



MASTER AGREEMENT #030425
CATEGORY: Public Safety Software
SUPPLIER: 3AM Innovations 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 3AM Innovations Inc., 241 Main Street, Suite 300, Buffalo, NY 14203 (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 1. Public Safety Response – Agency Situational Awareness, 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.

Complimentary equipment, accessories, and services must be directly related to the offering of systems or solutions described in section 7)a) 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 Sourcwell 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 Sourcwell 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 Sourcwell 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

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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.

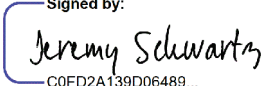
- 1) **Quotes to Participating Entities.** Suppliers are encouraged to provide all pricing information regarding the total cost of acquisition when quoting to a Participating Entity. Suppliers and Participating Entities are encouraged to include all cost specifically associated with or included within 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.

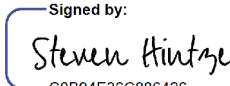
030425-3AM

- 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

3AM Innovations Inc.

Signed by:

 C0FD2A139D06489...
 By: _____
 Jeremy Schwartz
 Title: Chief Procurement Officer
 Date: 7/15/2025 | 12:13 PM CDT

Signed by:

 C0B94E36C886426...
 By: _____
 Steven Hintze
 Title: Director of Business Development
 Date: 7/15/2025 | 9:52 AM PDT

RFP 030425 - Public Safety Software

Vendor Details

Company Name: 3AM Innovations

Does your company conduct business under any other name? If yes, please state: New York

Address: 241 Main Street
Suite 300
Buffalo, NY 14203-2703

Contact: Steven Hintze

Email: steve.hintze@3aminnovations.com

Phone: 631-831-6369

Fax: 631-831-6369

HST#: 851053348

Submission Details

Created On: Tuesday January 14, 2025 10:35:22

Submitted On: Monday March 03, 2025 07:41:57

Submitted By: Steven Hintze

Email: steve.hintze@3aminnovations.com

Transaction #: 6b5dd17e-d9cd-42e2-9434-ac99b386f733

Submitter's IP Address: 147.243.168.143

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.	Steven Hintze	*
2	In the event of award, is this entity the Responsible Supplier that will execute the master agreement with Sourcewell? Y or N.	Y	*
3	Identify all subsidiaries, D.B.A., authorized affiliates, and any other entity that will be responsible for offering and performing delivery of Solutions within this Proposal (i.e. Responsible Supplier(s) that will execute a master agreement with Sourcewell).	3AM Innovations Inc.	*
4	Provide your CAGE code or Unique Entity Identifier (SAM):	L357FFTTGYG7	*
5	Provide your NAICS code applicable to Solutions proposed.	54151, 541519, 541511, 922160, and 922190	
6	Proposer Physical Address:	241 Main Street Suite 300 Buffalo, NY 14203	*
7	Proposer website address (or addresses):	www.3aminnovations.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):	Steven Hintze - Director of Business Development 241 Main Street, Buffalo NY 14203 steve.hintze@3aminnovations.com (631) 831-6369	*
9	Proposer's primary contact for this proposal (name, title, address, email address & phone):	Steven Hintze - Director of Business Development 241 Main Street, Buffalo NY 14203 steve.hintze@3aminnovations.com (631) 831-6369	*
10	Proposer's other contacts for this proposal, if any (name, title, address, email address & phone):	Izzy Rufat, Director of Sales West, 241 Main Street, Buffalo, NY 14203, izzy.rufat@3aminnovations.com, (716) 515-8967 Christine Moulton, Director of Sales East, 241 Main Street, Buffalo, NY 14203, Christine.moulton@3aminnovations.com, (978) 764-1200	*

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

Line Item	Question	Response *
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11	Provide a brief history of your company, including your company's core values, business philosophy, and industry longevity related to the requested Solutions.	3AM Innovations (3AM) was first conceived by Patrick O'Connor, a former firefighter. The company was created in response to a tragedy in a neighboring fire department that resulted in a loss of life, which could have been prevented with a proper tracking system. This inspired 3AM's mission: "To protect those who protect us." The name 3AM Innovations reflects O'Connor's dedication, as he worked late into the night, often until 3 a.m., to develop a solution. After Patrick received his first of 3AM's three patents for the FLORIAN system, he contacted technologist and now co-founder, Ryan Litt, to join in on this mission. Together, they worked on finding a solution to track first responders in real-time in a 3D-mapped environment. The company started as a small startup, C-Corporation, on May 14th, 2020, and later transitioned into a fully funded business in 2022 after an investment by Tom Golisano of Grand Oaks Capital. This investment transitioned 3AM from a startup to a solid corporate structure, including a board of directors and a management team consisting of a CEO, COO, CFO, VP of Customer Success, and Directors of Marketing and Sales. 3AM has a national presence in the emergency response market sector, and it is used by agencies (fire, EMS, law enforcement), government entities, and private sector clients focused on incident management and public safety. Following the investment by Grand Oaks Capital, a significant expansion of the company has occurred. The number of employees has grown from 5 in 2020 to 25 in 2025 and is projected to grow to 35 by early 2026. Through the years, 3AM has maintained an 85% retention rate among employees directly associated with service delivery for projects related to emergency response solutions. High retention is attributed to a collaborative work culture and competitive employee development programs. Since its inception, 3AM has been at the forefront of providing innovative technology solutions for emergency response and personnel tracking, with the development of the FLORIAN Platform. Our company is honored to have won the GOVTECH 100 award for innovation every year from 2020 to 2025.
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12	What are your company's expectations in the event of an award?	If 3AM Innovations is awarded the contract, we have clear expectations and a well-defined plan to ensure successful implementation of the agreement, seamless collaboration with SourceWell, and measurable value for participating entities. We view an award as the beginning of a partnership with Sourcewell, focused on delivering exceptional value to its members. Our expectations include marketing and outreach support by collaborating with SourceWell's marketing and communication teams to promote the agreement to participating entities. The listing of 3AM Innovations and the FLORIAN platform in SourceWell's directory of approved vendors will ensure visibility. Education for participating entities with assistance from Sourcewell in educating its members about the benefits of cooperative purchasing and the unique features of FLORIAN. We anticipate working closely with Sourcewell members to ensure their unique needs are met through: Seamless Procurement: Simplifying the purchasing process for members by leveraging the cooperative agreement structure. Maintaining transparent pricing and adherence to the terms of the agreement. Customizable Solutions: Partnering with entities to tailor the FLORIAN platform to their specific operational requirements, including integrations with existing infrastructure. Training and Support: Providing comprehensive training programs and 24/7 technical support to help participating entities maximize the value of the FLORIAN platform. To ensure smooth implementation, we expect regular communication with Sourcewell to ensure clear and consistent communication to align expectations, share updates, and address any challenges. Collaboration on tracking and reporting agreement performance, including adoption metrics and member satisfaction. Efficient onboarding of participating entities we expect Sourcewell to facilitate introductions and communications with interested entities, enabling us to streamline the onboarding process. An award would enable 3AM to expand access to FLORIAN, by reaching new public safety agencies, government organizations, and nonprofits across the U.S. and Canada. Build long-term relationships with entities seeking innovative, scalable solutions for incident management and situational awareness. We will also use feedback from participating entities to drive continuous improvement of FLORIAN's features and capabilities. We expect to maintain a partnership grounded in accountability, ensuring that both Sourcewell and 3AM Innovations measure the success of the agreement through key performance indicators (KPIs), such as member adoption, satisfaction, and retention. Along with adherence to all contractual obligations, including service delivery standards, pricing transparency, and reporting requirements. 3AM Innovations expects a collaborative and mutually beneficial partnership with Sourcewell in the event of an award. We are committed to delivering exceptional solutions and services to participating entities, supporting Sourcewell's mission to simplify procurement, and driving measurable outcomes for first responders and emergency management professionals.
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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.	To demonstrate 3AM Innovations' financial strength and stability, we can present the following meaningful data points from available records: Dun & Bradstreet Business Information Report (attached) Information according to the D&B Business Information Report (dated 02/25/2025): PAYDEX® Score: 78 (Low Risk) – This score indicates that 3AM Innovations has a history of making payments on time, suggesting strong financial health. Delinquency Predictor Percentile: 88 (Low-Moderate Risk) – Indicates a low probability of delinquency in financial obligations. Financial Stress Score: 61 (Moderate Risk) – This percentile shows that the company is in a stable financial condition with a 0.17% probability of failure, compared to the 0.48% industry average. Supplier Evaluation Risk Rating: 3 (Low Risk) – Suggests strong supplier relationships and financial reliability. Positive Credit Recommendation – Reflects the confidence of financial institutions in extending credit to 3AM Innovations. 3AM Innovations transitioned from a startup to a fully funded company in 2022 following a significant investment from Grand Oaks Capital owner Tom Golisano. The company holds three patents related to its FLORIAN software for first responder tracking and situational awareness. We have major contract wins including but not limited to the Arizona Statewide Fire Incident Management System Contract (State RFP Winner), Philadelphia Fire Department, and Large-scale event management (Boston Marathon, Super Bowl, Pro Bowl, Disney Marathon, Arlington VA's 4th of July, etc.). 3AM's Stability and Long-Term Growth is also demonstrated by: Employee Growth: From 5 employees (2020) to 25 employees (2022), projection of 35 employees (2026). 3AM has an 85% retention rate. Corporate Experience: 3AM Innovations has over 300 years of combined public safety experience and over 80 years' experience in its leadership and advisory teams. Industry Recognition: Included in GovTech's Top 100 Companies to Watch for five consecutive years. The financial strength and stability of 3AM Innovations are supported by: Low-risk financial ratings from Dun & Bradstreet Significant private investment from Grand Oaks Capital Government contracts and vendor approvals (GSA, SAM.gov, CAGE Code, NAICS, NIGP) Proven track record with major fire departments and public safety agencies Projected growth in workforce and financial backing for scalability Strong banking and financial relationships with M&T Bank	*
14	What is your US market share for the Solutions that you are proposing?	Determining an exact U.S. market share for 3AM Innovations' FLORIAN software is challenging due to the absence of comprehensive industry-wide data for our, "most disruptive and overall advancing technology the fire service has ever seen." (Chief Bobby Halton), software. However, we can provide insights into our market presence and growth trajectory. FLORIAN is utilized by prominent fire departments, including the Philadelphia Fire Department, Boston Fire Department, over 20 small to midsize Arizona fire departments, as well as other small to midsize departments, both paid and volunteer, throughout the United States. We have established collaborations with organizations such as the California Fire Chiefs Association, enhancing our visibility and adoption within the U.S. fire service community. Our strategic partnerships with companies in the public safety industry such as: Microsoft, T-Mobile, FirstNet, 3M Scott, MSA Safety, Samsung, GlobalStar, Panasonic Connect, Esri, and NextNav, enhance 3AM's continued expansion within the US market and underscore our expanding footprint and influence within the U.S. market for incident command and management solutions. 3AM is the industry leader in tracking dismounted first responders. We have agencies leveraging our software from the East Coast to the West Coast, including Alaska.	*
15	What is your Canadian market share for the Solutions that you are proposing?	3AM Innovations does not currently have a presence in the Canadian market, we can provide insights into our presence and activities through our strategic partnership with Siyata Mobile Inc., a Vancouver-based company specializing in Push-to-Talk over Cellular (PoC) handsets and accessories. This collaboration integrates FLORIAN with Siyata's SD7 handset, aiming to enhance incident command capabilities. While specific market share figures are not available, this partnership underscores our commitment to supporting Canadian first responders with advanced incident command solutions. We are currently working on a route-to-market strategy with a Canadian fire service leader which will equip us to sell in each province. We have already begun conversations with many interested agencies both public and private within Canada.	*

