60 calendar days' written notice to the other Party. Termination pursuant to this section will not relieve

the Supplier's obligations under this Agreement for any transactions entered with Participating Entities through the date of termination, including reporting and payment of applicable Administrative Fees.

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

Article 3: Supplier Obligations to Participating Entities

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

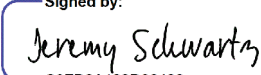
- 1) **Quotes to Participating Entities.** Suppliers are encouraged to provide all pricing information regarding the total cost of acquisition when quoting to a Participating Entity. Suppliers and Participating Entities are encouraged to include all cost specifically associated with or included within the Suppliers proposal and Included Solutions within transaction documents.
- 2) **Shipping, Delivery, Acceptance, Rejection, and Warranty.** Supplier's proposal may include proposed terms relating to shipping, delivery, inspection, and acceptance/rejection and other relevant terms of tendered Solutions. Supplier and Participating Entity may negotiate final terms appropriate for the specific transaction relating to non-appropriation, shipping, delivery, inspection, acceptance/rejection of tendered Solutions, and warranty coverage for Included Solutions. Such terms may include, but are not limited to, costs, risk of loss, proper packaging, inspection rights and timelines, acceptance or rejection procedures, and remedies as mutually agreed include notice requirements, replacement, return or exchange procedures, and associated costs.
- 3) **Applicable Taxes.** Participating Entity is responsible for notifying supplier of its tax-exempt status and for providing Supplier with any valid tax-exemption certification(s) or related documentation.
- 4) **Ordering Process and Payment.** Supplier's ordering process and acceptable forms of payment are included within its Proposal. Participating Entities will be solely responsible for payment to Supplier and Sourcewell will have no liability for any unpaid invoice of any Participating Entity.
- 5) **Transaction Documents.** Participating Entity may require the use of its own forms to complete transactions directly with Supplier utilizing the terms established in this Agreement. Supplier's standard form agreements may be offered as part of its Proposal. Supplier and Participating Entity may complete and document transactions utilizing any type of transaction documents as mutually agreed. In any transaction document entered utilizing this Agreement, Supplier and Participating Entity must include specific reference to this Master Agreement by number and to Participating Entity's unique Sourcewell account number.

- 6) **Additional Terms and Conditions Permitted.** Participating Entity and Supplier may negotiate and include additional terms and conditions within transaction documentation as mutually agreed. Such terms may supplant or supersede this Master Agreement when necessary and as solely determined by Participating Entity. Sourcewell has expressly reserved the right for Supplier and Participating Entity to address any necessary provisions within transaction documents not expressly included within this Master Agreement, including but not limited to transaction cancellation, dispute resolution, governing law and venue, non-appropriation, insurance, defense and indemnity, force majeure, and other material terms as mutually agreed.
- 7) **Subsequent Agreements and Survival.** Supplier and Participating Entity may enter into a separate agreement to facilitate long-term performance obligations utilizing the terms of this Master Agreement as mutually agreed. Such agreements may provide for a performance period extending beyond the full term of this Master Agreement as determined in the discretion of Participating Entity.
- 8) **Participating Addendums.** Supplier and Participating Entity may enter a Participating Addendum or similar document extending and supplementing the terms of this Master Agreement to facilitate adoption as may be required by a Participating Entity.

Sourcewell

22nd Century Technologies, Inc.

Signed by:



C0FD2A139D06489...


By: _____

Jeremy Schwartz

Title: Chief Procurement Officer

Date: 7/15/2025 | 12:01 PM CDT

Signed by:



A4E74670AADF4F3...

By: _____

Ashley Christina De Sa

Title: Administrator

Date: 7/15/2025 | 6:45 AM PDT

RFP 030425 - Public Safety Software

Vendor Details

Company Name: 22nd Century Technologies, Inc.
220 Davidson Avenue, Suite 118
Address: Somerset, NJ 08873
Contact: Shikha Sharma
Email: sledbids@tscti.com
Phone: 888-998-7284
Fax: 732-537-0888
HST#: 223502121

Submission Details

Created On: Thursday February 20, 2025 09:00:17
Submitted On: Tuesday March 04, 2025 13:26:27
Submitted By: Shikha Sharma
Email: sledbids@tscti.com
Transaction #: ea0cfcd8-d08a-4acc-ba79-dbc6806f96df
Submitter's IP Address: 147.243.19.180

Specifications

Table 1: Proposer Identity & Authorized Representatives (Not Scored)

General Instructions (applies to all Tables) Sourcewell prefers a brief but thorough response to each question. Do not merely attach additional documents to your response without also providing a substantive response. Do not leave answers blank; respond “N/A” if the question does not apply to you (preferably with an explanation).

Table 1 Specific Instructions. Sourcewell requires identification of all parties responsible for providing Solutions under a resulting master agreement(s) (Responsible Supplier). Proposers are strongly encouraged to include all potential Responsible Suppliers including any corporate affiliates, subsidiaries, D.B.A., and any other authorized entities within a singular proposal. All information required under this RFP must be included for each Responsible Supplier as instructed. Proposers with multiple Responsible Supplier options may choose to respond individually as distinct entities, however each response will be evaluated individually and only those proposals recommended for award may result in a master agreement award. Unawarded entities will not be permitted to later be added to an existing master agreement through operation of Proposer’s corporate organization affiliation.

Line Item	Question	Response *	
1	Provide the legal name of the Proposer authorized to submit this Proposal.	22nd Century Technologies, Inc.	*
2	In the event of award, is this entity the Responsible Supplier that will execute the master agreement with Sourcewell? Y or N.	N/A	*
3	Identify all subsidiaries, D.B.A., authorized affiliates, and any other entity that will be responsible for offering and performing delivery of Solutions within this Proposal (i.e. Responsible Supplier(s) that will execute a master agreement with Sourcewell).	N/A	*
4	Provide your CAGE code or Unique Entity Identifier (SAM):	QT2VZ9L1VPQ1	*
5	Provide your NAICS code applicable to Solutions proposed.	The applicable NAICS (North American Industry Classification System) codes for the proposed solutions include: 541511 – Custom Computer Programming Services 541512 – Computer Systems Design Services 541519 – Other Computer Related Services 561621 – Security Systems Services (except Locksmiths) 511210 – Software Publishers 518210 – Data Processing, Hosting, and Related Services 923120 – Administration of Public Health Programs (for ePCR solutions)	
6	Proposer Physical Address:	Headquarter: 8251 Greensboro Drive McLean, VA 22102 Local Address: 1010 Dale St N St Paul, MN 55117–5603	*
7	Proposer website address (or addresses):	www.tscti.com	*
8	Proposer’s Authorized Representative (name, title, address, email address & phone) (The representative must have authority to sign the “Proposer’s Assurance of Compliance” on behalf of the Proposer):	Representative Name: Ashley Christina De Sa Title: Administrator Address: 8251 Greensboro Drive McLean, VA 22102 Email: sledproposals@tscti.com Phone: (866) 537-9191 Ext 2	*
9	Proposer’s primary contact for this proposal (name, title, address, email address & phone):	Name: Ashley Christina De Sa Title: Administrator Address: 8251 Greensboro Drive McLean, VA 22102, Email: sledproposals@tscti.com Phone#: (866) 537-9191 Ext 2	*
10	Proposer’s other contacts for this proposal, if any (name, title, address, email address & phone):	None	*

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

Line Item	Question	Response *	
11	Provide a brief history of your company, including your company’s core values, business philosophy, and industry longevity	22nd Century Technologies, Inc. (TSCTI) is a 1997 established IT consulting service firm specializing in providing “off-the-shelf” public safety software, pre-built, readily available applications for large market segments with over 27 years of experience in	

related to the requested Solutions.

the industry. Our headquarters are based in McLean, VA, and we have a local office at 1010 Dale ST N ST Paul, MN 55117–5603. TSCTI has been serving more than 10 co-operative purchasing programs including our current IT Managed Service contract with Sourcewell where we have been serving similar goods and services as current requirement. Additionally, we have over 450 on-call “off-the-shelf” public safety software, pre-built, readily available applications for large market segments and services with related solutions contracts for Federal, State, local agencies including 20+ cities, towns, and counties/ parishes, 5+ education service co-operatives, 60+ K-12 and higher education entities, 50+ non-profit entities, and other major clients across USA. In the last three years, we have expanded our services to Fortune 500 and other commercial clients and currently support 80+ commercial clients. We also have established business serving the similar contracting services across Canada on more than 10 clients. Our CMMI Level 3 appraisal and ISO 9001:2015, 20000-1:2018, and 27001:2013 certifications are a testament to our ability to meet international standards for quality, service management, and information security.

Our approach to providing exceptional IT products and consulting services includes adhering to industry best practices, such as PMI and Six Sigma for project management. In addition, we are proud to be a Microsoft Gold Partner, Oracle Gold Partner, and AWS partner, and have established strategic partnerships with other technology providers such as HP, IBM, Cisco, EMC and Dell. Through these partnerships, we are able to offer our clients access to the latest technologies as well as preferred training and technical support for our professionals, which have enabled us to provide premium-quality services to our clients through early access to new technologies as well as preferred access to training and technical support. Recognized among “Best Company to Work For” by Forbes, TSCTI consistently exceeds our clients' expectations by focusing on their absolute satisfaction with jobs while keeping our employees motivated.

TSCTI's major cooperative contracts include but not limit to; NASPO ValuePoint, Omnia Partners, Education Service Center, Region 8, 14, 19, 20, Goodbuy Purchasing Cooperative, Cooperative Educational Services NM, SE Florida governmental purchasing cooperative group, Choice Partners TX, eMACS Support, Ramsey County Purchasing contract, and more. TSCTI's cooperative solution will provide Sourcewell with a proven solution across Category 1, 2 and Category 3. TSCTI is highly capable in performing Sourcewell's specified project requirements as we have been providing to our similar co-operative clients for more than 27 years using IT Infrastructure Library (ITIL) framework while ensuring that all software processes, procedures, and services are aligned with our client's business objectives and meet their organization's needs, Agile methodology while ensuring that projects are completed on time, within budget, and with the highest quality, Information Technology Service Management (ITSM) framework while ensuring that all off-the shelf public safety software services are delivered efficiently, effectively, and in line with industry best practices, Capability Maturity Model Integration (CMMI) framework while ensuring that we apply the required standards for delivering high-quality public safety software implementation, and maintenance services, tools used- Project management software, such as Microsoft Project or Asana, will be used to plan, track, and manage all tasks and activities related to the SOW, Collaboration tools, such as Slack or Microsoft Teams, will be used to facilitate communication and collaboration between the selected firm(s) and Sourcewell's/ purchasing entity's Service management tools, such as ServiceNow or JIRA, will be used to manage and track all IT services provided by the selected firm(s), Virtualization software, such as VMware or VirtualBox, will be used to create virtual environments for testing and development purposes, Cybersecurity tools, such as antivirus software, firewalls, and intrusion detection systems, will be used to protect purchasing entity's IT environment from cyber threats, Backup and recovery software, such as Veeam or Acronis, will be used to ensure that purchasing entity's public safety software systems are protected against data loss and can be recovered in the event of a disaster, Network monitoring tools, such as PRTG, will be used to monitor and manage purchasing entity's network infrastructure and ensure that it is operating efficiently and effectively for our clients.

TSCTI is a pioneer in providing Technology Product and Services with related Solutions in the public safety software system industry. TSCTI has been awarded as “Most Promising Managed IT Service Provider” by CIO Review and been ranked as #86 for 2023 Solution Provider 500. We have been further awarded as America's Greatest Workplaces for Diversity, and NVTC Tech 100 Honoree.