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.	3AM Innovations does not have any bankruptcy proceedings, nor has it had any.	*
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?	3AM Innovations is best described as a manufacturer and service provider. As a manufacturer, 3AM Innovations develops and delivers its proprietary FLORIAN software platform. This platform is a robust, device-agnostic incident management solution designed for situational awareness and decision support. As a service provider, 3AM provides ongoing services, including implementation, system integrations, training, and 24/7 customer support. The primary sales, service, and support force are 3AM Innovations' direct employees. These team members include sales representatives, product trainers (many of whom are former public safety professionals), and software engineers. While 3AM Innovations primarily handles direct sales and services, partnerships with certified vendors and industry partners (e.g., Microsoft Azure, ESRI, Panasonic Connect, T-Mobile, and AT&T FirstNet) may facilitate hardware or supplemental service delivery as part of the integrated solution. This structure ensures seamless delivery, installation, support, and maintenance of FLORIAN to meet customer needs effectively.	*

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.	3AM Innovations and its FLORIAN software platform hold several licenses and certifications through partners that ensure the delivery of secure, compliant, and industry-recognized solutions. Below is a detailed breakdown: Required and held Licenses and Certifications Microsoft Certifications - Microsoft Certified Partner - Certified Surface Reseller - Utilizes Microsoft Azure Government Cloud to ensure high availability, security, and compliance with government standards. AT&T FirstNet Verified Partner - FLORIAN is verified to operate on the FirstNet network, ensuring priority access and enhanced connectivity for first responders. ESRI Certified Partner - Integrates seamlessly with GIS solutions, providing mapping and geolocation capabilities for situational awareness. Panasonic Connect Certified Partner - Certified for use with Panasonic Toughbook's and other ruggedized hardware solutions, ensuring reliability in demanding environments. 3M Scott Safety Partner - Supports integration with connected SCBAs for enhanced personnel tracking and safety. California Fire Chiefs Association (CalFire) Preferred Vendor - Recognized as a preferred technology provider for fire departments statewide Samsung Partner - FLORIAN is optimized for use on Samsung Galaxy Smartwatch and mobile devices. Globalstar Partner - Collaborates with Globalstar for satellite tracking devices, ensuring connectivity in off-grid scenarios and ensures satellite tracking capabilities for first responders in remote or disconnected areas. GSA Contract Holder - Holds GSA MAS Contract #47QTCA24D004Z under: SIN 511210 – IT Software Licenses SIN 54151 – IT Software Maintenance. Security & Compliance Certifications Microsoft Azure Government Compliance - FedRAMP High Authorization: Ensures FLORIAN meets federal cloud security standards. - CJIS (Criminal Justice Information Services) Compliance: Required for integration with law enforcement & emergency systems. - NIST 800-171 & 800-53 Compliance: Ensures cybersecurity protection of sensitive government data. T-Mobile 5G First Responder Connectivity Certification - Enables low-latency, high-speed emergency communications for FLORIAN users. NIST (National Institute of Standards & Technology) Compliance - Ensures adherence to firefighter safety tracking and communications security standards. TAK (Team Awareness Kit) Integration Certification - Required for military-grade situational awareness tracking. Where required, 3AM Innovations works with certified third-party hardware vendors and service providers (e.g., Panasonic, Globalstar, and Microsoft) to meet the technical and operational needs outlined in the RFP. These partners adhere to their own respective industry certifications and compliance standards. This comprehensive list ensures FLORIAN's compliance, reliability, and security when deployed to address the requirements of public safety, emergency response, and incident management. 3AM maintains all necessary licenses and certifications to operate FLORIAN as a mission-critical first responder tracking and situational awareness system. Our partnerships with Microsoft, AT&T FirstNet, ESRI, T-Mobile, and other industry leaders ensure compliance with the highest standards for security, emergency communications, and public safety. We continuously pursue new certifications and partnerships to meet evolving emergency response requirements.
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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.	3AM has no current or past debarments or suspensions for the company or any Responsible Party within the past seven years. 3AM remains committed to transparency, compliance, and ethical business practices. If at any time during the pendency of this RFP evaluation 3AM were to enter a debarment or suspension status, written notice will be promptly provided to Sourcewell in accordance with the requirements outlined.	*
20	Describe any relevant industry awards or recognition that your company has received in the past five years.	3AM has received several industry awards and notable recognitions in the past five years, showcasing its commitment to innovation, reliability, and excellence in emergency response technology: GovTech 100 Recognition (2019–2025) GovTech named 3AM Innovations as one of the Top 100 companies to watch in the government technology market for five consecutive years. This prestigious recognition highlights the company's contributions to public sector innovation and its impact on emergency response systems. AT&T FirstNet Verified FLORIAN was verified for AT&T FirstNet, a network designed specifically for first responders. This certification demonstrates FLORIAN's reliability and ability to provide critical situational awareness for first responders under demanding conditions. Preferred Vendor – California Fire Chiefs Association (CAL FIRE) FLORIAN was selected as a Preferred Vendor for CAL FIRE, underscoring its proven effectiveness and alignment with the needs of fire departments across California. Partnership Recognition with Microsoft Azure Government 3AM Innovations was recognized for its successful integration of FLORIAN with Microsoft Azure Government Cloud, providing secure, scalable, and compliant solutions for emergency response agencies. T-Mobile 5G Collaboration Recognition 3AM Innovations was highlighted in a T-Mobile case study for its use of 5G connectivity to enhance FLORIAN's real-time communication, location tracking, and situational awareness for firefighters. These awards and recognitions demonstrate 3AM Innovations' commitment to delivering cutting-edge, reliable, and transformative solutions for emergency management and first responders.	*
21	What percentage of your sales are to the governmental sector in the past three years?	Over the past three years, approximately 85-90% of 3AM Innovations' sales have been to the governmental sector, including federal, state, and local agencies. This includes fire departments, emergency management services, and public safety organizations across the United States, such as: Philadelphia Fire Department Statewide Fire Incident Management in Arizona Various fire departments throughout the United States. Public safety agencies for events like the Boston Marathon, Super Bowl, Electric Daisy Festival, Philadelphia Broad Street Run, and Disney Marathons. This strong focus on the governmental sector underscores 3AM Innovations' commitment to serving public safety, emergency response, and incident management professionals with cutting-edge technology.	*
22	What percentage of your sales are to the education sector in the past three years?	Over the past three years, 3AM has not had any sales in the education sector. While 3AM primarily focuses on governmental and public safety agencies, occasional engagements have included training programs, educational workshops, and partnerships with institutions supporting public safety research and incident management training. The core business remains dedicated to governmental and emergency response sectors.	*

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?	3AM has only recently started signing with cooperatives. Our sales with these procurement vehicles are less than two years. Savvik Buying Group Contract Contract Number: 2023-04 Scope: Cooperative purchasing for public safety agencies, including fire, EMS, and law enforcement. Sales under the Savvik contract are: \$17k Savvik is primarily an equipment supplier who just recently started providing situational awareness software technology. Statewide Fire Incident Management Grant – Arizona Scope: Provides FLORIAN software for statewide fire incident management across departments and districts. This grant has acted as a cooperative for purchase in the state of Arizona. The SFIM Contract sales to date: \$1,198,846.00 GSA Multiple Award Schedule (MAS) Contract Number: 47QTCA24D004Z Scope: Federal, state, and local government purchasing of FLORIAN software and associated support services. 3AM has been fast tracked to the GSA MAS because of the public safety component of FLORIAN and has been on for less than a year. We currently have no sales through GSA. We are working with their Marketing Research Team to educate agencies on our state-of-the-art software. These agreements demonstrate 3AM Innovations' ability to support public safety agencies through efficient procurement processes, ensuring streamlined access to FLORIAN's critical solutions.
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?	GSA Multiple Award Schedule (MAS) Contract Number: 47QTCA24D004Z SIN Codes: 511210 – Software Licenses 54151 – Software Maintenance 3AM has been on the GSA MAS for less than a year and does not currently have any Standing Offers or Supply Arrangements. We are a young company with groundbreaking technology that departments and agencies are just becoming aware of.