Core value & Business Philosophy: We bring a mix of innovative technology and project management expertise to its customers. As our name implies, we are forward-thinking company with the goal of helping our customers implement innovative Technology Product and related solutions. We combine real-world experience, specialized skills, innovative thinking, and industry knowledge to deliver quality services focused on customer satisfaction. At our core, we are about people – customers, employees, and communities. Our mission is to provide unparalleled world class IT services and solution to our customers across all industries in all 50 States

		<p>with a vision to Stay abreast of emerging IT solutions, new technologies, and the constantly changing IT and cyber landscape to provide optimized solutions to help our customers meet their current and future needs. The right people, at the right time, at the right value.</p> <p>With Professional Technology Services under the Cooperative Purchasing Program, our business philosophy comes down to one thing: We offer a disciplined process which brings top talented people and businesses together while delivering exceptional technology product services and related solutions. By leveraging our own SMEs, architects, and engineers throughout the project, we deliver the most qualified talent available. We understand the customer's environment and goals, and through our orientation process, we mentor our consultants by providing a clear understanding of customer expectations and their culture. As Technology Product Services and related solutions provider, TSCTI subscribes to the highest standards of Project Management. We not only identify the most qualified resource for the job on hand but also match the best fit candidate for the particular requirement from a technical and cultural perspective.</p>	
12	What are your company's expectations in the event of an award?	TSCTI look forward to a mutually rewarding partnership with Sourcewell. We would work to promote/market our products and solutions through the Sourcewell contract, to all eligible entities.	*
13	Demonstrate your financial strength and stability with meaningful data. This could include such items as financial statements, SEC filings, credit and bond ratings, letters of credit, and detailed reference letters. Upload supporting documents (as applicable) in the document upload section of your response. DO NOT PROVIDE ANY TAX INFORMATION OR PERSONALLY IDENTIFIABLE INFORMATION.	<p>Operating as an S- Corporation, with a D&B open rating score of 95, TSCTI is a financially stable company. In the year 2023, we were financially evaluated at \$480+ Million. TSCTI does not have any pending mergers or financial liabilities that may affect this current contract. TSCTI states that it has never filed bankruptcy, pending litigation, planned office closures, impending merger and possesses the necessary financial capacity, working capital, and other resources to carry out the capital, operating, planning and future maintenance activities listed in the solicitation, without assistance from an external source. TSCTI currently has a credit line of \$10 Million and holds deposits of over \$ 56 million at Bank and has the required financial capacity to provide the services. We don't have any short-term or long-term debts.</p> <p>*The supporting documents are uploaded in Financial Section of our response.</p>	*
14	What is your US market share for the Solutions that you are proposing?	Our proposed solution has over 28% US market share	*
15	What is your Canadian market share for the Solutions that you are proposing?	Our proposed solution has over 20% market share	*
16	Disclose all current and completed bankruptcy proceedings for Proposer and any included possible Responsible Party within the past seven years. Proposer must provide notice in writing to Sourcewell if it enters a bankruptcy proceeding at any time during the pendency of this RFP evaluation.	No, our business has never been petitioned for bankruptcy protection.	*
17	How is your organization best described: is it a manufacturer, a distributor/dealer/reseller, or a service provider? Answer the question that best applies to your organization, either a) or b). a) If your company is best described as a distributor/dealer/reseller (or similar entity), provide your written authorization to act as a distributor/dealer/reseller for the manufacturer of the products proposed in this RFP. If applicable, is your dealer network independent or company owned? b) If your company is best described as a manufacturer or service provider, describe your relationship with your sales and service force and with your dealer network in delivering the products and services proposed in this RFP. Are these individuals your employees, or the employees of a third party?	We are a service provider. Currently, all our products and solutions are delivered directly to the customers by TSCTI, through our sales force spread across the country. The entire sales force is made up of professionals working in/with the public sector and are all full-time employees of TSCTI.	*
18	If applicable, provide a detailed explanation outlining the licenses and certifications that are both required to be held, and actually held, by your organization (including third parties and subcontractors that you use) in pursuit of the business contemplated by this RFP.	TSCTI currently holds major Industry business certifications focused on quality, security and repeatable processes including ISO 9001, ISO 27001, ISO 20000, HDI, and National Minority Supplier Development Council certified MBE supplier. We are also an implementation partner to other technology companies such as Microsoft, Amazon/AWS, Salesforce, HP, Oracle, Juniper, Cherwell, Redhat, Dimagi, Totara, ServiceNow, Cisco, Evolveware, VMWare, Dell, Lenovo, and IBM. We are certified gold partner of Microsoft and Oracle.	*

19	Disclose all current and past debarments or suspensions for Proposer and any included possible Responsible Party within the past seven years. Proposer must provide notice in writing to Sourcewell if it enters a debarment or suspension status any time during the pendency of this RFP evaluation.	TSCTI has no current and past debarments or suspensions.	*
20	Describe any relevant industry awards or recognition that your company has received in the past five years.	<p>Since our founding in 1997, TSCTI has been recognized for its delivery excellence, customer focus, business growth and its commitment and dedication to its employees. We are so happy and proud to be recognized as among the Best Software Companies to Work for by Forbes; by the Client of Maryland for Outstanding Services during Presidential Elections and as an Inc. 5000 honouree for 12 consecutive years. We are recognized as trusted advisers and innovators who deliver on our clients' largest and most complex projects. We are one of the few firms with the scale, reach and capabilities to help government clients meet the ever-evolving digital expectations of their customers and citizens. With innovative offerings, our consultants have limitless opportunities to make a difference for the clients and communities we serve:</p> <ul style="list-style-type: none"> • CIOReview – Most Promising Managed It Services Provider 2023 • Northern Virginia Technology Council (NVTC) recognizes the region's most innovative tech companies • 2023 Solution Provider 500 - Rank # 86 – 22nd Century Technologies, Inc. • Elite 150 of 2023 Managed Service Provider 500 • America's Greatest Workplaces for Diversity 2023 • NVTC Tech 100 Honoree • SIA - 2023 US and Canada Diversity-Owned Staffing Firms • CRN, Fast Growth 150, Rank 147 • CIOReview - Most Promising Low Code No Code Platform Solutions Provider 2022 	*
21	What percentage of your sales are to the governmental sector in the past three years?	90%	*
22	What percentage of your sales are to the education sector in the past three years?	41%	*
23	List all state, cooperative purchasing agreements that you hold. What is the annual sales volume for each of these agreement over the past three years?	<p>TSCTI holds the following cooperative purchasing contracts we hold:</p> <p>GSA IT Schedule 70 2021: \$7,944,340.85 2022: \$9,805,725.84 2023: \$6,963,766.35</p> <p>The National Association of State Procurement Officials (NASPO) 2021: \$51,452,332.74 2022: \$60,528,180.93 2023: \$69,956,082.34</p> <p>Sourcewell IT Managed Services & Staff Augmentation Contract: task orders/projects worth about \$20 million have been signed through this contract since the award in 2022. We are also an awardee of several other regional and nationwide cooperative contracts such as DIR, TIPS, Educational & Institutional Cooperative Services, to name a few. Additionally, We have numerous state contracts in District of Columbia, Washington State, Idaho, California, Texas, New York, Iowa, Arizona, South Carolina, Nevada, Michigan, and more.</p>	*
24	List any GSA contracts or Standing Offers and Supply Arrangements (SOSA) that you hold. What is the annual sales volume for each of these contracts over the past three years?	<p>Yes, we hold GSA IT Schedule 70.</p> <p>Contract: U.S. Department of Energy: Task Order No. 1 / DE-DT0008046</p> <p>Sale Volume FY2021: 9,400,825.02</p> <p>Sale Volume FY2022: 9,185,550.37</p> <p>Sale Volume FY2023: \$8,450,417.95</p>	*

Table 2B: References/Testimonials

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

Entity Name *	Contact Name *	Phone Number *	
Somerset County, NJ Population Served: 346,875 Multi Agency: Yes Multi Jurisdiction: Yes # of PD: 22 # of FD/ EMS: 41/ 20 CAD Seats: 8FT/ 3 PT Sworn: 865 Modules: CAD, Police RMS, E911, Mapping, Paging, Faxing, Mobile, Fire RMS Total Value: \$1.2M + Customer Since 1998	Fred Zaetz, IT	(908) 231-7040	*
Haverhill City- Police Department, MA Population Served: 67,135 Multi Agency: Yes Multi Jurisdiction: No # of PD: 1 # of FD/ EMS: 1 CAD Seats: 4FT/2 PT Sworn: 103 Modules: CAD, Police RMS, E911, Mapping, Mobile, AVL Total Value: \$700K + Customer Since 2000	Ron Tuell, IT	978-373-1212 Ext- 1576	*
Cambridge Police Department, MA Population Served: 118,488 Multi Agency: Yes Multi Jurisdiction: No # of PD: 1 # of FD/ EMS: 1 CAD Seats: 6FT/3PT Sworn: 278 Modules: CAD, Police RMS, E911, Mapping, Mobile, Personnel, Property, Fire RMS Total Value: \$1.3M + Customer Since 1995	Walter Hefferan	(617) 349-9477	*

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

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

Line Item	Question	Response *	
26	Sales force.	TSCTI has 16 regional offices across US and 2 offices in Canada. Our direct hire sales force representatives are located at each of our physical offices. We have employed total 100+ sales representative across US and Canada to market our product offerings.	*
27	Describe the network of Authorized Sellers who will deliver Solutions, including dealers, distributors, resellers, and other distribution methods.	We have 50+ virtual offices across US and Canada, we utilize our own staff to service needs of our customers	*
28	Service force.	TSCTI has 16 regional offices across US and 2 offices in Canada. Our direct hire service force representatives are located at each of our physical offices. We have employed total 1,000+ services representative across US and Canada to market our product offerings.	*

29	Describe the ordering process. If orders will be handled by distributors, dealers or others, explain the respective roles of the Proposer and others.	<p>Currently, all our products and solutions are delivered directly to the customers by TSCTI. The customers can directly reach out to us, and our SLED sales and delivery managers work with potential customers to fulfil their technology needs. This eliminates the distributor markup and enables the public entity/ordering entity to procure our products and solutions at reasonable competitive prices.</p> <p>We also have partnerships with distributors like Carahsoft, SHI and ImmixGroup – which enables us to deliver other technology products to the customers.</p>	*
30	Describe your product implementation strategy. If utilizing installation partners, describe and define their role in the strategy.	<p>TSCTI follows a phased implementation strategy to ensure seamless deployment, user adoption, and operational efficiency. Our approach includes:</p> <p>Assessment & Planning – Conducting a comprehensive needs assessment, data migration planning, and stakeholder alignment.</p> <p>Configuration & Customization – Tailoring the solution to meet agency-specific requirements, integrating with existing systems, and ensuring compliance.</p> <p>Pilot & Testing – Deploying a pilot program, conducting rigorous testing, and refining functionalities based on feedback.</p> <p>Full Deployment – Rolling out the solution in a phased manner to minimize disruptions and ensure smooth adoption.</p> <p>Training & Support – Providing hands-on training, documentation, and 24/7 technical support for continuous improvement.</p> <p>If utilizing installation partners, they are responsible for hardware setup, network optimization, and on-site configuration, ensuring compliance with security standards. TSCTI maintains oversight to guarantee quality and alignment with project objectives.</p>	*
31	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>Since we deliver through a direct channel (B2C), we have dedicated account managers to each of our customers who are bound by an internal SLA. The SLA to acknowledge/respond to a customer's request on a business day is typically less than 2 hours. The individual account managers are a single point of contact to the customer and are responsible for daily operations of a project/account. They are backed by a team of domain specific SMEs and senior leadership of our organization.</p>	*
32	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in the United States.	<p>As a complete Technology Product Service and Relation Solution provider, we provide the following services:</p> <p>Category 1</p> <p>Phase 1 – Core Situational Awareness</p> <ul style="list-style-type: none"> • Incident Command & Management <ul style="list-style-type: none"> o Incident tracking, response reporting o Unit assignments and staffing o Weather, traffic, and construction considerations o Training activity monitoring • Mapping & Location Services <ul style="list-style-type: none"> o Indoor & outdoor tracking o Vertical location mapping • Asset Tracking & Management <ul style="list-style-type: none"> o Real-time personnel location tracking o Vehicle tracking o Controlled substances and equipment monitoring <p>Phase 2 – Communication & Coordination</p> <ul style="list-style-type: none"> • Community Notifications <ul style="list-style-type: none"> o Evacuations & shelter-in-place alerts o Minor crime reporting o Public safety announcements • Collaboration & Coordination Tools <ul style="list-style-type: none"> o One-to-one & one-to-many communication (SMS, push-to-talk, video, voice) o Inter-agency communication for real-time situational awareness • Integration with Existing Systems <ul style="list-style-type: none"> o Computer-Aided Dispatch (CAD) & Records Management System (RMS) <p>Phase 3 – Advanced Data & Analytics</p> <ul style="list-style-type: none"> • Public Safety Data & Analysis Applications <ul style="list-style-type: none"> o Video, image, and pattern analysis o Predictive analysis for crime and incident trends • Acoustic Firearms Discharge Identification <ul style="list-style-type: none"> o Automated gunshot detection & response • Incident Response & Investigative Tools <ul style="list-style-type: none"> o AI-driven investigative lead development o Integrated data sources for comprehensive crime analysis <p>Category 2: Public Safety Response – Agency Operations</p> <p>Phase 1 – Pre-Incident Planning & Operational Management</p> <ul style="list-style-type: none"> • Fire Prevention & Inspection Software <ul style="list-style-type: none"> o Code enforcement and compliance tracking o Inspection scheduling and reporting • Operational Management Tools <ul style="list-style-type: none"> o Scheduling and shift management o Training and compliance tracking 	

- o Budget and resource allocation tools
- Data & Analytics for Decision-Making
- o Deployment and station location optimization
- o Predictive analytics for staffing needs
- Phase 2 – Incident & Post-Incident Management
- Computer-Aided Dispatch (CAD) & Records Management System (RMS)
- o Law enforcement, fire, and EMS dispatch
- o Incident reporting and management
- Electronic Patient Care Reporting (ePCR)
- o Secure patient data capture and transfer to hospitals
- o EMS record integration with health systems
- Digital & Physical Evidence Management
- o Chain of custody tracking
- o Secure storage and retrieval of evidence
- E-Citation Systems
- o Electronic ticketing for law enforcement
- o Integration with court and DMV systems
- Law Enforcement Case Management
- o Investigative workflow and case tracking
- o Inter-agency data sharing and reporting

Category 3: Comprehensive Solutions

Phase 1 – Integrated Public Safety Platform

- End-to-End Public Safety Ecosystem
- o Unified platform for police, fire, and EMS
- o Cross-agency collaboration and data sharing
- Real-Time Situational Awareness Dashboard
- o Centralized command view integrating CAD, RMS, and asset tracking
- o Live updates on incidents, personnel status, and resource availability

Phase 2 – Advanced Analytics & Intelligence

- Predictive Public Safety Analytics
- o AI-driven crime forecasting
- o Incident pattern recognition
- Geospatial & Environmental Data Integration
- o Traffic, weather, and infrastructure overlays
- o Smart city integration for urban planning
- Forensic & Investigative Tools
- o AI-assisted case analysis
- o Digital evidence correlation across agencies

Phase 3 – Future-Ready Enhancements

- Next-Generation 911 & Emergency Response
- o Enhanced location services for mobile callers
- o AI-driven call classification for faster response
- Cybersecurity & Data Protection
- o End-to-end encryption for sensitive data
- o Compliance with CJIS, HIPAA, and other regulations
- Cloud & Hybrid Deployment
- o Scalable SaaS infrastructure
- o Secure hybrid cloud options for data sovereignty

In total, we have over 450+ contracts including 71 Federal, 39 States, 115 Local agencies, 60 commercial clients. TSCTI has staff of over 60,000 people experienced in various IT skillset throughout the US with 100+ staff placed in FY'22 on different contracts within the State of MN across various clients. TSCTI, is one of the fastest growing IT Managed Service Provider and Workforce Solution companies in the United States. Founded in 1997, TSCTI is a Certified National Minority Business Enterprise with 5500+ people including 700+ Cyber SMEs nationwide supporting our customers in all 50 states, Canada, and Mexico. With HQs in Somerset, NJ and Mclean, VA, TSCTI has 16 offices throughout the United States. As part of our unrelenting focus on quality and compliance, TSCTI delivery is based on Certified Matured Processes including CMMI L3 Dev & SVC, ISO 20000, ISO 27001, and ISO 9001 quality processes. With a strong focus on the public sector, TSCTI currently holds government contracts with 115+ Local agencies, and more than 10 Co-operative and MSP contracts. In the last three years, we have expanded our services to Fortune 500 and other commercial clients and currently support 80+ commercial clients. We have offered workforce solutions for over 26 years and over the past 5 years have developed a fully customizable Managed Services Program.

Below we have described in detail our ability in each proposed category; Category 1, 2, and 3:

Category 1: Public Safety Response – Agency Situational Awareness

Incident Command and Management (a):

We deliver a comprehensive incident command and management framework that provides real-time tracking, response coordination, and reporting. Our solution

integrates critical data sources such as weather conditions, traffic updates, and construction zones to enhance situational awareness. Through automated unit assignments and staffing protocols, we optimize resource deployment while incorporating advanced training activity tracking to ensure operational readiness.

Mapping (b):

Our cutting-edge mapping solutions provide both indoor and outdoor geospatial intelligence, including vertical location tracking for multi-story environments. We integrate with Geographic Information Systems (GIS) to enhance real-time location tracking and incident visualization. Our solution ensures dynamic mapping of assets, personnel, and response units for improved decision-making.

Asset Tracking and Location (c):

We offer real-time tracking of personnel, vehicles, controlled substances, and critical equipment. Our system employs GPS-enabled asset monitoring and automated logging mechanisms to maintain an auditable history of asset movements. Predictive analytics further assist in optimizing asset allocation and reducing response times.

Community Notifications (d):

We implement a robust community notification system that provides real-time alerts for emergencies such as evacuations, shelter-in-place orders, and crime reporting. Our platform supports automated SMS, email, push notifications, and social media integrations. Two-way citizen reporting and anonymous tip submissions enhance public engagement and emergency preparedness.

Collaboration and Coordination (e):

Our platform enables seamless communication through one-to-one and one-to-many collaboration tools, including SMS, push-to-talk, video conferencing, and secure voice channels. We ensure inter-agency coordination through secure communication networks and AI-powered analytics that predict and mitigate incidents in real time.

Public Safety Data and Analysis Applications (f):

Our analytics-driven solution integrates video, image, and pattern recognition for threat detection and predictive analysis. We deploy advanced tools for acoustic firearm discharge identification, incident response tracking, and investigative lead development. AI-driven algorithms enhance intelligence gathering, empowering law enforcement agencies with actionable insights.

Category 2: Public Safety Response – Agency Operations

Pre-Incident Planning and Operational Management (a):

We provide robust software solutions for fire prevention, inspection, and enforcement, ensuring compliance with safety standards. Our operational management tools streamline scheduling, training, and regulatory compliance tracking. Data analytics capabilities help agencies make informed decisions regarding resource deployment, station locations, and budget allocations.

Incident and Post-Incident Management (b):

Our **Computer-Aided Dispatch (CAD) & Records Management System (RMS)** ensures real-time emergency dispatch coordination and comprehensive incident documentation. The RMS provides an integrated case management workflow for law enforcement, fire, and EMS, facilitating seamless data sharing across agencies.

Electronic Patient Care Reporting (ePCR):

Our ePCR solution enables EMS personnel to electronically document patient care information and securely transfer data to hospitals, ensuring compliance with HIPAA and NEMSIS standards. Real-time data transmission enhances emergency medical response and patient outcomes.

Digital and Physical Evidence Management:

We provide a secure, cloud-based evidence management system that maintains the chain of custody for digital and physical evidence. Our solution includes automated access controls, tamper-proof audit trails, and AI-driven forensic analysis.

E-Citation Systems:

Our electronic citation system allows law enforcement to issue digital citations and integrate them with court and DMV databases, reducing paperwork and administrative workload while enhancing enforcement efficiency.

Law Enforcement Case Management:

Our case management platform offers a streamlined investigation workflow with automated task assignments, evidence tracking, and intelligence sharing. Predictive analytics aid in prioritizing high-risk cases, enhancing law enforcement efficiency and effectiveness.

Category 3: Comprehensive Solutions

		<p>Integrated Public Safety Ecosystem (a): We provide a fully integrated public safety platform that combines CAD, RMS, asset tracking, and communication tools into a cohesive ecosystem. Our solution ensures interoperability between police, fire, EMS, and emergency management agencies, fostering a unified approach to public safety.</p> <p>Advanced Situational Awareness and Intelligence (b): Our AI-powered analytics platform enhances situational awareness by integrating real-time geospatial data, weather conditions, and traffic patterns. Predictive modeling helps agencies anticipate incidents and deploy resources efficiently. Our smart city integration further enables infrastructure monitoring and proactive emergency management.</p> <p>Forensic and Investigative Tools (c): We offer AI-assisted forensic analysis tools, including crime scene reconstruction, digital evidence correlation, and behavioral profiling. Our advanced data mining capabilities facilitate lead generation and case resolution.</p> <p>Future-Ready Enhancements (d): We provide Next-Generation 911 (NG911) services with enhanced caller location tracking and real-time emergency response insights. Our cybersecurity framework incorporates zero-trust architecture, encryption, and continuous threat monitoring. Our cloud-based and hybrid deployment options ensure scalability and data security, supporting agencies in their long-term digital transformation journey.</p>	
33	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in Canada.	<p>Category 1: Public Safety Response – Agency Situational Awareness TSCTI is committed to providing cutting-edge solutions for public safety situational awareness, including real-time incident command and management, advanced mapping solutions, asset tracking, community notification systems, secure collaboration tools, and AI-driven public safety analytics. Our expertise in geospatial intelligence, predictive analysis, and secure communication networks ensures that agencies have the tools necessary to enhance situational awareness and coordinate emergency response effectively. While we are currently focused on delivering solutions for Categories 2 and 3, we will expand our capabilities under Category 1 in both the United States and Canada in the near future.</p> <p>Category 2: Public Safety Response – Agency Operations TSCTI agrees to provide comprehensive public safety operational solutions, including:</p> <ul style="list-style-type: none"> • Cybersecurity Services – Implementing industry-leading frameworks such as NIST, ISO 27001, and CIS to ensure compliance, risk mitigation, penetration testing, and continuous threat monitoring. • Physical Security Services – Deploying access control, video surveillance, biometric authentication, and facility security assessments to safeguard critical infrastructure. • Cloud Services – Providing secure, scalable, and compliant cloud-based infrastructure for Computer-Aided Dispatch (CAD), Records Management Systems (RMS), and Digital Evidence Management. • Networking Services – Ensuring resilient and secure network architecture, including redundancy, failover mechanisms, and optimized bandwidth for public safety applications. • Data Services – Delivering comprehensive data management, disaster recovery, and compliance-driven data governance strategies to ensure operational integrity. • Related Solutions – Offering E-Citation systems, Law Enforcement Case Management, Electronic Patient Care Reporting (ePCR), and post-incident analytics tools to optimize agency operations and improve response efficiency. <p>With over five years of experience serving clients across Canada, we are well-positioned to provide these solutions to Sourcewell participating entities and public safety agencies nationwide.</p> <p>Category 3: Comprehensive Solutions Under Category 3, TSCTI provides a full suite of IT Asset Lifecycle Management Services, including:</p> <ul style="list-style-type: none"> • IT Asset Management Services – Implementing real-time asset tracking, inventory management, and compliance-driven asset lifecycle strategies for optimized IT governance. • IT Datacenter Decommissioning Services – Offering secure and efficient data center decommissioning, hardware deinstallation, and asset migration to cloud or alternative infrastructures. • IT Asset Disposal and Retirement Services – Ensuring secure and environmentally compliant disposal, data sanitization, and certified e-waste recycling to support sustainable IT practices. <p>We remain dedicated to delivering these services to all Sourcewell participating entities in Canada, ensuring compliance with industry best practices and government regulations. Our future plans include expanding into Category 1 solutions across the USA and Canada, strengthening our ability to support comprehensive public safety operations.</p>	*
34	Identify any geographic areas of the United States or Canada that you will NOT be fully serving through the proposed agreement.	TSCTI will serve all the geographic areas of the United States and Canada.	*

35	Identify any account type of Participating Entity which will not have full access to your Solutions if awarded an agreement, and the reasoning for this.	TSCTI agrees to serve all the Sourcewell participating entity sectors. TSCTI has a nationwide presence supporting our customers in all 50 States, Canada, and Mexico. With HQs in Mclean, VA, and local office in MN at (1010 Dale St N St Paul, MN 55117-5603), TSCTI has 16 offices throughout the United Clients which will help us to serve the under the contract for all entities and clients	*
36	Define any specific requirements or restrictions that would apply to our participating entities in Hawaii and Alaska and in US Territories.	None	*
37	Will Proposer extend terms of any awarded master agreement to nonprofit entities?	Yes, TSCTI is committed to supporting nonprofit entities by extending the terms of any awarded master agreement to eligible nonprofit organizations. We recognize the critical role nonprofits play in public safety and community services and will ensure they receive the same pricing, service levels, and contractual benefits as other participating entities. Our team will work closely with nonprofit organizations to tailor solutions that meet their specific needs while maintaining compliance with the master agreement's terms and conditions.	*

Table 4: Marketing Plan (100 Points)

Line Item	Question	Response *	
38	Describe your marketing strategy for promoting this opportunity. Upload representative samples of your marketing materials (if applicable) in the document upload section of your response.	<p>TSCTI has collectively served over 300 public Agencies and have strong relationships with their Contracting Officers, and Program Managers. We have multiple cooperative contracts and have developed a comprehensive Marketing Plan that focuses on primarily targeting agencies where we have existing relationships to obtain business under Program. As a part of this Marketing Plan, we have designated a dedicated Business Manager (BM) who will be an important part of our PMO Advisory Council and will work very closely with our clients to market our services under Sourcewell's program.</p> <p>Marketing</p> <ul style="list-style-type: none"> • Perform a detailed market analysis including assessment of strategic plans, key drivers, and potential opportunities; share this with our team; launch a targeted marketing campaign aimed at establishing and strengthening customer relationships. • Develop and distribute product specific marketing material along with information on our cooperative purchasing contracts Sourcewell customers. • Develop "White Papers"—technology briefings for potential customers. • Participate in trade shows, conferences, and Vendor Outreach Sessions. • Track and manage all marketing activities with TSCTI's marketing tool. • Conduct monthly team meetings to report on marketing activities and discuss the plan forward <p>TSCTI advertises the contract in our own highly viewed publications and our contract specific email campaign. TSCTI will market and promote the contract, through various avenues such as announcements in our publications, website, email campaigns, as well as on the contract's TSCTI's website page. Our marketing efforts will include personal meetings with the contract officers, and PMs highlighting our Unique Selling Position (USP) to them as well as the benefits of procuring their services through Sourcewell contract that enables efficient procurement process, saving tax payers dollars, time and resources that are typically expended in a traditional procurement cycle. We will regularly follow-up on our meetings and ensure that we know of the upcoming engagements at these agencies in advance. This will enable us to plan our execution beforehand including an effective transition plan to ensure continuity of business operations. We will apply innovative technical solutions like videoconferencing, and Customer Relationship Management (CRM) software to track and manage each potential agency client lead, detailing their need, time-frame of procurement, competitive analysis, budget, follow-ups, TO release dates, and sales prospects and customer management. The BM's compensation will be in part tied to the success of his/her marketing efforts on Sourcewell's contract and this will serve as an incentive for him/her to successfully market Sourcewell's contract.</p>	*