Table 2B: References/Testimonials

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

Entity Name *	Contact Name *	Phone Number *	
Philadelphia Fire Department	Battalion Chief Charles A. Pluguez	(215) 796-2353	*
Rio Rico, AZ, Fire Department	Chief Adam Amezcaga	(520) 841-3117	*
CAL-FIRE	Deputy Chief Marcus Hernandez Wildfire Technology R&D	(916) 903-3279	*
Arlington, VA, Fire District	Captain Ned Waterfall Communications & Technology Officer	(571) 645-8002	

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

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

Line Item	Question	Response *
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26	Sales force.	3AM Innovations employs a dedicated team of in-house sales professionals. Sales personnel are employees of 3AM Innovations and not third-party contractors. This team is experienced in public safety and emergency response, many with backgrounds as firefighters or first responders. 3AM's sales force is geographically distributed across the United States, including California, New York, Texas, Arizona, Massachusetts, and other major regions. Key Sales Leadership: Izzy Rufat– VP Sales and Marketing Izzy.Rufat@3AMInnovations.com 716) 515-8967 Christine Moulton – Director of Sales Christine.Moulton@3aminnovations.com (978) 764-1200 Ben Swart – Sales Manager Ben@3aminnovations.com (845) 389-4103 Steve Hintze – Director of Business Development Steve.hintze@3aminnovations.com (631) 831-6369 3AM Innovations primarily operates through its direct sales team. Sales force activities are tightly integrated with 3AM's service and implementation teams, ensuring seamless delivery, onboarding, and post-sale support. This structure ensures that 3AM Innovations provides expert consultation, responsive customer support, and effective solutions tailored to client needs.
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27	Describe the network of Authorized Sellers who will deliver Solutions, including dealers, distributors, resellers, and other distribution methods.	3AM Innovations primarily operates through its in-house direct sales team, ensuring that customers receive expert guidance, training, and support tailored to their unique requirements. Direct sales are managed by 3AM's experienced personnel, who are knowledgeable about public safety and emergency response operations. 3AM Innovations collaborates with trusted partners to expand its reach and deliver solutions to clients effectively: Microsoft Azure Government Ensures secure cloud deployment and storage solutions for government customers. AT&T FirstNet Verified Partner Provides priority network access and connectivity for first responders, enabling seamless deployment of FLORIAN. T-Mobile T-Priority Verified Partner Provides priority network access and connectivity for first responders, enabling seamless deployment of FLORIAN. T-Mobiles partnership with Starlink ensures connectivity in signal deprived areas. T-Mobile is an authorized reseller of FLORIAN; the reseller distribution details are being finalized. Panasonic Connect Certified Partner Delivers FLORIAN software pre-integrated on Panasonic Toughbooks, rugged hardware widely used in public safety and emergency response. ESRI Certified Partner Facilitates GIS mapping integration with FLORIAN, ensuring advanced geospatial solutions. Globalstar Partner Supports satellite-based tracking devices for off-grid and remote connectivity. 3M Scott Safety Partner SCBA provider MSA Partner SCBA provider Samsung Partner Enables FLORIAN on Samsung mobile devices and Galaxy SmartWatches for real-time tracking and communication. L3 Harris Radio provider BK Technologies Radio provider FLORIAN is deployed directly by 3AM Innovations' in-house team, ensuring seamless integration, configuration, and training. Through Microsoft Azure Government Cloud, FLORIAN is available as a secure, cloud-hosted platform for government and public safety clients. 3AM collaborates with system integrators for deployment alongside CAD systems, GIS platforms, and emergency response tools. 3AM ensures that all partners meet stringent criteria for: - Technical expertise and support capabilities. - Compliance with industry standards for hardware and software integrations. - Customer service excellence to provide ongoing support and maintenance. This distribution model ensures that FLORIAN is delivered efficiently, securely, and with full technical and operational support.
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28	Service force.	3AM Innovations maintains a robust service force to ensure seamless implementation, training, and ongoing support for its FLORIAN software platform. The service force includes in-house employees and, where necessary, trusted partners to deliver comprehensive services tailored to public safety and emergency response agencies. 3AM's In-House Service Team of implementation Specialists work directly with clients to configure and deploy the FLORIAN platform, including integrations with existing systems such as CAD, GIS, and other emergency response tools. Our Training Specialists provide hands-on and virtual training for administrators, commanders, and field personnel. Many trainers are former public safety professionals, such as firefighters and incident commanders, ensuring real-world expertise. Our support engineers offer Monday through Friday - 9AM to 7PM EST, multi-channel technical support, including phone, email, and remote troubleshooting for basic technical issues and 24/7 support for critical issues. They handle system maintenance, updates, and issue resolution. 3AM has nationwide coverage with team members strategically located across the United States, including California, New York (Headquarters), Midwest, and Southeastern regions. This geographic distribution allows for on-site support when required. Our partner network for specialized support includes but is not limited to: Microsoft Azure Government: Ensures secure hosting, data storage, and cloud-based maintenance. AT&T FirstNet: Provides connectivity support for first responders. T-Mobile T Priority: Provides connectivity support for first responders including Starlink capabilities. Hardware Partners: Certified partners like Panasonic (Toughbook's), Samsung, and Globalstar support hardware configurations and connectivity. Technical Partners: Partners such as NextNav and Epic Blue provide enhancements for location tracking (X, Y, & Z axis). 3AM's service delivery process for initial onboarding and setup includes full system analysis, integration with existing infrastructure, and user setup. Training programs customized for various roles, including incident commanders, IT teams, and field personnel. We provide Technical Support with dedicated escalation procedures along with regular system updates and maintenance. Our post-deployment services provide performance reviews, data analysis, and system optimization to meet evolving agency needs. A dedicated Customer Success Manager (CSM) is assigned to each client to ensure ongoing satisfaction and communication. The CSM acts as a single point of contact for service coordination and system improvements. 3AM's service force is composed entirely of direct employees, ensuring high-quality support, rapid response times, and accountability. The team combines technical expertise with real-world experience in public safety, ensuring the FLORIAN platform consistently meets and exceeds client expectations.
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29	Describe the ordering process. If orders will be handled by distributors, dealers or others, explain the respective roles of the Proposer and others.	3AM provides a streamlined and efficient ordering process for its FLORIAN software platform and associated services. The process is designed to ensure ease of procurement, clear communication, and rapid delivery for public safety agencies, government clients, and other eligible customers. Ordering Process Overview Direct Orders (Primary Method) Orders are primarily placed directly through 3AM Innovations' sales team. Process: Customers start orders via direct contact with 3AM's sales representatives or through email/phone. A needs assessment is performed to determine software configurations, integrations, current hardware, hardware needs, and service requirements. A proposal or quote is prepared, including pricing, timelines, and terms. Upon approval, a Purchase Order (PO) is submitted, and the order is processed. Contact for Ordering: Ben Swart – Sales Manager Ben@3aminnovations.com (845) 389-4103 Steve Hintze – Director of Business Development Steve.hintze@3aminnovations.com (631) 831-6369 General Sales Sales@3aminnovations.com (716) 249-4711 In cases where procurement is facilitated by authorized partners, the partners assist clients with hardware procurement, bundled solutions, or cooperative purchasing agreements. They may supply pre-configured ruggedized hardware (e.g., Panasonic Toughbook's, Samsung devices) with FLORIAN pre-installed. Key Authorized Partners include: T-Mobile T-Priority Panasonic Connect (Toughbook's) Samsung (mobile devices and smartwatches) Sonim (mobile devices) Globalstar (satellite location devices) AT&T FirstNet (connectivity solutions). 3AM remains the primary point of contact for all software-related inquiries, implementation, training, and support. 3AM ensures a consistent and high-quality experience by coordinating closely with resellers to fulfill customer requirements. Customers leveraging cooperative purchasing agreements (e.g., Sourcewell, Savvik Buying Group Contract #2023-04) may initiate orders through the respective agreement's framework. The simple steps include a customer referencing the cooperative agreement number during the order process and 3AM processing the order under the agreed terms. Once the order is confirmed, 3AM provides an order acknowledgment and delivery timeline. The software licenses are provisioned, and any hardware (if applicable) is shipped through direct or authorized partners. The deployment, configuration, and user training are scheduled and managed by 3AM's Implementation Team. After deployment, 3AM Innovations provides 24/7 support, updates, and ongoing customer success services to ensure the platform operates seamlessly. This hybrid approach—offering direct sales with optional support from authorized resellers—ensures flexibility, scalability, and tailored delivery for public safety and government agencies.
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30	Describe your product implementation strategy. If utilizing installation partners, describe and define their role in the strategy.	3AM does not use installation partners for implementing our FLORIAN software. 3AM follows a structured, phased implementation strategy to ensure seamless deployment, integration, and adoption of FLORIAN within emergency response agencies. Our implementation approach is designed to minimize operational disruptions, accelerate onboarding, and ensure system optimization through a combination of in-house expertise and strategic partnerships. FLORIAN is deployed using a five-phase methodology that follows agile project management principles, ensuring flexibility, rapid issue resolution, and stakeholder involvement throughout the process. Phase 1: Needs Assessment & Planning Conduct detailed consultation with agency stakeholders to identify objectives and operational requirements. Assess existing infrastructure, CAD compatibility, GIS integrations, and device configurations. Define project milestones, key performance indicators (KPIs), and success criteria. Assign implementation teams, including 3AM Innovations specialists and agency technical leads. Phase 2: System Configuration & Integration Configure FLORIAN based on agency needs, including: GIS overlays, CAD connectivity, API integrations, and SCBA telemetry tracking. 3D mapping customization, alert thresholds, and geofencing settings. Deploy secure API connections for interoperability with CAD, GIS, AVL, and sensor systems. Validate device compatibility for smartphones, GPS radios, smartwatches, and biometric devices. Implement user role-based access controls (RBAC) and cybersecurity protocols. Phase 3: Training & User Adoption Develop a customized training plan for: Incident Commanders – Tactical operations, situational awareness tools. First Responders – Mobile device usage, Mayday alerts, and tracking functions. IT & System Admins – API management, security settings, and system monitoring. Conduct hands-on training workshops and live scenario simulations. Provide training videos, technical documentation, and onboarding support. Establish dedicated support channels for real-time assistance. Phase 4: Pilot Deployment & Optimization Execute a controlled pilot deployment within a selected district or unit. Gather real-time feedback and refine system settings accordingly. Conduct stress testing with live emergency scenarios. Optimize API integrations and adjust configurations based on agency needs. Schedule bi-weekly performance reviews to ensure system alignment. Phase 5: Full Deployment & Ongoing Support Scale FLORIAN deployment across all units, divisions, or agencies. Activate multi-agency interoperability if required. Perform real-time system monitoring for performance optimization. Provide continuous updates, feature enhancements, and cybersecurity patches. Enable post-incident reporting capabilities for training and analytics. For large-scale deployments, 3AM may also collaborate with local IT service providers for on-premises installation, CAD configuration, and hardware support. 3AM Innovations provides comprehensive post-deployment support, including: Technical Support: Dedicated emergency response team available. Real-Time System Monitoring: Ensures uptime, security, and performance optimization. Quarterly Feature Enhancements: Regular software updates based on user feedback. Live Incident Playback & Data Archiving: Supports post-event analysis and training. Cybersecurity Compliance Audits: Maintains compliance with CJIS, HIPAA, and FedRAMP standards through our partners. 3AM's implementation strategy is a structured, agile five-phase approach ensures seamless integration with hands-on training and real-world testing maximize user adoption. We have strategic technology partnerships that enhance system resilience and reliability and utilize multi-deployment models available (cloud, hybrid, on-premises). Our team engages in continuous monitoring and support to ensure operational success.
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.	3AM Innovations has a comprehensive Customer Service Program designed to ensure optimal performance, rapid response, and continued satisfaction for all clients using the FLORIAN software platform. The program includes structured processes, technical support, proactive monitoring, and accountability measures to meet and exceed service expectations. Customer Service Program Overview