39	Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance marketing effectiveness.	<p>TSCTI leverages advanced technology and digital data strategically to enhance marketing effectiveness. Our approach encompasses various elements, including social media and metadata usage, to ensure a comprehensive and targeted marketing strategy.</p> <ul style="list-style-type: none"> • Social Media Marketing: We employ social media platforms such as LinkedIn, Twitter, and Facebook to connect with our target audience. Utilizing analytics tools, we track engagement metrics, audience demographics, and content performance to refine our social media strategy. Customized content and targeted advertisements are crafted based on social media insights to reach specific client segments. • Metadata Usage: Metadata plays a crucial role in optimizing content for search engines. We ensure that metadata, including keywords and descriptions, is strategically incorporated into our online content. Leveraging metadata analytics tools, we assess the effectiveness of metadata strategies, making data-driven adjustments to improve search engine visibility. • Data Analytics: We employ data analytics tools to analyze user behavior, preferences, and engagement patterns on our digital platforms. Customer relationship management (CRM) systems are utilized to track customer interactions, enabling personalized communication and targeted marketing campaigns. • Personalized Marketing: Through data analysis, we develop customer personas and segment our audience for more personalized marketing approaches. Email marketing campaigns are tailored based on customer preferences, ensuring relevant content and increased engagement. • Automation and AI: Marketing automation tools streamline processes, allowing for timely and targeted communication with potential clients. AI algorithms analyze data to predict trends, customer behavior, and market dynamics, enabling proactive adjustments to our marketing strategy. • Content Strategy: Our content strategy incorporates SEO best practices, ensuring that digital content is optimized for search engines and aligned with customer interests. Dynamic content creation is guided by data insights, ensuring that our messaging resonates with the evolving needs of our audience. • Digital Advertising: Paid digital advertising campaigns are strategically designed based on data analytics to reach specific demographics and maximize return on investment. Retargeting strategies are employed to engage users who have shown interest in our services. • Vendor Outreach: We have an Open-Door policy for suppliers; our network is open to all who meet minimum business qualifications. This is not a matter of opening the door and waiting for them to come, however. We actively pursue vendors across all our cooperative purchasing contracts, encourage them to enroll in more than one state, and help them leverage resources across the "global" supply chain. 	*
40	In your view, what is Sourcewell's role in promoting agreements arising out of this RFP? How will you integrate a Sourcewell-awarded agreement into your sales process?	<p>Being an awardee of one of the Sourcewell Contracts, we have been working with our supplier development administrator for almost 2 years now and has been a great experience in learning as a vendor and educating procurement best practices to public sector entities. With the current contract, we provided Sourcewell team with SEO content that is utilized as part of our vendor contract page on Sourcewell's website. This has been helpful when potential customers search for the products/services. Advertising the award of a contract in a monthly newsletter and refreshing the award notice consistently (bi-annually, if not more), would be mutually rewarding to both Sourcewell contract utilization and TSCTI as a vendor providing services. Our team will work with Sourcewell to design the marketing artifacts for promotion of the contract through we will update our marketing material to integrate Sourcewell awarded contract, including publishing on our website and social media. We inform our existing customers and promote procurement through the contract as part of our organic marketing – especially those contracts that would be coming out for a re-bid and those customers who are looking to procure our products and solutions that are not covered under the scope of services of their existing contracts.</p>	*
41	Are your Solutions available through an e-procurement ordering process? If so, describe your e-procurement system and how governmental and educational customers have used it.	<p>All our products and solutions can be made available through e-procurement ordering system. But we currently do not use any internal or public facing systems that is made available for entities to place an order. Currently all our customers reach out to us directly via email to inquire about or procure our products and solutions. Our AI/ML product – IDPBot is developed and hosted on AWS cloud and is available for entities to purchase through their marketplace.</p>	*

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

Line Item	Question	Response *
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42	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.	TSCTI's strategic business solutions have been on the sharp rise, which is clearly evident from the value-add services and the level of rapport that we build with our esteemed clients. We provide education to all program stakeholders for client and suppliers during the initiation of the program and on an ongoing basis thereafter for the life of the contract. TSCTI will train system administrators and other designated Client personnel on the use of our product. Our standard training curriculum includes supplier rules of engagement with Client purchasing managers, on and off project roll procedures, pre-engagement compliance, performance expectations, etc. All training services are provided by TSCTI training specialists. Courses are delivered on premises as required and are also made available weekly online. Courses online are instructor-led and interactive, and they deliver the same content as those on-premises. Brief, function-specific training videos are also available via web-based video training. Proper education is critical for the suppliers that will use the system. We give great attention to ensuring that we educate participating entities and their resources on both the use of our products, and also on the benefits they can gain from program. Every user, client, and resource are provided with an orientation to "Get Started Guide" which highlights the functions key to the individual's program role. This is a pictorial guide and is also tailored for specifics of Client's Cooperative purchasing program. Curriculum and all training materials are available to Client upon request.	*
43	Describe any technological advances that your proposed solutions offer.	We bring a corporate Center of Excellence (CoE) and Innovation Hub (iHub) to promote innovation for enhanced services. Our Innovation Lab is in our 50,000 Sq Ft. McLean headquarters (HQ) accessed by all our employees and customers. We leverage industry analyses from Gartner and Forrester, as well as other research analysis. We use the innovation lab to generate ideas and collaborate with our clients and develop our talent and develop capabilities. TSCTI has an internal team of domain specific SMEs, who are part of Emerging Technologies Committee. The committee's charter is to stay abreast of new and developing technologies, project specific methodologies, frameworks, and tools & techniques categories that have potential to impact our clients, our service deliveries, and our internal operations. Our committee organizes and executes product and strategy roadmaps each year to ensure we have the right plans for innovation and development. One initiative is the building of our Talent Technology Ecosystem, where we work with the best-in-class technology partners for key market driven. This allows our clients to have access to a portfolio of vetted, innovative technology partners that can be integrated into the products, creating a seamless user experience while addressing key pain points.	*

44	<p>Demonstrate your solution's capabilities in data privacy, integrity, storage and protection standards, and the adherence of your products and services to applicable cybersecurity and industry standards, such as but not limited to the requirements of the Criminal Justice Information Services (CJIS), the Health Insurance Portability and Accountability Act (HIPAA), etc.</p>	<p>TSCTI ensures that all solutions adhere to the highest standards of data privacy, integrity, storage, and protection by implementing industry-leading security frameworks and compliance measures. Our approach includes:</p> <p>1. Compliance with Industry Standards and Regulations Criminal Justice Information Services (CJIS): Our solutions comply with CJIS Security Policy requirements, ensuring secure data transmission, encryption, authentication, and audit controls for law enforcement agencies. Health Insurance Portability and Accountability Act (HIPAA): We implement stringent controls to protect sensitive health-related data, including access controls, encryption, and audit logging. General Data Protection Regulation (GDPR): Our data management practices align with GDPR principles, ensuring lawful data processing, user consent management, and breach notification compliance. National Institute of Standards and Technology (NIST) Framework: We follow NIST guidelines for risk management, identity access control, and cybersecurity resilience. ISO 27001: Our information security management systems (ISMS) are aligned with ISO 27001, ensuring continuous monitoring and protection of information assets.</p> <p>2. Data Privacy and Protection Measures End-to-End Encryption: All data, whether in transit or at rest, is encrypted using AES-256 standards to prevent unauthorized access. Role-Based Access Control (RBAC): We implement strict RBAC to ensure that only authorized personnel have access to sensitive information. Multi-Factor Authentication (MFA): Our authentication protocols incorporate MFA to enhance security and prevent unauthorized system access. Data Masking and Tokenization: We employ advanced data obfuscation techniques to protect personally identifiable information (PII) and sensitive records. Audit Logging and Monitoring: All user activities are logged and monitored in real time to detect and mitigate any unauthorized access or suspicious behavior.</p> <p>3. Data Integrity and Storage Immutable Data Storage: Our solutions ensure that data integrity is maintained by utilizing immutable logs and cryptographic hash functions to prevent tampering. Automated Backups: Regular data backups are conducted with full redundancy, ensuring rapid recovery in case of system failures or cyber incidents. Geo-Redundant Cloud Storage: We utilize secure cloud storage solutions with geo-redundancy to enhance resilience and availability.</p> <p>4. Cybersecurity Standards and Threat Protection Zero Trust Architecture (ZTA): We adopt a Zero Trust security model to continuously verify and validate all users and devices before granting access. AI-Driven Threat Detection: Our security systems use artificial intelligence and machine learning to detect, analyze, and respond to cyber threats in real time. Incident Response and Disaster Recovery: A dedicated incident response team ensures swift mitigation of threats, while robust disaster recovery protocols guarantee business continuity. Regular Security Assessments: We conduct frequent penetration testing and vulnerability assessments to identify and address potential security gaps.</p>
45	<p>Describe your data backup and recovery solutions.</p>	<p>TSCTI ensures that all solutions adhere to the highest standards of data privacy, integrity, storage, and protection by implementing industry-leading security frameworks and compliance measures. Our approach includes:</p> <p>1. Compliance with Industry Standards and Regulations Criminal Justice Information Services (CJIS): Our solutions comply with CJIS Security Policy requirements, ensuring secure data transmission, encryption, authentication, and audit controls for law enforcement agencies. Health Insurance Portability and Accountability Act (HIPAA): We implement stringent controls to protect sensitive health-related data, including access controls, encryption, and audit logging. General Data Protection Regulation (GDPR): Our data management practices align with GDPR principles, ensuring lawful data processing, user consent management, and breach notification compliance. National Institute of Standards and Technology (NIST) Framework: We follow NIST guidelines for risk management, identity access control, and cybersecurity resilience. ISO 27001: Our information security management systems (ISMS) are aligned with ISO 27001, ensuring continuous monitoring and protection of information assets.</p> <p>2. Data Privacy and Protection Measures End-to-End Encryption: All data, whether in transit or at rest, is encrypted using AES-256 standards to prevent unauthorized access. Role-Based Access Control (RBAC): We implement strict RBAC to ensure that only authorized personnel have access to sensitive information. Multi-Factor Authentication (MFA): Our authentication protocols incorporate MFA to enhance security and prevent unauthorized system access. Data Masking and Tokenization: We employ advanced data obfuscation techniques to protect personally identifiable information (PII) and sensitive records. Audit Logging and Monitoring: All user activities are logged and monitored in real time to detect and mitigate any unauthorized access or suspicious behavior.</p> <p>3. Data Integrity and Storage Immutable Data Storage: Our solutions ensure that data integrity is maintained by utilizing immutable logs and cryptographic hash functions to prevent tampering. Automated Backups: Regular data backups are conducted with full redundancy, ensuring rapid</p>

recovery in case of system failures or cyber incidents.
 Geo-Redundant Cloud Storage: We utilize secure cloud storage solutions with geo-redundancy to enhance resilience and availability.

4. Cybersecurity Standards and Threat Protection
 Zero Trust Architecture (ZTA): We adopt a Zero Trust security model to continuously verify and validate all users and devices before granting access.
 AI-Driven Threat Detection: Our security systems use artificial intelligence and machine learning to detect, analyze, and respond to cyber threats in real time.
 Incident Response and Disaster Recovery: A dedicated incident response team ensures swift mitigation of threats, while robust disaster recovery protocols guarantee business continuity.
 Regular Security Assessments: We conduct frequent penetration testing and vulnerability assessments to identify and address potential security gaps.
 By integrating these security measures, TSCTI guarantees a secure, compliant, and resilient solution for managing sensitive public safety and healthcare data.

You said:
 Describe your data backup and recovery solutions.
 ChatGPT said:
 Data Backup and Recovery Solutions
 TSCTI provides a robust and scalable data backup and recovery solution designed to ensure data integrity, security, and rapid restoration in the event of data loss, corruption, or cyber incidents. Our approach includes:

1. Multi-Layered Backup Strategy
 Automated Nightly Backups: We perform full daily backups with incremental backups every hour, ensuring minimal data loss.
 Geo-Redundant Storage: Backup data is stored in multiple geographically dispersed secure data centers to ensure availability in case of regional failures.
 Immutable Backups: Data is stored in a tamper-proof format, preventing accidental deletion or ransomware attacks.
 Cloud and On-Premise Hybrid Backup: We offer flexible hybrid solutions, storing backups both in secure cloud environments and on-premise infrastructure to meet compliance requirements.

2. Data Encryption and Security
 AES-256 Encryption: All backups are encrypted both in transit and at rest, ensuring data confidentiality.
 Multi-Factor Authentication (MFA): Access to backup systems is restricted using MFA and role-based access controls (RBAC).
 Continuous Monitoring and Logging: Backup activities are monitored in real-time with detailed audit logs for compliance and security tracking.

3. Rapid Disaster Recovery Capabilities
 Instant Recovery: In case of system failure, near-zero Recovery Time Objective (RTO) ensures minimal downtime.
 Point-in-Time Restorations: Users can restore data from any backup snapshot, ensuring precise recovery to a desired state.
 Automated Failover: Critical systems are replicated in real-time to a standby disaster recovery (DR) site, allowing seamless failover.
 Ransomware Protection & Rollback: We utilize AI-driven detection to prevent ransomware infections, with the ability to rollback data to pre-attack states instantly.

4. Compliance & Testing
 CJIS, HIPAA, ISO 27001, and NIST Compliance: Our backup policies align with industry regulations for data retention and protection.
 Regular Disaster Recovery Testing: We conduct quarterly failover tests to validate our backup and recovery processes.
 Retention Policies: We customize short-term and long-term retention plans based on client needs, ensuring compliance with legal and regulatory requirements.

46	Demonstrate your connectivity, interoperability and integration capabilities between your offered solution(s) and other software systems.	<p>TSCTI's solutions are built with a flexible, scalable, and standards-based architecture, ensuring seamless connectivity, interoperability, and integration with a wide range of existing software systems. Our approach includes:</p> <ol style="list-style-type: none"> 1. Open API Architecture RESTful and SOAP APIs: Our solutions utilize industry-standard RESTful and SOAP APIs for real-time, bidirectional data exchange. Open Standards Compliance: Supports JSON, XML, and other data formats for seamless integration. SDKs and Developer Support: We provide software development kits (SDKs) and comprehensive API documentation to facilitate third-party integrations. 2. Seamless System Interoperability Records Management System (RMS) & Computer-Aided Dispatch (CAD): Direct integration with existing RMS and CAD systems, enabling real-time data sharing for law enforcement and emergency services. National & State Systems Compliance: Compatible with Criminal Justice Information Services (CJIS), National Incident-Based Reporting System (NIBRS), and Virginia Criminal Information Network (VCIN). Interoperability with Public Safety Solutions: Connects with InX, Livescan, DMV Treds, ArcGIS, and LexisNexis for streamlined law enforcement operations. 3. Cloud & On-Premise Integration Hybrid Deployment Models: Supports cloud-to-cloud, on-premise-to-cloud, and hybrid environments for maximum flexibility. Enterprise Identity & Access Management (IAM): Integration with Active Directory (AD), Azure AD, and Single Sign-On (SSO) for centralized authentication. 4. Data Exchange & Communication Real-Time Data Synchronization: Ensures instant updates across integrated platforms to maintain data consistency. Secure Data Sharing Protocols: Implements OAuth 2.0, SAML, and multi-factor authentication (MFA) for secure cross-platform access. Messaging & Notifications: Supports push notifications, SMS, email alerts, and in-app messaging for seamless user communication. 5. Compliance & Future-Proofing CJIS, HIPAA, and NIST Compliance: Adheres to strict security and privacy standards for public safety and healthcare integrations. Scalable & Customizable Solutions: Easily adaptable to future system upgrades, new third-party applications, and evolving technology trends.
47	Describe any "green" initiatives that relate to your company or to your solutions, and include a list of the certifying agency for each.	<p>TSCTI works with a wide variety of clients, but it especially seeks out businesses that are committed to values beyond profit. It's our goal to do business the way we live by using no more than we need, respecting those around us and tread lightly with a small footprint. Although this is hard to accomplish in the modern world; we believe that design, creativity, and innovation can drive change, generate new ideas and leave things in a better Client than the way we found them. Through its Go Green Polices, TSCTI is committed to save the environment and contribute towards making Earth a better place to live in. Outlined below is green code of practices that we follow:</p> <ul style="list-style-type: none"> • Our product Public safety software can be utilized by any agency/organization to digitize all paper documents, eliminate paper usage (Eco-friendly) - a first step towards digital transformation. • Electricity and saving energy: Turn off lights and air conditioners whenever not in use and when leaving the office or conference room. It is of primary attention to save energy while we are not using it. Prior to logging out, TSCTI employees must unplug electronic devices and shut down systems to save energy. • Day Lighting: Use natural light at the office whenever possible. • Recycling: We recycle waste papers and reuse materials at every opportunity. • Partners: TSCTI commits to align with green suppliers and partners. • Saving miles/ gas/ petrol: We encourage employees to have virtual meetings, web conferences rather than traveling to meetings. • Save Trees/ Paper: TSCTI encourages using emails instead of using paper; using e-method to note things; minimize the amount of printed materials & direct mail we use. At TSCTI we use minimalistic printing and embed the following into our email signatures to remind us of and others of saving trees. "Please consider the environment before printing this e-mail". When paper is necessary, we photocopy both sides and use old paper for scrap paper. • Digital/ Cloud storage: To cut down paper usage and reduce clutter, digital/ cloud storage solutions are followed across TSCTI. • Avoid Plastic Bags: Our employees use bags that can be recycled, preferably reusable cloth bags instead of plastic bags. • Bi-annual Green Earth Campaign: At TSCTI we conduct an awareness campaign aligned with our Go Green policy twice in a year. • Training: Every quarter we train our staff on how to be responsible corporate green citizens. • Save water: TSCTI employees are mindful of utilizing water in the best manner possible. • Conduct Annual Go Green Surveys: TSCTI employees are encouraged to make suggestions on how we can be "Greener and environment friendly" company and to use natural resources efficiently and effectively.

48	Identify any third-party issued eco-labels, ratings or certifications that your company has received for the solutions included in your Proposal related to energy efficiency or conservation, life-cycle design (cradle-to-cradle), or other green/sustainability factors.	None
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49	<p>What unique attributes does your company, your products, or your services offer to Sourcewell participating entities? What makes your proposed solutions unique in your industry as it applies to Sourcewell participating entities?</p>	<p>We are pleased to provide value-added services to Sourcewell, directly or indirectly. This narrative describes our value-add from the perspective of agencies who receive our support; and the supplier network.</p> <p>Nationwide Presence: We have a nationwide business presence with more than 350 public agencies. Strong Technology Product services and providing related solutions Experience: We have been a single awarded Managed Service Provider for Client of New Jersey and have successfully delivered more than 700+ similar projects under the contract. We recently got award a contract with Client of Florida as Managed Services Provider for their Similar security, cloud, network, data services and related solution, and IT Lifecycle service project need.</p> <p>TSCTI has aligned its services with an industry leader with an immaculate and reliable performance record for providing software that provides the functionality to enable transparency and access to data across the program.</p> <p>Rates based on industry Standards: The direct labor rate composite for the proposed labor category were obtained by consulting Economic Research Institute (ERI)'s Salaries and Cost of Living Index. In addition, we looked at our salaries on current supported projects and our GSA rates.</p> <p>Productivity Tools: We offer an electronic suite of online tools to increase the efficiency of your ordering, timekeeping, and reporting processes. With these productivity tools, TSCTI and Sourcewell will gain access to analytics that will allow us to determine areas to improve so that the contract run more efficiently and smoothly.</p> <p>Quality Processes & People: Our processes are ISO 9001:2015 certified and we are an IT firm, able to cut through technical jargon to evaluate project's true value to the Sourcewell.</p> <p>Strategic Business Partnerships: TSCTI has developed key partnerships to deliver the best of breed solution to its clients. We have alliances with several leading technology companies like Microsoft, HP, Oracle, Juniper, SolarWinds, Cisco, VMWare, Dell, and IBM. We are Microsoft Certified Gold Partner, Oracle Certified Gold Partner and have developed strategic partnerships with leading providers of open-standard software platforms, which have enabled us to provide premium-quality services to our clients through early access to new technologies as well as preferred access to training and technical support.</p> <p>Turnaround Time: The turnaround time for each project requirement is contingent on various factors inherent to the project's unique characteristics. Factors such as project size, complexity, and resource availability play pivotal roles in determining the timeframe. The segmentation of projects into distinct phases and milestones allows for a more granular approach to tracking and managing timelines. Additionally, client reviews and approval processes, the incorporation of advanced technologies, and efficient supplier/vendor coordination contribute to the overall project turnaround. A proactive approach to risk management and contingency planning is essential for mitigating unforeseen delays. The selected project management methodology, whether Agile, Waterfall, or a hybrid model, also shapes the pace of project delivery. Ultimately, a comprehensive analysis during the planning phase ensures the establishment of realistic and achievable turnaround times, fostering successful project execution within the defined parameters.</p> <p>Competitive Service Level Agreements: We offer best SLA's which help us in delivering apt services with a quick turnaround time with high quality standards.</p> <p>Financially Stable: TSCTI is a well-established and financially stable company, having annual revenue of \$480+ for the year 2023.</p> <p>Brand Recognition: Because of our excellent past performance and D&B rating, TSCTI has greater aided building brand consciousness in the industry than other IT Managed Service firms.</p> <p>Customer Rating: With a Mission Commitment of "Relationships Build on Success" TSCTI is ranked in the top 2% nationwide compared to other Managed Service Provider for Technology Product services and related solution providers by a 3rd Party Survey from Dun and Bradstreet, with the following scores from our current customers:</p> <p>Reliability: 97% Responsiveness: 97% Quality: 95% Business Relations: 99% Order Accuracy 95% Delivery & Timeliness 97% Personnel 98% Customer Support 95%</p>
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Table 5B: Value-Added Attributes

Line Item	Question	Certification	Offered	Comment	
50	Select any Women or Minority Business Entity (WMBE), Small Business Entity (SBE), or veteran owned business certifications that your company or hub partners have obtained. Upload documentation and a listing of dealerships, HUB partners or resellers if available. Select all that apply.		<input checked="" type="radio"/> Yes <input type="radio"/> No	TSCTI is a National Minority Supplier Development Council certified MBE supplier. Certification Copy uploaded under the Document Upload Section	*
51		Minority Business Enterprise (MBE)	<input checked="" type="radio"/> Yes <input type="radio"/> No	TSCTI is a National Minority Supplier Development Council certified MBE supplier. Certification Copy uploaded under the Document Upload Section	*
52		Women Business Enterprise (WBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	None	*
53		Disabled-Owned Business Enterprise (DOBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	None	*
54		Veteran-Owned Business Enterprise (VBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	None	*
55		Service-Disabled Veteran-Owned Business (SDVOB)	<input type="radio"/> Yes <input checked="" type="radio"/> No	None	*
56		Small Business Enterprise (SBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	None	*
57		Small Disadvantaged Business (SDB)	<input type="radio"/> Yes <input checked="" type="radio"/> No	None	*
58		Women-Owned Small Business (WOSB)	<input type="radio"/> Yes <input checked="" type="radio"/> No	None	*

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

Provide detailed pricing information in the questions that follow below.

Line Item	Question	Response *	
59	Describe your payment terms and accepted payment methods.	Payment Terms: Net 30 Days and accepted payment methods are ACH & Cheques.	*
60	Describe any leasing or financing options available for use by educational or governmental entities.	None	*
61	Describe any standard transaction documents that you propose to use in connection with an awarded agreement (order forms, terms and conditions, service level agreements, etc.). Upload all template agreements or transaction documents which may be proposed to Participating Entities.	We have a standard contract that we get signed between two parties once the contract is awarded. A sample Draft Contract is uploaded under the document upload section	*

62	Explain your licensing process and the service agreements required of end users.	<p>Our licensing process follows a structured approach to ensure compliance, security, and seamless integration for end users. We offer a subscription-based licensing model under a SaaS (Software-as-a-Service) agreement, which includes:</p> <p>Licensing Process:</p> <p>Needs Assessment & Proposal – We work with the client to assess their requirements and provide tailored licensing options.</p> <p>Agreement & Compliance Review – Clients review and sign the Master Service Agreement (MSA) and End User License Agreement (EULA).</p> <p>Onboarding & Activation – Users receive credentials and access to the licensed software with proper authentication measures.</p> <p>Training & Support – We provide user training, documentation, and ongoing technical support.</p> <p>Renewal & Compliance Audits – Licenses are periodically reviewed to ensure compliance with agreed terms.</p> <p>Service Agreements Required:</p> <p>Master Service Agreement (MSA) – Covers overall terms of service, support, compliance, and liability.</p> <p>End User License Agreement (EULA) – Governs individual user rights, data usage policies, and security responsibilities.</p> <p>Service Level Agreement (SLA) – Outlines uptime guarantees (99.9% availability), response times, and support commitments.</p> <p>Data Security & Compliance Agreement – Ensures adherence to industry standards such as CJIS, HIPAA, and GDPR.</p>	*
63	Do you accept the P-card procurement and payment process? If so, is there any additional cost to Sourcwell participating entities for using this process?	Yes, we do accept P-card procurement payment process and there is an additional cost to Sourcwell participating entities for using P-card procurement and payment.	*
64	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.	Not Applicable as our pricing model is services based. We don't offer electronic catalog system permitting Sourcwell and Sourcwell Participating Entities to make web-based purchases for the solutions.	*
65	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.	Not Applicable as our pricing model is services based. We don't offer electronic catalog system permitting Sourcwell and Sourcwell Participating Entities to make web-based purchases for the solutions.	*
66	Describe any quantity or volume discounts or rebate programs that you offer.	Yes, we offer 0.05% discount on volume purchase over \$5M.	*
67	Propose a method of facilitating "sourced" products or related services, which may be referred to as "open market" items or "non-contracted items". For example, you may supply such items "at cost" or "at cost plus a percentage," or you may supply a quote for each such request.	Not Applicable as our pricing model is services based. We don't offer electronic catalog system permitting Sourcwell and Sourcwell Participating Entities to make web-based purchases for the solutions.	*
68	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.	Not Applicable as our provided cost covers all cost of acquisition.	*
69	If freight, delivery, or shipping is an additional cost to the Sourcwell participating entity, describe in detail the complete freight, shipping, and delivery program.	Not Applicable as our provided cost covers all cost associated with freight, delivery, and shipping.	*
70	Specifically describe freight, shipping, and delivery terms or programs available for Alaska, Hawaii, Canada, or any offshore delivery.	Not Applicable as our provided cost covers all cost associated with freight, delivery, and shipping for Alaska, Hawaii, Canada, or any offshore delivery.	*
71	Describe any unique distribution and/or delivery methods or options offered in your proposal.	Not applicable, our services are supported by products and we don't offer electronic catalog system for distribution of our services.	*