1. Initial Onboarding and Implementation Support
 - a. Dedicated Customer Success Managers (CSMs) are assigned to guide each customer through the initial onboarding, system setup, and training process.
 - b. Steps:
 - i. Kickoff meeting to outline objectives, milestones, and communication protocols.
 - ii. System configuration and integration with existing infrastructure (CAD, GIS, hardware, etc.).
 - iii. Comprehensive training for administrators, incident commanders, and end-users.
 - iv. Post-deployment follow-up to ensure successful adoption and system readiness.
 2. Technical Support
 - a. Availability: Customers have access to multi-channel support for any technical or service-related issues.
 - b. Support Channels:
 - i. Phone Support: Dedicated hotline for immediate assistance.
 - ii. Email Support: Ticketing system for issue tracking and resolution.
 - iii. Remote Assistance: Real-time troubleshooting and diagnostics via remote access tools.
 - c. Response-Time Commitments:
 - i. Critical Issues: Immediate acknowledgment within 1 hour; resolution initiated promptly.
 - ii. High-Priority Issues: Acknowledgment within 2 hours; resolution within 24 hours.
 - iii. Standard Issues: Acknowledgment within 4 hours; resolution typically within 2-3 business days.
 - d. Escalation Procedures:
 - i. Issues are escalated to senior technical engineers or management if not resolved within the stated timeframe.
 - ii. Customers are provided with updates at regular intervals until full resolution.
 3. Proactive Monitoring and Maintenance
 - a. 3AM Innovations employs tools for proactive system monitoring to identify and resolve issues before they impact operations.
 - b. System Health Checks: Regular assessments are conducted to ensure system performance, security, and reliability.
 - c. Software Updates Quarterly: Customers receive regular software updates and patches to ensure FLORIAN stays optimized and secure.
 4. Customer Success Management
 - a. Each client is assigned a Customer Success Manager (CSM) to act as a primary point of contact for ongoing support and service needs.
 - b. CSM Responsibilities:
 - i. Monitor client satisfaction and platform performance.
 - ii. Facilitate system optimization based on user feedback and evolving operational needs.
 - iii. Coordinate additional training, updates, or integrations as needed.
 - iv. Conduct quarterly or annual performance reviews with key stakeholders.
 5. Training and Knowledge Resources
 - a. Initial Training: Customized in-person or virtual training sessions for all user levels.
 - b. On-Demand Support: Access to an extensive knowledge base, user manuals, and video tutorials.
 - c. Refresher Training: Available as needed to ensure continued user proficiency.
 6. Performance Guarantees and Incentives
 - a. Commitment to Service Levels:
 - i. Service levels are defined in a Service Level Agreement (SLA) to ensure accountability and transparency.
 - b. Incentives for Providers:
 - i. Internal performance metrics are used to evaluate 3AM's customer service team, including response times, resolution rates, and client satisfaction scores.
 - ii. Team incentives (e.g., bonuses, recognition programs) reward adherence to SLAs and exceptional customer feedback.
- 3AM's Key Commitments
- Rapid Response: Immediate or near-immediate acknowledgment for all critical and high-priority issues.
- Transparency: Clear communication and updates throughout the resolution process.
- Continuous Improvement: Regular performance reviews and feedback loops to ensure service goals are consistently met.
- Customer Focus: A dedicated support team and CSM to address evolving client needs and ensure satisfaction.

		This customer service program ensures that 3AM Innovations delivers unparalleled support and reliability, enabling public safety agencies to focus on their mission-critical operations.	
32	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in the United States.	3AM Innovations is fully prepared and enthusiastic about providing our FLORIAN software platform and related services to Sourcewell participating entities. Our ability to deliver robust, customizable solutions to a broad range of public safety, emergency response, and governmental organizations aligns directly with Sourcewell's cooperative purchasing model 3AM has a nationwide presence with sales, implementation, and support personnel strategically located across the United States, ensuring responsive service to Sourcewell participating entities. FLORIAN is a device-agnostic software-based platform that works seamlessly on existing infrastructure and devices, including smartphones (iOS/Android), tablets and laptops (Windows/macOS), ruggedized hardware such as Panasonic Toughbooks, wearables and satellite-based devices. This flexibility ensures that entities can adopt FLORIAN without major hardware investments. Whether for small agencies or large-scale statewide deployments, 3AM Innovations has the experience and technical capability to scale FLORIAN to meet the needs of any participating entity. Recent deployments include citywide (e.g., Philadelphia, Boston) and statewide (e.g., Arizona) implementations. We are experienced in delivering products and services through cooperative purchasing frameworks, ensuring compliance with all requirements. Our Customer Success Team handles end-to-end implementation, including system setup, integration, and training tailored to the entity's needs. Ongoing support ensures system reliability and user proficiency. 3AM Innovations is committed to supporting Sourcewell participating entities with streamlined access to FLORIAN through competitive pricing and cooperative purchasing. As a trusted partner, we prioritize delivering solutions that improve public safety, situational awareness, and emergency response efficiency. We ensure flexibility in procurement, including direct purchases, bundled solutions with hardware, and subscription-based pricing to accommodate varying budgets and needs. Sourcewell participants will have access to a dedicated Sales and Support Team, ensuring personalized service and prompt resolution of inquiries. FLORIAN's features are fully customizable to meet the specific requirements of Sourcewell entities, including integrations with CAD systems, GIS data, and other emergency management tools. We view each Sourcewell entity as a long-term partner, providing continuous updates, training, and enhancements to ensure FLORIAN evolves with their operational needs. 3AM Innovations is highly capable and willing to serve Sourcewell participating entities through our flexible, scalable, and proven FLORIAN platform. With a strong record of accomplishment, nationwide support structure, and cooperative purchasing experience, we are committed to helping public safety agencies and governmental organizations improve situational awareness, communication, and response capabilities.	*
33	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in Canada.	3AM Innovations is fully capable and willing to provide our FLORIAN software platform and related services to Sourcewell participating entities in Canada. Our scalable, cloud-based, and device-agnostic solutions are well-suited to meet the needs of Canadian public safety, emergency response, and government organizations. FLORIAN is hosted on the Microsoft Azure Government Cloud and can seamlessly operate in Canadian-approved data environment. Canadian entities can choose to host data locally to follow specific regional requirements. FLORIAN integrates with a variety of devices, ensuring compatibility with hardware commonly used by Canadian entities, including iOS, Android smartphones and tablets, Windows-based laptops and tablets, ruggedized hardware (e.g., Panasonic Toughbooks), and GPS and satellite tracking devices. 3AM Innovations is eager to support Sourcewell entities in Canada with the same high level of service and dedication provided to U.S. entities. We are prepared to adapt our operations to meet regional requirements and preferences. FLORIAN's software is fully customizable to meet the specific needs of Canadian emergency response agencies, including integration with local GIS data, CAD systems, and Canadian emergency response protocols. 3AM Innovations is well-positioned and enthusiastic about extending our FLORIAN software and services to Sourcewell participating entities in Canada. With a cloud-based, secure, and device-agnostic solution, supported by bilingual resources and remote service delivery capabilities, we ensure seamless implementation and exceptional ongoing support for Canadian public safety agencies and organizations.	*