72	Specifically describe any self-audit process or program that you plan to employ to verify compliance with your proposed agreement with Sourcewell. This process includes ensuring that Sourcewell participating entities obtain the proper pricing.	TSCTI is proposing to fix cost to each user of Sourcewell and every customer can access the centralized cost chart of associated services. Our product can track the cost associated with teach work order/task order. We can define various fields to give clearer visibility on the progress of the contract and tracking cost. TSCTI account executive can extract the sales report. As normal practice with provide each customer with sales report on or before the 30th calendar day after the close of the client's fiscal quarter or as request.	*
73	If you are awarded an agreement, provide a few examples of internal metrics that will be tracked to measure whether you are having success with the agreement.	<p>TSCTI provides comprehensive reporting capability that includes, but is not limited to, ad-hoc reporting, extensive standard reporting, and monthly reporting on a number a program attributes. Report delivery is in real time, online, and available 24/7. Data delivered is also filtered in a manner appropriate to user security permissions as configured by the participating entity. Monthly reporting will include Client required reports on all aspects of the program, including but not limited to project management, usage, and deliverables. The system also provides both managers and users the ability to create and run their own reports and managed views. TSCTI provides education services on the use of the product, ad-hoc report creation tools and on personalization of existing standard reports. We strongly believe that standard Reports should be configured to client needs to maximize their usefulness. During implementation we will discuss reporting needs and configure reporting as specifically requested from the variables listed below. Below is a high-level of the most common items in our Standard Program Reports utilized within our Cooperative purchasing programs. Standard reports are divided into several categories.</p> <p>IT Project Dashboard</p> <ul style="list-style-type: none"> o Example: Task Timeline, Task Status %, Task Priority %, Budget: Actual and Planned, Pending Items, Compliance with Rates, Compliance with Program requirements, Quality, and Opportunity for expansion Program Compliance Reports o Rate compliance, Program Compliance / SLA Scorecard, Preemployment compliance, Quality and Satisfaction Surveys Usage Reports o Total head count, and Full Time Equivalent Count (FTEs) Spend Reports o Dollars Spent Savings Reports o Dollars saved from NTE Combining variables to configure standard reports: Usage, Spend, and Savings reports are available with the following configurations and combinations of factors. o By Time Periods: Such as Weekly, Monthly, Quarterly, Annual as well as trending by comparing like time intervals over defined time periods o By Business Unit: Including but not limited to Department, Sub Agency, Seasonal, and Category such as Admin, Accounting o Other Factors: Including but not limited to Manager, Project, Cost Centre, Location, Facility, Resourced deployed, Resource Title, Resource Project on-roll and off-roll <p>A Sample dashboard providing overall status of our contract and performance. Each field can be further elaborated to have detailed view is placed in the upload document section please refer.</p>	*
74	Provide a proposed Administration Fee payable to Sourcewell. The Fee is in consideration for the support and services provided by Sourcewell. The propose an Administrative Fee will be payable to Sourcewell on all completed transactions to Participating Entities utilizing this Agreement. The Administrative Fee will be calculated as a stated percentage, or flat fee as may be applicable, of all completed transactions utilizing this Master Agreement within the preceding Reporting Period defined in the agreement.	1%	*

Table 6B: Pricing Offered

Line Item	The Pricing Offered in this Proposal is: *	Comments
75	The pricing offered is as good as or better than pricing typically offered through existing cooperative contracts, state contracts, or agencies.	N/A

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

Line Item	Question	Response *
76	Provide a detailed description of all the Solutions offered, including used Solutions if applicable, offered in the proposal.	<p>Category 1: Software & ApplicationsWe provide cutting-edge software solutions designed to optimize operational efficiency, enhance security, and streamline processes. Our offerings include robust Software-as-a-Service (SaaS) applications tailored to public safety, enterprise management, and digital transformation needs.</p> <p>Software Solutions:</p> <p>Records Management System (RMS): A fully integrated solution for law enforcement agencies, including incident reporting, evidence tracking, case management, and compliance with CJIS and NIBRS standards.</p> <p>Computer-Aided Dispatch (CAD): Advanced dispatching software that enables real-time communication, GPS mapping, AVL tracking, and interagency interoperability.</p> <p>Public Records Web Portal: A citizen-facing portal that provides secure access to non-sensitive police reports, improving transparency and public engagement.</p> <p>Enterprise Resource Planning (ERP) Solution – ERPKick: A comprehensive system covering HR, payroll, finance, asset management, and project management, designed to streamline operations.</p> <p>AI-Powered Document Processing – IDPBot: A proprietary solution leveraging AI and machine learning to digitize paper documents, automate workflows, and improve data accessibility.</p> <p>Contact Center Solutions: Cloud-based IVR and call center solutions designed to improve customer service efficiency and scalability.</p> <p>Methodology:We employ agile development, robust UX/UI principles, and industry-leading security frameworks to ensure seamless implementation, integration, and maintenance of our software solutions. Our applications are scalable, compliant with government standards, and continuously optimized for performance and security.</p> <p>Category 2: Security, Cloud, Network, and Data Services with Related SolutionsOur advanced IT security, cloud computing, network management, and data services provide organizations with the tools to safeguard their operations, optimize infrastructure, and leverage data-driven insights.</p> <p>Cybersecurity Services:</p> <p>Risk assessments, Zero Trust implementation, penetration testing, threat detection, and incident response.</p> <p>Compliance with NIST, CIS, GLBA, ISO 27001, PCI DSS, and other industry standards.</p> <p>Network security, endpoint detection, log aggregation, and security analytics.</p> <p>Cloud Services:</p> <p>SaaS, IaaS, and PaaS solutions with cloud strategy, migration, deployment, and managed services.</p> <p>Secure cloud infrastructure with high availability, scalability, and business continuity.</p> <p>Network Services:</p> <p>SD-WAN and LAN optimization, data center networking, and edge computing solutions.</p> <p>Real-time monitoring and maintenance for continuous uptime and performance.</p> <p>Data Services:</p> <p>AI and machine learning-driven data modernization, backup, and storage solutions.</p> <p>Data validation, processing, and secure information management.</p> <p>Methodology:We leverage a structured approach that includes assessment, strategic planning, secure deployment, and continuous optimization. Our solutions integrate seamlessly with existing infrastructure while ensuring compliance and security at every level.</p> <p>Category 3: IT Lifecycle ServicesWe offer end-to-end IT lifecycle management</p>

		<p>services, ensuring organizations maximize the value, security, and sustainability of their IT assets.</p> <p>IT Asset Management Services:</p> <p>Comprehensive asset tracking, software license management, audit compliance, and sustainability solutions.</p> <p>Repair and maintenance services to extend the lifespan of critical IT infrastructure.</p> <p>IT Datacenter Decommissioning:</p> <p>Secure planning, data destruction, de-racking, de-cabling, de-powering, and hardware recycling.</p> <p>Environmentally responsible disposal practices aligned with ESG standards.</p> <p>IT Asset Disposal and Retirement Services:</p> <p>Secure data destruction, asset serialization, value recovery, remarketing, and refurbishing.</p> <p>Onsite collection and compliance with industry regulations for IT asset retirement.</p> <p>Methodology: We implement industry best practices for IT lifecycle management, ensuring security, compliance, and sustainability. Our process minimizes risk, optimizes asset utilization, and supports environmentally friendly disposal and recycling practices.</p> <p>With a proven track record of delivering high-quality technology solutions, our expertise in software development, security, cloud computing, and IT lifecycle management ensures that organizations can operate securely, efficiently, and with future-ready infrastructure. Our commitment to excellence, compliance with industry standards, and customer-centric approach make us a trusted partner in digital transformation.</p>	
77	<p>Within this RFP category there may be subcategories of solutions. List subcategory titles that best describe your products and services.</p>	<p>TSCTI provides a full spectrum of solutions tailored to the RFP requirements, categorized into the following key areas:</p> <p>Category 1: Security Solutions</p> <p>Comprehensive security services designed to safeguard digital and physical assets, including:</p> <p>Cybersecurity Services: Threat detection, risk assessment, incident response, and compliance management.</p> <p>Physical Security Solutions: Access control, surveillance systems, and electronic locking mechanisms.</p> <p>Endpoint & Network Security: Next-gen firewalls, intrusion prevention, identity and access management (IAM), and security analytics.</p> <p>Data Security & Monitoring: Encryption solutions, IP video monitoring systems, intelligent controllers, and mission control systems.</p> <p>Category 2: Cloud & Network Solutions</p> <p>Advanced cloud and networking services to optimize performance, security, and scalability:</p> <p>Cloud Services: Infrastructure as a Service (IaaS), Platform as a Service (PaaS), Software as a Service (SaaS), cloud strategy, design, migration, and managed cloud solutions.</p> <p>Network Solutions: Proactive maintenance and monitoring, SD-WAN and LAN solutions, edge computing, and data center networking to ensure resilient connectivity.</p> <p>Category 3: Data & IT Lifecycle Services</p> <p>End-to-end data and IT asset management solutions, including:</p> <p>Data Solutions: Data modernization, backup, secure storage, AI and machine learning assessment, validation, and management.</p> <p>IT Lifecycle Services: IT asset management, secure datacenter decommissioning, asset disposal, and retirement services.</p> <p>By integrating security, cloud, networking, and data management solutions, we provide a robust and holistic approach to addressing the RFP's requirements with cutting-edge technology and expert-driven methodologies.</p>	*

Table 7B: Category 1. Public Safety Response - Agency Situational Awareness. Proposers selecting Category 1 are ONLY able to provide one (1) or a combination of solutions below (Line 78 - 83). *See the Appendix in the RFP for further information.

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

☐ We will not be submitting for Table 7B: Category 1. Public Safety Response - Agency Situational Awareness. Proposers selecting Category 1 are ONLY able to provide one (1) or a combination of solutions below (Line 78 - 83). *See the Appendix in the RFP for further information.

Line Item	Category or Type	Subcategory	Offered *	Comments
78	Incident command and management	Incident tracking response and reporting, weather/traffic/construction considerations, unit assignments and staffing, training activities, etc.	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Category 1: Security & Incident Management Solutions</p> <p>Comprehensive solutions for real-time incident response and command oversight, including:</p> <p>Incident Command & Management: Centralized command interface for coordinated response.</p> <p>Incident Tracking, Response & Reporting: Automated tracking of incidents, response workflows, and reporting capabilities.</p> <p>Operational Considerations: Integration of weather, traffic, and construction data for informed decision-making.</p> <p>Resource & Personnel Management: Real-time unit assignments, staffing coordination, and deployment tracking.</p> <p>Training & Preparedness: Scenario-based training modules, simulation exercises, and activity tracking for continuous readiness</p>
79	Mapping	Vertical location, indoor, outdoor	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Category 2: Location & Mapping Solutions</p> <p>Comprehensive geospatial and situational awareness tools, including:</p> <p>Vertical Location Tracking: Real-time 3D positioning for multi-story buildings and complex environments.</p> <p>Indoor & Outdoor Mapping: Seamless integration of GPS and indoor positioning systems for precise tracking in any environment.</p> <p>Geospatial Intelligence: AI-powered mapping solutions for enhanced situational awareness and operational efficiency.</p> <p>Real-Time Asset & Personnel Tracking: Dynamic monitoring of units, responders, and critical assets across mapped locations.</p>

80	Asset tracking and location	Personnel, vehicles, controlled substances, equipment, etc.	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Category 2: Asset Tracking & Location Solutions</p> <p>Advanced tracking and monitoring solutions to ensure real-time visibility and security of critical assets, including:</p> <p>Personnel Tracking: Live location monitoring for officers, responders, and staff.</p> <p>Vehicle Tracking: GPS-enabled fleet management for patrol cars, emergency vehicles, and specialized units.</p> <p>Controlled Substances Management: Secure tracking of evidence, narcotics, and restricted materials.</p> <p>Equipment & Inventory Monitoring: Real-time oversight of firearms, tactical gear, communication devices, and other mission-critical assets.</p>	*
81	Community notifications	Evacuations, minor crime reporting, shelter in place, etc.	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Category 3: Community Notification Solutions</p> <p>Effective communication tools to keep the public informed and enhance community safety, including:</p> <p>Emergency Alerts: Real-time notifications for evacuations, shelter-in-place orders, and severe weather events.</p> <p>Public Safety Updates: Alerts on minor crimes, traffic incidents, road closures, and construction-related disruptions.</p> <p>Automated Messaging: Multi-channel notifications via SMS, email, mobile apps, and social media.</p> <p>Community Engagement: Two-way communication platforms for reporting non-emergency incidents and receiving public feedback.</p>	*

82	One-to-one and one-to-many collaboration and coordination	SMS, push to talk, video, voice, etc.	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Category 3: Communication and Coordination Solutions</p> <p>Advanced collaboration tools for seamless real-time communication across agencies and personnel, including:</p> <p>One-to-One & One-to-Many Communication: Secure messaging for direct or group coordination.</p> <p>Multi-Channel Connectivity: SMS, push-to-talk, voice calls, video conferencing, and instant messaging.</p> <p>Interoperability: Integration with existing communication systems for enhanced cross-agency collaboration.</p> <p>Incident Coordination: Real-time information sharing to improve response efficiency and situational awareness.</p>	*
83	Public safety focused data and analysis applications	Video, image, and pattern analysis, acoustic firearms discharge identification, incident response, investigative lead development, predictive analysis, and other data source integration	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Comprehensive analytics solutions designed to enhance situational awareness, investigative capabilities, and proactive response, including:</p> <p>Video, Image, and Pattern Analysis: AI-powered tools for facial recognition, object detection, and behavior analysis.</p> <p>Acoustic Firearms Discharge Identification: Real-time gunshot detection and localization.</p> <p>Incident Response and Investigative Lead Development: Data-driven insights to support case management and forensic analysis.</p> <p>Predictive Analysis: Crime forecasting and trend identification for proactive policing.</p> <p>Multi-Source Data Integration: Seamless aggregation of intelligence from various public safety systems.</p>	*

Table 7C: Category 2. Public Safety Response - Agency Operations. Proposers selecting Category 2 are ONLY able to provide one (1) or a combination of solutions below (Lines 84 - 92). *See the Appendix in the RFP for further information.