34	Identify any geographic areas of the United States or Canada that you will NOT be fully serving through the proposed agreement.	3AM Innovations is committed to fully serving all geographic areas of the United States and Canada under the proposed agreement. 3AM Innovations has full coverage across all 50 states, including urban, rural, and remote areas. Our cloud-based platform ensures accessibility regardless of location, and our nationwide team ensures timely deployment and support. We have no areas in the United States or Canada where we cannot deliver our products and services. Our partnership with T-Mobile T-Priority and their partnership with Starlink makes FLORIAN one of the most resilient emergency response solutions available today. These partnerships eliminate connectivity failures, enhance real-time coordination, and support mission-critical operations worldwide. T-Mobile T-Priority provides high-speed, prioritized LTE/5G connectivity for urban and suburban response teams. Starlink ensures full satellite-based communication in disaster-struck, remote, and off-grid environments. FLORIAN users benefit from continuous, failover-ready, and encrypted connectivity for tracking, command, and communications. By leveraging Microsoft Azure Government Cloud, device-agnostic capabilities, T-Mobile T-Priority partnership, and remote support, we ensure that all Sourcewell participants—regardless of geographic location—will receive the same high-quality service and support.	*
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.	3AM Innovations confirms that all account types of Sourcewell Participating Entities will have full access to our FLORIAN software platform and services if awarded an agreement. FLORIAN is a fully customizable, device-agnostic solution that can serve a wide range of entities, including Government agencies (federal, state, provincial, and local), Public safety organizations (fire departments, EMS, law enforcement), Emergency management services, educational institutions, Healthcare systems, and Critical infrastructure providers. There are no restrictions or limitations on account types that would prevent access to FLORIAN's features or capabilities. 3AM Innovations has designed FLORIAN to be suitable for organizations of all sizes and structures, from small local agencies to statewide and cross-border deployments. As a cloud-based solution, FLORIAN can be accessed by any entity with appropriate internet connectivity and hardware. Our platform aligns with governmental, security, and procurement standards across the U.S. and Canada. 3AM Innovations ensures that all Sourcewell Participating Entities, regardless of type or size, will receive full access to our solutions, support, and services without any exclusions.	*
36	Define any specific requirements or restrictions that would apply to our participating entities in Hawaii and Alaska and in US Territories.	3AM Innovations ensures full-service delivery of the FLORIAN software platform to Sourcewell participating entities in Hawaii, Alaska, and U.S. Territories, with only minor considerations based on location and infrastructure. FLORIAN is a cloud-based solution hosted on Microsoft Azure Government Cloud. Participating entities in Hawaii, Alaska, and U.S. Territories must have reliable internet connectivity for initial deployment, system updates, and real-time data sharing. For areas with limited connectivity, FLORIAN supports offline functionality, with data resynchronizing once connectivity is restored. Entities must provide or procure hardware that meets FLORIAN's minimum system requirements (attached), such as Smartphones (iOS 10+/Android 10+), tablets, ruggedized laptops (e.g., Panasonic Toughbooks), Satellite-enabled devices for off-grid environments (e.g., Globalstar devices). Entities in rural Alaska, Hawaii's outer islands, or U.S. Territories may need to leverage satellite-enabled devices (e.g., Globalstar) to maintain continuous personnel tracking and communications where traditional cellular networks are unavailable. We have very limited areas in the United States or Canada where we cannot deliver our products and services if the proper infrastructure is in place. Our partnership with T-Mobile T-Priority and their partnership with Starlink makes FLORIAN one of the most resilient emergency response solutions available today. These partnerships eliminate connectivity failures, enhance real-time coordination, and support mission-critical operations worldwide. T-Mobile T-Priority provides high-speed, prioritized LTE/5G connectivity for urban and suburban response teams. Starlink ensures full satellite-based communication in disaster-struck, remote, and off-grid environments. FLORIAN users benefit from continuous, failover-ready, and encrypted connectivity for tracking, command, and communications. Despite these minor considerations, 3AM Innovations is fully capable of serving Sourcewell entities in Hawaii, Alaska, and U.S. Territories with the same high level of performance, support, and service reliability provided to all other regions.	*
37	Will Proposer extend terms of any awarded master agreement to nonprofit entities?	Yes, 3AM Innovations will extend the terms of any awarded master agreement to nonprofit entities. We recognize that nonprofit organizations often play a critical role in public safety, emergency response, and community support. 3AM Innovations is committed to serving nonprofits with the same level of dedication, flexibility, and excellence that we provide to government entities.	*

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.	Marketing Strategy for Promoting Sourcewell Opportunity 3AM Innovations is committed to promoting the awarded Sourcewell agreement to ensure that participating entities, including government agencies, public safety organizations, and nonprofits, are aware of the FLORIAN platform and the value it provides. Our marketing strategy includes developing audience persona to identify and leverage the most appropriate channels, industry partnerships, and outreach initiatives to effectively reach the target audience. Key Marketing Strategies 1. Direct Outreach to Participating Entities a. 3AM's Sales and Customer Success Teams will proactively reach out to SourceWell participating entities to introduce the agreement and outline the benefits of FLORIAN. b. Targeted communications will focus on emergency response agencies, including fire departments, EMS, police, emergency managers, and other public safety organizations. 2. Co-Branded Sourcewell Campaigns a. 3AM will create co-branded marketing materials to promote the SourceWell agreement, including: i. Press release: Announcing the partnership which will be shared across our network, housed on our website, and promoted on social channels. ii. Email Campaigns: Personalized emails introducing the agreement and FLORIAN's benefits. iii. Landing Pages: A dedicated webpage highlighting SourceWell's streamlined procurement process and showcasing FLORIAN's capabilities. iv. Printed materials: Outlining the agreement and highlighting FLORIAN's benefits. 3. Digital Marketing Initiatives a. Social Media Campaigns: Leveraging LinkedIn, Twitter, and Facebook to promote the partnership with Sourcewell. Including an initial campaign to announce the partnership. b. Targeted Ads: Running digital ads tailored to public safety decision-makers and emergency response agencies. c. Content Marketing: Sharing success stories, case studies, and testimonials to demonstrate FLORIAN's value. 4. Trade Shows, Conferences, and Events a. 3AM Innovations regularly attends and exhibits at key industry events such as: i. Fire Rescue International (FRI) ii. IAFC (International Association of Fire Chiefs) Events iii. FDIC International iv. Metro Fire Chiefs Conference v. AFDA Training Conference b. At these events, we will promote the Sourcewell agreement, thought marketing materials and networking, and provide live demonstrations of FLORIAN. 5. Partnership Engagement a. Working closely with hardware and connectivity partners, such as Panasonic, AT&T FirstNet, Microsoft, T-Mobile and Globalstar, to include Sourcewell opportunities in joint marketing efforts. b. Partner channels will highlight FLORIAN's compatibility with their solutions and ease of procurement through Sourcewell. 6. Website and Online Presence a. Sourcewell will be prominently featured on the 3AM Innovations website partners page, which will link directly back to the Sourcewell website. b. Sourcewell will also be prominently featured on the upcoming 'Cooperative Purchasing' page. i. Overview of the cooperative purchasing agreement. ii. Step-by-step guidance on how to procure FLORIAN through Sourcewell. iii. Case studies, videos, and FLORIAN demonstrations. 7. Email Newsletters and Webinars a. Hosting webinars for Sourcewell entities to showcase FLORIAN's features and benefits. b. Distributing newsletters with updates, use cases, and information on leveraging Sourcewell's purchasing agreement. 8. Customer Success Stories and Testimonials a. Highlighting successful FLORIAN deployments through case studies and client testimonials to demonstrate real-world results and value.