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

☐ We will not be submitting for Table 7C: Category 2. Public Safety Response - Agency Operations. Proposers selecting Category 2 are ONLY able to provide one (1) or a combination of solutions below (Lines 84 - 92). *See the Appendix in the RFP for further information.

Line Item	Category or Type	Subcategory	Offered *	Comments
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84	Pre-incident planning software	Fire prevention related inspections and enforcement	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Advanced solutions for fire prevention, inspection, and enforcement to enhance preparedness and compliance, including:</p> <p>Fire Prevention Inspections: Tools for scheduling, conducting, and documenting fire code compliance inspections.</p> <p>Enforcement and Compliance Tracking: Automated workflows for issuing citations, follow-ups, and ensuring regulatory adherence.</p> <p>Pre-Incident Planning: Digital mapping of buildings, hydrants, hazardous materials, and emergency access points.</p> <p>Risk Assessment and Mitigation: Data-driven insights for identifying high-risk areas and implementing preventive measures.</p> <p>Integration with Emergency Response Systems: Real-time data sharing with fire departments, dispatch centers, and first responders.</p>	*
85		Operational management (scheduling, training, compliance, etc.)	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Comprehensive solutions for scheduling, training, and compliance to enhance workforce efficiency and regulatory adherence, including:</p> <p>Personnel Scheduling: Automated shift management, overtime tracking, and resource allocation.</p> <p>Training Management: Certification tracking, mandatory training scheduling, and skill development programs.</p> <p>Compliance Monitoring: Tools for tracking adherence to local, state, and federal regulations.</p> <p>Performance and Readiness Assessments: Real-time evaluation of personnel readiness and competency.</p> <p>Resource Optimization: Efficient allocation of staff and assets based on operational needs.</p>	*

86		Data analytics to inform staffing, deployment, station location, budget, and other management decisions.	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Advanced data analytics solutions to optimize staffing, deployment, resource allocation, and budget planning, including:</p> <p>Workforce Analytics: Data-driven insights for staffing levels, shift management, and workload distribution.</p> <p>Deployment Optimization: Real-time and historical data analysis to improve unit assignments and response times.</p> <p>Facility and Station Placement: GIS-based analytics to determine optimal station locations based on service demand.</p> <p>Budget Forecasting and Resource Allocation: Predictive models for financial planning, cost analysis, and funding distribution.</p> <p>Operational Performance Metrics: Dashboards and reports for continuous improvement in public safety operations.</p>	*
87	Incident/post-incident software	CAD, RMS for law enforcement, fire, and EMS	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Comprehensive software solutions for real-time incident response, documentation, and post-incident analysis, including:</p> <p>Computer-Aided Dispatch (CAD): Streamlined emergency response coordination for law enforcement, fire, and EMS.</p> <p>Records Management System (RMS): Centralized data storage and reporting for incident tracking, investigative records, and compliance.</p> <p>Incident Reporting & Analysis: Tools for documenting, analyzing, and reviewing emergency and law enforcement activities.</p> <p>Integration with Public Safety Systems: Seamless data sharing with 911, Next-Gen CAD, and other emergency response platforms.</p>	*

88		Electronic Patient Care Reporting (ePCR) and data transfer to hospitals	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Advanced solutions for seamless patient care documentation, data transfer, and interoperability, including:</p> <p>Electronic Patient Care Reporting (ePCR): Digital documentation of pre-hospital patient care, ensuring accurate and efficient record-keeping.</p> <p>Hospital Data Integration: Secure and real-time transmission of patient information to hospitals for improved continuity of care.</p> <p>Interoperability with EMS & Healthcare Systems: Integration with CAD, RMS, and hospital EHRs for streamlined workflow and compliance.</p> <p>Analytics & Reporting: Data-driven insights to enhance patient care outcomes, resource allocation, and regulatory compliance.</p>	*
89		Digital and physical evidence management	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Comprehensive solutions for secure collection, storage, and analysis of evidence, including:</p> <p>Digital Evidence Management: Secure storage, retrieval, and analysis of video, images, audio, and other digital evidence.</p> <p>Physical Evidence Tracking: Chain of custody management for physical evidence, including barcoding and RFID tracking.</p> <p>Integrated Case Management: Seamless linkage of digital and physical evidence to investigative records and RMS.</p> <p>Automated Evidence Processing: AI-driven analysis for forensic review, redaction, and pattern detection.</p> <p>Secure Data Sharing: Controlled access and sharing capabilities for inter-agency collaboration and legal proceedings.</p>	*

90		E-citation systems	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Advanced electronic citation solutions to enhance efficiency, accuracy, and compliance in law enforcement operations, including:</p> <p>Mobile Citation Issuance: Handheld and in-vehicle systems for real-time ticket generation.</p> <p>Automated Data Entry: Integration with RMS, CAD, DMV, and court systems to minimize manual input errors.</p> <p>Digital Citation Management: Secure storage, retrieval, and tracking of issued citations.</p> <p>Violation Code Integration: Preloaded offense codes and fine structures for instant referencing.</p> <p>Real-Time Data Transmission: Wireless submission to courts and administrative agencies.</p> <p>Analytics & Reporting: Insights into citation trends, officer productivity, and compliance rates.</p>	*
91		Law enforcement case management	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Comprehensive case management solutions designed to streamline investigative workflows, evidence tracking, and inter-agency collaboration, including:</p> <p>Case Intake & Assignment: Automated case creation, officer assignment, and priority categorization.</p> <p>Investigation Tracking: Timeline management, incident linking, and task automation for efficient case resolution.</p> <p>Evidence & Document Management: Secure storage, tagging, and retrieval of reports, images, videos, and digital evidence.</p> <p>Interagency Collaboration: Secure data sharing with prosecutors, courts, and other law enforcement agencies.</p> <p>Automated Reporting & Compliance: Integration with NIBRS, UCR, and other regulatory reporting frameworks.</p> <p>Advanced Analytics & AI-Assisted Insights: Predictive crime analysis, pattern recognition, and investigative lead development.</p>	*

Table 7D: Category 3. Comprehensive Solutions. Proposers selecting Category 3 can provide one (1) or a combination of solutions in BOTH Category 1 and Category 2 (Lines 93 - 109). *See the Appendix in the RFP for further guidance.

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

☐ We will not be submitting for Table 7D: Category 3. Comprehensive Solutions. Proposers selecting Category 3 can provide one (1) or a combination of solutions in BOTH Category 1 and Category 2 (Lines 93 - 109). *See the Appendix in the RFP for further guidance.

Line Item	Category or Type	Subcategory	Offered *	Comments
92	Category 1 - Public Safety Response Agency Situational Awareness		<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Comprehensive solutions to enhance real-time awareness, coordination, and decision-making for emergency responders, including:</p> <p>Incident Command & Management: Incident tracking, response coordination, unit assignments, and training activities.</p> <p>Real-Time Incident Tracking & Reporting: Integration with weather, traffic, and construction data for situational awareness.</p> <p>Mapping & Geolocation: Vertical and horizontal location tracking for indoor and outdoor environments.</p> <p>Asset Tracking & Location: Monitoring of personnel, vehicles, controlled substances, and equipment.</p> <p>Community Notifications: Automated alerts for evacuations, minor crime reporting, and shelter-in-place directives.</p> <p>Collaboration & Coordination: One-to-one and one-to-many communication via SMS, push-to-talk, video, and voice.</p> <p>Public Safety Data & Analysis: Video/image analysis, acoustic firearm discharge identification, investigative lead development, and predictive analytics.</p> <p>Pre-Incident Planning: Fire prevention inspections and enforcement tools.</p> <p>Operational Management: Scheduling, training, compliance tracking, and performance analytics.</p> <p>Data-Driven Decision Making: Analytics for staffing, deployment, station placement, and budget planning.</p>

93	Incident command and management	Incident tracking response and reporting, weather/traffic/construction considerations, unit assignments and staffing, training activities, etc.	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Comprehensive solutions for real-time incident tracking, response coordination, and resource management, including:</p> <p>Incident Tracking & Reporting: Real-time monitoring of active incidents, response progress, and resolution status.</p> <p>Environmental Considerations: Integration with weather, traffic, and construction data to enhance situational awareness.</p> <p>Unit Assignments & Staffing: Dynamic resource allocation based on incident needs and personnel availability.</p> <p>Training & Readiness: Management of training activities to ensure personnel preparedness and compliance.</p>	*
94	Mapping	Vertical location, indoor, outdoor	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Advanced mapping solutions for precise location tracking in diverse environments, including:</p> <p>Vertical Location Tracking: Identifies multi-level positioning within buildings for enhanced situational awareness.</p> <p>Indoor & Outdoor Mapping: Seamless integration of GPS, GIS, and indoor positioning technologies for real-time location tracking.</p> <p>Geospatial Intelligence: Provides responders with detailed maps, floor plans, and environmental data to improve navigation and response efficiency.</p>	*

95	Asset tracking and location	Personnel, vehicles, controlled substances, equipment, etc.	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Comprehensive tracking solutions to monitor and manage critical assets, including:</p> <p>Personnel Tracking: Real-time location monitoring of first responders and agency staff for enhanced safety and coordination.</p> <p>Vehicle Tracking: GPS-enabled fleet management for patrol units, fire trucks, ambulances, and other emergency vehicles.</p> <p>Controlled Substances Monitoring: Secure tracking of pharmaceuticals and other regulated materials to ensure compliance and prevent misuse.</p> <p>Equipment & Inventory Management: RFID, barcode, and sensor-based tracking for mission-critical gear, weapons, radios, and protective equipment.</p>	*
96	Community notifications	Evacuations, minor crime reporting, shelter in place, etc.	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Robust public alerting solutions to enhance situational awareness and safety, including:</p> <p>Evacuation Alerts: Real-time notifications for emergency evacuations due to natural disasters, hazardous incidents, or security threats.</p> <p>Minor Crime Reporting: Public portals and mobile apps for citizens to report minor crimes, suspicious activities, and non-emergency incidents.</p> <p>Shelter-in-Place Orders: Automated messaging for lockdowns, weather-related advisories, or hazardous material incidents.</p> <p>Multi-Channel Communication: Alerts via SMS, email, push notifications, sirens, social media, and digital signage.</p>	*

97	One-to-one and one-to-many collaboration and coordination	SMS, push to talk, video, voice, etc.	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Comprehensive communication solutions enabling seamless coordination between agencies and personnel, including:</p> <p>Secure Messaging (SMS & Chat): Encrypted text communication for real-time updates and coordination.</p> <p>Push-to-Talk (PTT): Instant voice communication over LTE, 5G, and radio networks for rapid response.</p> <p>Video Conferencing & Streaming: Live video feeds for incident command, remote assistance, and situational awareness.</p> <p>Voice Communication: Integrated VoIP and radio interoperability to connect personnel across multiple agencies.</p> <p>Mass Notification Systems: Simultaneous alerts to multiple recipients, ensuring swift and informed decision-making.</p>	*
98	Public safety focused data and analysis applications	Video, image, and pattern analysis, acoustic firearms discharge identification, incident response, investigative lead development, predictive analysis, and other data source integration	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Our advanced data analytics and intelligence solutions empower public safety agencies with real-time insights and predictive capabilities, including:</p> <p>Video, Image, and Pattern Analysis: AI-driven analytics to detect anomalies, recognize faces, license plates, and suspicious behaviors.</p> <p>Acoustic Firearms Discharge Identification: Gunshot detection systems that pinpoint locations and provide instant alerts to responders.</p> <p>Incident Response Analytics: Real-time data aggregation to support decision-making during emergencies.</p> <p>Investigative Lead Development: AI-powered tools to analyze historical data, identify trends, and generate actionable intelligence.</p> <p>Predictive Analysis: Crime forecasting, resource allocation optimization, and risk assessment models to enhance proactive policing.</p> <p>Data Source Integration: Seamless integration with RMS, CAD, social media monitoring, IoT sensors, and third-party databases for a comprehensive operational picture.</p>	*