		Marketing Material Samples Representative samples of 3AM Innovations' marketing materials—including brochures, product sheets, case studies, and videos will be uploaded as part of this response. This multi-channel strategy ensures that Sourcewell participating entities are fully aware of FLORIAN's capabilities, the streamlined procurement process, and the significant value it provides to public safety and emergency response organizations.	
39	Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance marketing effectiveness.	3AM Innovations combines CRM tools, analytics, social media, and key databases to deliver highly effective, data-driven marketing strategies. By leveraging metadata, automation, and advanced targeting, we ensure Sourcewell participants and stakeholders receive personalized and relevant messaging, driving engagement and awareness of the FLORIAN platform. 1. Data-Driven Targeting and Analysis a. Customer Relationship Management (CRM) Tools: i. We utilize HubSpot to manage customer data, monitor interactions, and automate email campaigns tailored to specific audience needs. ii. These tools allow for detailed tracking of open rates, click-throughs, and customer engagement to refine messaging. iii. 3AM Innovations website is hosted by WordPress which also provides unique visitor data, click throughs, and interactions. b. Metadata and Analytics: i. Through Google Analytics and HubSpot Insights, we analyze website traffic, user behavior, and content performance to optimize digital campaigns. ii. Metadata tracking helps identify where users originate (e.g., social media, organic search) and what drives conversions. c. A/B Testing: i. We conduct A/B testing on landing pages, email subject lines, and ad content to determine the most effective approaches for engaging audiences. 2. Social Media Utilization 3AM Innovations primarily uses LinkedIn, Instagram, Facebook, and YouTube, to engage with stakeholders, share success stories, share activity such as speaking engagements, and promote FLORIAN's benefits. a. Targeted Advertising: i. Leveraging social media ads and sponsored posts, we target decision-makers in public safety, emergency management, and governmental organizations. ii. Advanced targeting includes parameters such as job title, industry, location, and organizational size. b. Content Strategy: i. Regularly share engaging content, including: - Product videos: Demonstrating FLORIAN's features and benefits. - Case studies: Showcasing real-world applications of FLORIAN. - Customer testimonials: Highlighting success stories and client satisfaction. - LinkedIn Campaigns: Focus on professional networking to connect with key decision-makers. ii. Engagement Analytics: - Social analytics (likes, shares, comments, impressions) that help us evaluate campaign effectiveness and adjust strategies for improved engagement. 3. Automated and Personalized Email Marketing a. Email Segmentation: i. Through tools like HubSpot, we segment contact lists based on factors such as agency type, geographic location, or previous engagement. ii. Customized messaging ensures relevant content for each recipient. b. Automated Campaigns: i. Triggered email campaigns based on user actions, such as webinar attendance, content downloads, or website visits, to nurture leads and maintain engagement. c. Performance Metrics: i. Metrics such as open rates, bounce rates, and click-through rates are monitored to optimize messaging and content delivery. 4. Content Marketing and SEO a. Press Releases: i. 3AM has a regular cadence of issuing press releases. Highlighting partnerships, success	

		stories, and product updates. ii. Using the Cision database to compile targeted lists of journalists. iii. Boosting the publication through PRWeb. b. Thought Leadership: i. 3AM has published articles and whitepapers addressing public safety challenges, technological innovations, and success stories. c. Search Engine Optimization (SEO): i. Keyword-optimized content, metadata usage, and backlinks improve FLORIAN's visibility in search engines, ensuring prospective customers can easily find relevant information. d. Video Marketing: i. Hosting product demos, training videos, and case studies on YouTube and LinkedIn to demonstrate FLORIAN's real-world capabilities. 5. Webinars and Virtual Events a. Hosting live webinars and virtual product demonstrations to engage Sourcewell entities and showcase FLORIAN's features. b. Use of registrant data (e.g., attendance rates, engagement levels) to refine follow-up communication and improve future webinars. 6. Retargeting Campaigns a. Leveraging retargeting ads on platforms like LinkedIn, Google, and Facebook to re-engage visitors who previously interacted with our website or content but did not convert.	
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?	In 3AM Innovations' view, Sourcewell plays a critical and pivotal role in promoting agreements arising from this RFP. SourceWell's trusted reputation and extensive network of participating entities streamline the procurement process and enhance awareness of awarded solutions. When combined with 3AM's excellent reputation and network within this space, and our content strategy, this partnership will amplify the message beyond each organization's audience pool. Key roles Sourcewell fulfills include: 1. Cooperative Purchasing Advocacy: a. Educating participating entities on the benefits of cooperative purchasing to save time and costs. b. Highlighting how solutions, like FLORIAN, can address public safety and emergency management needs. 2. Marketing and Communication Support: a. Featuring awarded agreements in Sourcewell's marketing materials, newsletters, and events. b. Providing visibility on SourceWell's website and other communication channels, ensuring participating entities are aware of 3AM's FLORIAN platform and services. 3. Trusted Facilitator: a. Acting as a credible intermediary, validating awarded suppliers and simplifying the procurement process for public safety organizations. 3AM Innovations will fully integrate a Sourcewell-awarded agreement into our existing sales and marketing processes to maximize its impact and accessibility for participating entities. 1. Sales Team Integration a. Training and Awareness: i. All 3AM sales representatives will be trained on the Sourcewell agreement, its benefits, and how it streamlines procurement for customers. ii. Internal tools (e.g., CRM, sales guides) will highlight Sourcewell as a procurement pathway for eligible entities. b. Incorporation into Sales Materials: i. FLORIAN proposals, presentations, and quotes will reference the Sourcewell contract, emphasizing: - Simplified procurement processes. - Pre-negotiated pricing and terms. - Eligibility for government, nonprofit, and public safety organizations. c. Proactive Outreach: i. The 3AM Sales Team will actively promote the Sourcewell agreement during: - Direct outreach to public safety entities. - Trade shows, conferences, and webinars attended by eligible organizations. 2. Marketing Integration a. Co-Branded Materials: i. Develop Sourcewell-branded flyers, brochures, and case studies highlighting FLORIAN's features, benefits, and ease of procurement through Sourcewell.	*

		b. Digital Promotion: i. Update our website on our Cooperative Purchasing page, including: - An overview of the cooperative agreement. - Steps for procurement and eligibility. - Success stories showcasing how FLORIAN addresses operational challenges. ii. Launch targeted email campaigns to Sourcewell's member audience. c. Social Media Campaigns: i. Utilize LinkedIn, Twitter, and Facebook to announce the partnership and promote the benefits of the cooperative purchasing agreement. 3. Customer Success and Support a. Education for Clients: i. Our sales and support teams will guide Sourcewell-eligible entities through the procurement process, ensuring clarity and efficiency. b. Dedicated Contact: i. Designate a Sourcewell Account Manager to provide specialized support for inquiries and orders tied to the agreement. 4. Collaborative Promotion with Sourcewell a. Participate in Sourcewell-organized events, webinars, and conferences to connect directly with members. b. Collaborate with SourceWell's marketing team to align messaging and outreach efforts. c. Feature FLORIAN in Sourcewell's success stories and case studies to highlight tangible benefits for participating entities. 3AM Innovations recognizes Sourcewell as a key partner in promoting awarded agreements and ensuring public safety agencies have streamlined access to critical solutions. By fully integrating the Sourcewell agreement into our sales, marketing, and support processes, we aim to: - Enhance visibility of the FLORIAN platform. - Simplify procurement for participating entities. - Maximize the value of this cooperative purchasing opportunity. This partnership ensures FLORIAN is readily available to meet the complex needs of public safety organizations across North America.
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.	Yes, 3AM Innovations' FLORIAN solutions are available through an e-procurement (digital catalog) ordering process. This approach ensures government, public safety, and educational customers can easily access, evaluate, and purchase our solutions in a streamlined and efficient manner. E-Procurement System Overview 1. Digital Catalog Availability a. 3AM Innovations can provide a customized digital catalog that integrates with common e-procurement platforms, including: i. SAP Ariba ii. Coupa iii. Jaggaer iv. Other digital procurement systems used by governmental and educational entities. b. The catalog contains detailed product and service information for FLORIAN, including: i. Product Name: FLORIAN Incident Management Platform. ii. Descriptions: Comprehensive details of features, capabilities, and benefits. iii. Pricing: Transparent, pre-negotiated pricing based on licensing tiers, cooperative contracts (e.g., Sourcewell, GSA MAS), and bundled service options. iv. Stock/License Availability: Real-time information on software licenses, including enterprise or user-based options. v. Visuals: High-resolution images, videos, and product demonstration links. vi. Service Add-Ons: Training, implementation, technical support, and cloud hosting packages. 2. E-Procurement Features a. Simplified Search and Ordering: Customers can search for FLORIAN licenses, modules, and associated services using keywords or categories. b. Standardized Procurement: Pricing and terms are aligned with cooperative agreements, ensuring compliance and transparency.