99	Category 2 - Public Safety Response Agency Operations		<div><div><input checked="" type="radio"/> Yes</div><div><input type="radio"/> No</div></div>	<p>Our solutions streamline public safety operations, ensuring efficiency, compliance, and data-driven decision-making. Key offerings include:</p> <p>Incident/Post-Incident Software: Integrated Computer-Aided Dispatch (CAD) and Records Management Systems (RMS) for law enforcement, fire, and EMS.</p> <p>Electronic Patient Care Reporting (ePCR): Seamless data capture and transfer to hospitals for improved emergency medical response.</p> <p>Digital and Physical Evidence Management: Secure chain-of-custody solutions for forensic evidence, body-worn camera footage, and digital records.</p> <p>E-Citation Systems: Efficient electronic citation issuance and records management to improve compliance and reduce administrative burden.</p> <p>Law Enforcement Case Management: End-to-end case tracking, investigative tools, and workflow automation for enhanced operational efficiency.</p> <p>Pre-Incident Planning Software: Fire prevention inspections, enforcement tracking, and risk assessment tools.</p> <p>Operational Management: Scheduling, training, and compliance solutions for optimized personnel and resource allocation.</p> <p>Data Analytics for Strategic Decision-Making: Insights to inform staffing, deployment, station location, budget allocation, and policy development.</p>
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100	Pre-incident planning software	Fire prevention related inspections and enforcement	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Our Pre-Incident Planning Software enhances fire prevention efforts by providing tools for:</p> <p>Fire Prevention Inspections: Digital tracking and management of inspections to ensure compliance with fire codes and safety regulations.</p> <p>Enforcement Tracking: Automated workflows for issuing citations, follow-ups, and ensuring corrective actions are completed.</p> <p>Risk Assessment and Hazard Mapping: Integration of building layouts, hazardous material data, and fire suppression systems for proactive planning.</p> <p>Real-Time Data Access: Cloud-based access for first responders to critical pre-incident data during emergencies.</p>	*
101		Operational management (scheduling, training, compliance, etc.)	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Our Operational Management tools streamline and enhance agency efficiency by providing:</p> <p>Scheduling & Workforce Management: Automated shift scheduling, overtime tracking, and resource allocation.</p> <p>Training & Certification Tracking: Digital records of training sessions, certification renewals, and compliance requirements.</p> <p>Policy & Compliance Management: Ensures adherence to regulatory and agency-specific policies through automated tracking and reporting.</p> <p>Performance Monitoring & Reporting: Data-driven insights to evaluate personnel readiness, response times, and operational effectiveness.</p>	*

102		Data analytics to inform staffing, deployment, station location, budget, and other management decisions.	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Our Data Analytics Solutions empower agencies with actionable insights for strategic decision-making, including:</p> <p>Staffing & Deployment Optimization: Predictive analytics to ensure personnel are assigned efficiently based on demand, response times, and historical data.</p> <p>Station Location & Resource Allocation: Geospatial analysis to determine optimal station placement and resource distribution for enhanced coverage.</p> <p>Budget Planning & Forecasting: Data-driven financial modeling to support funding requests, cost-saving measures, and operational budgeting.</p> <p>Incident Trend Analysis: Identifies crime, fire, and emergency response patterns to enhance proactive planning and risk mitigation.</p>	*
103	Incident/post-incident software	CAD, RMS for law enforcement, fire, and EMS	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>We offer Comprehensive Incident & Post-Incident Software designed to enhance public safety operations across law enforcement, fire, and EMS agencies. Our solutions include:</p> <p>Computer-Aided Dispatch (CAD): Real-time incident tracking, unit assignments, and seamless communication for efficient emergency response.</p> <p>Records Management System (RMS): Secure data storage, case documentation, and compliance management for law enforcement, fire, and EMS.</p> <p>Incident Reporting & Analysis: Enables accurate documentation, investigative support, and performance tracking.</p> <p>Post-Incident Review & Audit Tools: Facilitates after-action reporting, compliance verification, and operational improvements.</p>	*

104		Electronic Patient Care Reporting (ePCR) and data transfer to hospitals	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Our Electronic Patient Care Reporting (ePCR) Solutions streamline EMS operations by ensuring seamless documentation and data exchange between first responders and healthcare providers. Key features include:</p> <p>Real-Time Data Entry & Transmission: Enables EMS personnel to capture and send patient data directly from the field to hospitals.</p> <p>Integration with Hospital Systems: Ensures smooth data transfer for improved patient handoff and continuity of care.</p> <p>Compliance with Healthcare Standards: Meets HIPAA and NEMSIS requirements for secure and standardized patient data management.</p> <p>Mobile & Cloud-Based Accessibility: Allows first responders to document care efficiently via tablets, mobile devices, or cloud platforms.</p>	*
105		Digital and physical evidence management	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Our Evidence Management Solutions provide secure, efficient, and comprehensive tracking of both digital and physical evidence throughout its lifecycle. Key features include:</p> <p>Digital Evidence Handling: Secure storage, retrieval, and analysis of videos, images, audio files, and documents.</p> <p>Physical Evidence Tracking: Barcode and RFID-based inventory management for proper chain-of-custody documentation.</p> <p>Automated Chain-of-Custody Logs: Ensures evidence integrity with audit trails, timestamped access records, and user authentication.</p> <p>Integration with Law Enforcement & Judicial Systems: Seamless data sharing with CAD, RMS, and court systems for streamlined case management.</p> <p>Cloud & On-Premise Storage Options: Flexible deployment models to meet security and compliance requirements.</p>	*

106		E-citation systems	<div><div><input checked="" type="radio"/> Yes</div><div><input type="radio"/> No</div></div>	<p>Our E-Citation Solutions streamline the citation process for law enforcement, improving efficiency, accuracy, and officer safety. Key features include:</p> <p>Mobile & Handheld Ticketing – Officers can issue citations using mobile devices, tablets, or in-vehicle systems.</p> <p>Automated Data Entry – Scans driver's licenses and vehicle registrations to auto-fill citation details, reducing errors and processing time.</p> <p>Real-Time Data Transmission – Direct integration with court systems, RMS, and DMV databases for instant citation submission.</p> <p>Customizable Citation Templates – Supports various citation types, including traffic violations, municipal infractions, and parking offenses.</p> <p>Secure Digital Signature & Printing – Allows violators to sign electronically and receive printed or digital copies.</p> <p>GPS & Location Tagging – Automatically logs location details for precise documentation and evidence tracking.</p> <p>Analytics & Reporting Tools – Provides insights into citation trends, officer productivity, and violation hotspots.</p>
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107		Law enforcement case management	<div><input checked="" type="radio"/> Yes</div> <div><input type="radio"/> No</div>	<p>Our Law Enforcement Case Management System is designed to streamline investigations, evidence tracking, and reporting, ensuring efficiency and compliance. Key capabilities include:</p> <p>End-to-End Case Tracking – Manage cases from initial report through investigation, prosecution, and closure.</p> <p>Integrated Evidence Management – Link digital and physical evidence, including photos, videos, and forensic reports.</p> <p>Automated Workflows & Notifications – Ensure timely task assignments, follow-ups, and status updates.</p> <p>Secure Access Controls – Role-based permissions to protect sensitive case data.</p> <p>Advanced Search & Reporting – Generate reports, track case progress, and analyze crime patterns.</p> <p>Interagency Collaboration – Facilitate secure data sharing across departments and jurisdictions.</p> <p>Mobile Access – Enable officers and investigators to update cases in real time from the field.</p>	*
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Table 8: Exceptions to Terms, Conditions, or Specifications Form

Line Item 108. NOTICE: To identify any exception, or to request any modification, to Sourcewell standard Master Agreement terms, conditions, or specifications, a Proposer must submit the proposed exception(s) or requested modification(s) via redline in the Master Agreement Template provided in the “Bid Documents” section. Proposer must upload the redline in the “Requested Exceptions” upload field. All exceptions and/or proposed modifications are subject to review and approval by Sourcewell and will not automatically be included in the Master Agreement.

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

Documents

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

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

- [Pricing](#) - Pricing Category 1, 2, and 3.pdf - Tuesday March 04, 2025 13:22:12
- [Financial Strength and Stability](#) - Financial Strength and Stability.pdf - Tuesday March 04, 2025 13:24:17
- [Marketing Plan/Samples](#) - Marketing Samples.pdf - Tuesday March 04, 2025 13:17:21
- [WMBE/MBE/SBE or Related Certificates](#) - NMSDC_08.31.2025.pdf - Tuesday March 04, 2025 13:17:42
- Standard Transaction Document Samples (optional)
- Requested Exceptions (optional)
- [Upload Additional Document](#) - Additional Documents.pdf - Tuesday March 04, 2025 13:20:42

Addenda, Terms and Conditions

PROPOSER AFFIDAVIT OF COMPLIANCE

I certify that I am an authorized representative of Proposer and have authority to submit the foregoing Proposal:

1. The Proposer is submitting this Proposal under its full and complete legal name, and the Proposer legally exists in good standing in the jurisdiction of its residence.
2. The Proposer warrants that the information provided in this Proposal is true, correct, and reliable for purposes of evaluation for award.
3. The Proposer certifies that:
 - (1) The prices in this Proposal have been arrived at independently, without, for the purpose of restricting competition, any consultation, communication, or agreement with any other Proposer or competitor relating to-
 - (i) Those prices;
 - (ii) The intention to submit an offer; or
 - (iii) The methods or factors used to calculate the prices offered.
 - (2) The prices in this Proposal have not been and will not be knowingly disclosed by the Proposer, directly or indirectly, to any other Proposer or competitor before award unless otherwise required by law; and
 - (3) No attempt has been made or will be made by Proposer to induce any other concern to submit or not to submit a Proposal for the purpose of restricting competition.
4. To the best of its knowledge and belief, and except as otherwise disclosed in the Proposal, there are no relevant facts or circumstances which could give rise to an organizational conflict of interest. An organizational conflict of interest is created when a current or prospective supplier is unable to render impartial service to Sourcewell due to the supplier's: a. creation of evaluation criteria during performance of a prior agreement which potentially influences future competitive opportunities to its favor; b. access to nonpublic and material information that may provide for a competitive advantage in a later procurement competition; c. impaired objectivity in providing advice to Sourcewell.
5. Proposer will provide to Sourcewell Participating Entities Solutions in accordance with the terms, conditions, and scope of a resulting master agreement.
6. The Proposer possesses, or will possess all applicable licenses or certifications necessary to deliver Solutions under any resulting master agreement.
7. The Proposer will comply with all applicable provisions of federal, state, and local laws, regulations, rules, and orders.
8. Proposer its employees, agents, and subcontractors are not:
 1. Included on the "Specially Designated Nationals and Blocked Persons" list maintained by the Office of Foreign Assets Control of the United States Department of the Treasury found at: <https://www.treasury.gov/ofac/downloads/sdnlist.pdf>;
 2. Included on the government-wide exclusions lists in the United States System for Award Management found at: <https://sam.gov/SAM/>; or
 3. Presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from programs operated by the State of Minnesota; the United States federal government, as applicable; or any Participating Entity. Vendor certifies and warrants that neither it nor its principals have been convicted of a criminal offense related to the subject matter of this solicitation.

☒ By checking this box I acknowledge that I am bound by the terms of the Proposer's Affidavit, have the legal authority to submit this Proposal on behalf of the Proposer, and that this electronic acknowledgment has the same legal effect, validity, and enforceability as if I had hand signed the Proposal. This signature will not be denied such legal effect, validity, or enforceability solely because an electronic signature or electronic record was used in its formation. - Ashley Christina De Sa, Administrator, 22nd Century Technologies, Inc.

The Proposer declares that there is an actual or potential Conflict of Interest relating to the preparation of its submission, and/or the Proposer foresees an actual or potential Conflict of Interest in performing the obligations contemplated in the solicitation proposal.

☒ Yes ☐ No

The Bidder acknowledges and agrees that the addendum/addenda below form part of the Bid Document.

Check the box in the column "I have reviewed this addendum" below to acknowledge each of the addenda.

File Name	I have reviewed the below addendum and attachments (if applicable)	Pages
Addendum_12_Public_Safety_Software_RFP030425 Mon February 24 2025 04:31 PM	<input checked="" type="checkbox"/>	4
Addendum_11_Public_Safety_Software_RFP030425 Fri February 21 2025 08:25 AM	<input checked="" type="checkbox"/>	2
Addendum_10_Public_Safety_Software_RFP030425 Wed February 19 2025 02:57 PM	<input checked="" type="checkbox"/>	2
Addendum_9_Public_Safety_Software_RFP030425 Wed February 12 2025 04:18 PM	<input checked="" type="checkbox"/>	2
Addendum_8_Public_Safety_Software_RFP030425 Mon February 10 2025 10:04 AM	<input checked="" type="checkbox"/>	2
Addendum_7_Public_Safety_Software_RFP030425 Mon February 3 2025 04:39 PM	<input checked="" type="checkbox"/>	4
Addendum_6_Public_Safety_Software_RFP030425 Fri January 31 2025 10:29 AM	<input checked="" type="checkbox"/>	2
Addendum_5_Public_Safety_Software_RFP030425 Wed January 29 2025 03:58 PM	<input checked="" type="checkbox"/>	2
Addendum_4_Public_Safety_Software_RFP030425 Fri January 24 2025 11:47 AM	<input checked="" type="checkbox"/>	2
Addendum_3_Public_Safety_Software_RFP030425 Tue January 21 2025 02:21 PM	<input checked="" type="checkbox"/>	3
Addendum_2_Public_Safety_Software_030425 Fri January 17 2025 03:35 PM	<input checked="" type="checkbox"/>	1
Addendum_1_Public_Safety_Software_030425 Fri January 17 2025 10:38 AM	<input checked="" type="checkbox"/>	1