	c. Custom Bundles: Options for tailored solutions, including bundled licenses, training, and hardware integration with partners such as Panasonic Toughbooks, Samsung devices, or Globalstar satellite equipment. d. Order Tracking: Customers can view order status, delivery timelines, and post-purchase support details. How Governmental and Educational Customers Use It 1. Government Agencies a. Scenario: A state fire department uses its e-procurement platform to purchase FLORIAN licenses and training services. b. Process: i. The agency searches the digital catalog for FLORIAN licenses and selects user-based or enterprise-wide options. ii. Associated training and implementation services are added for a complete package. iii. Orders are approved through their procurement system, and a Purchase Order (PO) is generated. iv. 3AM Innovations processes the order and schedules deployment. 2. Public Safety Departments a. Departments, such as fire, EMS, and police, leverage their procurement systems to access FLORIAN. b. Key Benefits: i. Simplified access to pre-approved pricing and terms through agreements like Sourcewell. ii. Bundled hardware and software procurement in one streamlined transaction. 3. Educational Institutions a. Use Case: Emergency management teams at large campuses use FLORIAN for situational awareness during campus-wide events. b. Procurement: Educational institutions use their e-procurement platforms to secure software licenses and related training services. Commitment to Flexibility 3AM Innovations supports integration with any e-procurement system used by governmental or educational entities. Our team provides: - Assistance in setting up and configuring digital catalogs. - Flexibility in creating customized listings based on customer needs. - Real-time updates to ensure accurate pricing, availability, and product information. 3AM Innovations' FLORIAN platform is fully compatible with modern e-procurement systems, providing an intuitive digital catalog that simplifies procurement processes. This ensures government, public safety, and educational customers can access FLORIAN efficiently, with full transparency on product features, pricing, and service availability.	*
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Table 5A: Value-Added Attributes (100 Points, applies to Table 5A and 5B)

Line Item	Question	Response *
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.	3AM Innovations offers comprehensive training programs to ensure that Sourcewell participating entities can effectively deploy, operate, and maximize the benefits of the FLORIAN software platform. Our training programs are designed to be flexible, scalable, and tailored to the specific needs of each organization. Our standard training program provides foundational knowledge for administrators, command staff, training personnel, and end-users on how to operate FLORIAN efficiently. Administrators, Command staff, and agency training personnel will have 1-3 days of training on the Florian system. Using the "train the trainer" model, agency/department training personnel will be able to train end-user personnel. Training costs are nominal, especially once department/agency training personnel are trained. 3AM Innovations' Certified Training Specialists, many of whom are former fire service and public safety professionals with real-world operational experience. We provide on-site training, conducted at the customer's location for hands-on instruction. There are free virtual web-based training sessions for remote teams or follow-up training. We also provide hybrid training which is a combination of on-site and virtual sessions. 3AM Innovations provides standard, advanced, refresher, and self-paced training programs to Sourcewell entities. Our training is delivered by experienced professionals, tailored to meet operational needs, and includes free standard options with optional advanced and on-site programs available for additional cost. These programs ensure that users are proficient, confident, and able to leverage FLORIAN to its full potential.

43	Describe any technological advances that your proposed solutions offer.	3AM Innovations' FLORIAN software platform represents a cutting-edge advancement in incident management and situational awareness technology for emergency response and public safety. Below are the key technological advances that make FLORIAN a transformative solution. Florian is device-agnostic and multi-platform compatible. FLORIAN operates seamlessly on any device type or platform, including Smartphones (iOS and Android), tablets, laptops (Windows/macOS), wearables (e.g., Samsung Galaxy Smartwatch), ruggedized hardware (e.g., Panasonic Toughbook's). This device-agnostic approach allows agencies to leverage existing infrastructure while seamlessly integrating modern technologies, reducing costs. FLORIAN provides real-time tracking of personnel and resources in 3D space with X, Y, and Z coordinates. Tracks personnel inside multi-story structures, including their specific floor and movement. Tracks vehicles, drones, and other assets in real-time with pathing capabilities. Geofencing capabilities with custom alerts and timers further improve situational awareness, notifying command when personnel enter or remain in designated zones (e.g., hot zones or rehab areas). This advancement reduces radio clutter and provides unprecedented location accuracy, saving valuable time during emergencies. FLORIAN integrates AI-powered voice control, allowing personnel to trigger life-safety alerts (e.g., "Mayday" or "Urgent") through verbal commands without requiring manual input. Automatically alert command and display personnel location in real time. FLORIAN's ability to decipher verbal alerts streamlines communication and reduces the risk of manual errors in high-stress environments. These verbal alerts are customizable to the end-users' specifications. FLORIAN remains fully functional in off-grid environments without internet connectivity, 3D topographical maps are available offline for remote operations. Data collected during offline use is cached and automatically resynchronized once connectivity is restored. Supports mesh networks, enabling device-to-device communication in environments with limited or no network access. These features ensure continued operational effectiveness during disasters, remote rescues, and large-scale incidents. FLORIAN leverages Artificial Intelligence (AI) to analyze and contextualize incoming data from multiple sources, including GPS/GNSS modules, Drone feeds and geolocated video streams, voice transcriptions and radio communications. Command personnel receive actionable insights to make faster, data-driven decisions. FLORIAN automatically records all data during an incident, including personnel movement and resource locations (breadcrumb trails), radio voice transcriptions with timestamps, geolocated video feeds and task assignments. This data can be replayed for post-incident analysis to improve training and best practices. Exposure tracking for hazardous materials or Biohazards e.g. COVID-19 tracing. FLORIAN features an open API to integrate with critical systems, ensuring a unified operational picture. Integration with CAD platforms like Central Square for automated incident creation and personnel assignments. Integrated GIS mapping systems includes integrations with ESRI ArcGIS for detailed geospatial data. Drones and video feeds provide direct video streaming into FLORIAN for enhanced situational awareness. FLORIAN is hosted on Microsoft Azure Government Cloud, providing high availability and scalability for any deployment size with advanced data encryption and cybersecurity compliant with federal and international standards. FLORIAN supports multi-agency collaboration during large-scale events or emergencies. Agencies can share maps, task assignments, video feeds, and personnel locations in real time. FLORIAN is scalable for incidents with hundreds or thousands of active personnel. Our partnership with T-Mobile T-Priority and their partnership with Starlink makes FLORIAN one of the most resilient emergency response solutions available today. These partnerships eliminate connectivity failures, enhance real-time coordination, and support mission-critical operations worldwide. T-Mobile T-Priority provides high-speed, prioritized LTE/5G connectivity for urban and suburban response teams. Starlink ensures full satellite-based communication in disaster-struck, remote, and off-grid environments. FLORIAN users benefit from continuous, failover-ready, and encrypted connectivity for tracking, command, and communications. FLORIAN's technological advancements—including 3D real-time tracking, AI-driven voice commands, offline capabilities, and seamless integrations—provide a revolutionary incident management platform. These innovations significantly enhance situational awareness, operational efficiency, and safety for emergency response agencies, ensuring that personnel can make better decisions faster in critical situations.
44	Demonstrate your solution's capabilities in data privacy, integrity, storage and protection standards, and the adherence of your products and services to	3AM ensures that FLORIAN meets the highest data privacy, security, and compliance standards for emergency response, law enforcement, and public safety organizations. Through our Microsoft partnership, FLORIAN's critical data is stored in the Microsoft Azure Government Cloud which adheres to federal, state, and industry-specific cybersecurity frameworks to protect mission-critical data, ensure operational continuity, and meet regulatory

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.

compliance requirements. Since our operating system is aligned with Microsoft's Azure Government Cloud, we are listing the data privacy, integrity, storage, and protection standards, cybersecurity and industry standards associated with FLORIAN being hosted in Microsoft's Azure Government Cloud.

FLORIAN is designed with a zero-trust security model, providing end-to-end encryption, role-based access controls, and real-time security monitoring to protect sensitive first responder data.

End-to-End Encryption:

AES-256 encryption secures all data at rest and in transit.
TLS 1.3 encryption for all network communications.

Multi-Factor Authentication (MFA):

Requires two-factor authentication (2FA) for all system logins.
Supports CAC/PIV authentication for government users.

Role-Based Access Control (RBAC):

Ensures users have access only to the data necessary for their role.

Custom permission levels prevent unauthorized data access.

Data Masking & Redaction:

Personally identifiable information (PII) is redacted and masked for non-administrative users.

Secure API Communications:

Uses OAuth 2.0 authentication and zero-trust network access for third-party integrations.

Immutable Audit Logs & System Monitoring:

All actions within FLORIAN are timestamped, recorded, and immutable.
SIEM integration ensures compliance logging and incident response tracking.

Data Integrity & Secure Storage

FLORIAN follows strict integrity, redundancy, and backup protocols to prevent data corruption or loss.

Data Storage and Backup Strategy:

Microsoft Azure Government Cloud (FedRAMP High)
Geo-redundant storage (GRS) across multiple U.S. data centers.
Continuous integrity monitoring with automated anomaly detection.

Immutable Data Storage

Prevents data manipulation or unauthorized deletion.
Supports full forensic data tracking for incident review.

Real-Time Replication & Disaster Recovery

Real-time failover system ensures uninterrupted availability.
Data is backed up hourly and stored across multiple secure locations.

Offline Data Caching

First responders can still access critical information even when offline.
Once reconnected, FLORIAN automatically syncs with the cloud.

Compliance with Cybersecurity & Industry Standards

FLORIAN meets most industry and government regulations, ensuring full compliance for law enforcement, EMS, fire departments, and federal agencies.

Criminal Justice Information Services (CJIS) Compliance

3AM is currently working towards FBI CJIS Security Policy requirements, to ensure criminal justice and law enforcement data security. We haven't had a customer request the compliance and are operating under Microsoft's compliance in the Azure Government Cloud.

Secure access controls prevent unauthorized users from accessing restricted data.

Real-time audit logging and threat monitoring maintain compliance with logging and access requirements.

Health Insurance Portability and Accountability Act (HIPAA) Compliance

Ensures protected health information (PHI) remains confidential for EMS and medical response teams.

End-to-end encryption protects patient and first responder biometric data.
Strict access controls limit PHI exposure to authorized personnel only.

Federal Risk and Authorization Management Program (FedRAMP High)

FLORIAN operates within Microsoft Azure Government Cloud, which is FedRAMP High Authorized.

		This ensures strict federal cybersecurity compliance for emergency response and government agencies. National Institute of Standards and Technology (NIST) Compliance NIST 800-171 & 800-53 security frameworks are implemented for government-grade cybersecurity. Zero-trust architecture protects against unauthorized access and insider threats. ISO 27001 – Information Security Management FLORIAN follows ISO 27001 best practices to ensure comprehensive data security and risk management. National Fire Protection Association (NFPA) Compliance FLORIAN aligns with NFPA 1221 & 1802 standards for fire service communications, tracking, and accountability. TAK (Tactical Awareness Kit) Integration Certification Ensures secure military-grade situational awareness tracking for defense and homeland security applications. Secure API & System Integrations FLORIAN enables secure interoperability with CAD, GIS, SCBA telemetry, and IoT devices while maintaining strict cybersecurity policies. Key Integration Security Features: RESTful API with OAuth 2.0 Authentication Ensures secure communication with external systems. CAD System Integrations (CentralSquare, Hexagon, Motorola, Tyler Technologies) Encrypted API connections to prevent unauthorized access. ESRI GIS Data Layer Security Integrates secure ESRI cloud services to protect real-time mapping data. Uses AES-256 encrypted telemetry for firefighter health and safety monitoring. Mobile Device Management (MDM) Integration Ensures device-level security for responders using smartphones, tablets, and wearables. 3AM Innovations ensures that FLORIAN meets or exceeds the highest security, privacy, and compliance standards for law enforcement, fire departments, EMS, military, and emergency management agencies.
45	Describe your data backup and recovery solutions.	3AM Innovations ensures FLORIAN is equipped with a robust, resilient, and secure data backup and recovery system that guarantees high availability, rapid restoration, and data integrity. Our approach focuses on preventing data loss, ensuring operational continuity, and protecting against cybersecurity threats. FLORIAN employs a multi-layered backup strategy that includes real-time synchronization, incremental backups, and offsite redundancy. This ensures that no critical data is lost, and that restoration can occur quickly in the event of an issue. Real-Time Syncing – Data is continuously replicated across secure storage nodes to prevent any data loss. Incremental Backups – Only new or changed data is backed up every five minutes, reducing storage load and improving efficiency. Full Database Backups – A complete backup of all stored data is created every 24 hours to ensure complete system recovery. Snapshot-Based Backups – Snapshots of system states are taken hourly and daily to allow restoration to a specific point in time. Geo-Redundant Storage – All backups are copied to geographically dispersed locations to prevent regional disruptions from impacting operations. FLORIAN's backup system enables rapid and seamless recovery by prioritizing essential data, ensuring minimal downtime. Critical data recovery (e.g., personnel tracking, incident logs, geospatial data) can be restored in less than 15 minutes. System-wide restoration from full backups takes less than an hour. Point-in-time restoration allows data to be rolled back to any specific snapshot, preserving system integrity.

		Automated rollback processes ensure corrupted or compromised data can be replaced with clean backups quickly. Failover recovery mechanisms allow data to be transferred to alternate cloud regions if an outage occurs in a primary data center. FLORIAN is designed for resilience in the face of natural disasters, cyberattacks, or infrastructure failures. All backup data is stored in multiple, geographically dispersed locations. In the event of a regional outage, FLORIAN automatically switches to an alternate backup site. Failover cloud activation ensures continued operations by redirecting services to a secondary cloud environment. Automated disaster recovery testing is conducted quarterly to verify restoration procedures and ensure readiness for emergency situations. On-premises backup options are available for agencies that require full local control over their data. FLORIAN's backup and recovery solutions comply with industry-leading security and compliance standards to protect sensitive data through our partnership with Microsoft. AES-256 encryption is applied to all stored and transmitted data to prevent unauthorized access. CJIS compliance ensures that law enforcement data is securely handled and meets the FBI's standards for data protection which is achieved through our partnerships. HIPAA compliance protects medical and emergency services data by enforcing strict access controls, which is also achieved through our partnerships. FedRAMP High and NIST 800-171 compliance guarantees that all data is stored within a secure government-certified cloud environment through our partnerships. Zero-trust access controls ensure that only authorized personnel can access backup data. Immutable backup storage prevents ransomware and other cyber threats from altering or deleting backup files. In environments where internet access is unavailable, FLORIAN ensures data continuity through offline backup mechanisms. Local data caching allows responders to continue operations even in disconnected environments. Automatic re-syncing occurs once an internet connection is restored, ensuring that no data is lost. Mobile device data retention ensures that personnel tracking and incident logs are preserved on smartphones and tablets in low-connectivity situations. FLORIAN's backup system is continuously monitored to ensure data integrity and detect anomalies. Automated backup verification detects and resolves any failed or corrupted backups. Real-time security monitoring identifies unauthorized access attempts or data inconsistencies. Incident logging and auditing allow all backup-related activities to be tracked and reviewed for compliance. Quarterly disaster recovery drills validate that backup and restoration processes work efficiently. FLORIAN's backup and recovery solutions are designed to provide high availability, rapid data restoration, and complete protection against cyber threats and disasters. By leveraging real-time synchronization, secure geo-redundant storage, and robust security compliance, FLORIAN ensures mission-critical data remains safe, accessible, and fully recoverable at all times.
46	Demonstrate your connectivity, interoperability and integration capabilities between your offered solution(s) and other software systems.	3AM Innovations designed FLORIAN as a fully interoperable, device-agnostic, and system-flexible platform, ensuring seamless integration with third-party software, hardware, and emergency response ecosystems. FLORIAN can connect, synchronize, and exchange data in real-time with multiple systems, including CAD, GIS, SCBA telemetry, communication platforms, IoT devices, and cloud services.

FLORIAN provides multiple connectivity options to ensure continuous operations in all environments, including high-density urban settings, remote areas, and disaster-struck regions.

Multi-Network Support:

LTE / 5G Connectivity: FLORIAN leverages FirstNet (AT&T) and T-Mobile T-Priority 5G for priority emergency communications.

Wi-Fi & Mesh Networks: Ensures reliable data transmission in mission-critical scenarios.

Satellite Communications: Integrates with Globalstar, Iridium satellite networks for off-grid tracking and T-Mobile T-Priority Starlink satellite network.

LoRa & UWB (Ultra-Wideband) Support: Allows low-power tracking of personnel and assets.

Offline Data Syncing:

FLORIAN ensures uninterrupted tracking and messaging even in areas without connectivity.

Offline cache synchronization ensures data is re-synced automatically once connectivity is restored.

FLORIAN is built for interoperability, allowing multiple agencies and software platforms to seamlessly exchange critical information.

Multi-Agency Data Sharing:

Supports federal, state, and local emergency services with real-time operational coordination. Enables cross-jurisdictional collaboration for fire, EMS, law enforcement, and military units.

Device-Agnostic Compatibility:

Works with Android, iOS, Windows, and embedded systems.

Supports smartphones, GPS-enabled radios, SCBAs, biometric wristbands, and AR devices (e.g., Microsoft HoloLens).

GIS & 3D Mapping Integrations:

ESRI Partner Integration: Seamlessly overlays GIS, hydrant locations, elevation data, and hazard mapping.

Google & Bing Maps Support: Enables multi-layer terrain and satellite views.

Drone Video Feeds: Integrates with UAVs for live situational awareness.

FLORIAN is designed for seamless integration with existing emergency response software systems, using open APIs, secure protocols, and standardized data formats.

Computer-Aided Dispatch (CAD) Integration

Compatible with leading CAD providers such as CentralSquare, Hexagon, Tyler Technologies, and Motorola Solutions.

Bi-Directional Data Exchange:

Automatically imports dispatch information (incident location, unit assignments, call status).

Sends real-time unit status updates back to CAD, enhancing operational oversight.

GIS & Mapping System Integration

ESRI GIS Mapping Integration:

Supports real-time location updates, street and topographical overlays, and geospatial intelligence.

TAK (Tactical Awareness Kit) Integration:

Enables secure military-grade tracking for defense and homeland security applications.

Communication System Integration

Live Transcription & AI Voice Commands:

AI-powered voice recognition enables automatic Mayday triggers and critical alert detection.

Radio-to-text conversion reduces radio traffic congestion.

E. Video & Streaming Integrations

Live UAV & Drone Feeds:

FLORIAN integrates with DJI, Parrot, and military-grade drones to provide real-time aerial intelligence.

Body-Worn Cameras & Dashcams:

Can be integrated with Axon, WatchGuard, and Motorola body cams for live incident monitoring.

F. Secure Cloud & Data Storage

Microsoft Azure Government Cloud (FedRAMP High)

Ensures secure, compliant data storage for government and public safety agencies.

On-Premises Deployment

Supports hybrid and local storage options for agencies with data sovereignty requirements.

G. Alerting & Notification System Integration

Telestaff (Workforce Management) Integration

		Automatically updates shift assignments and personnel rosters. Mass Notification System Integration Supports integration with FEMA IPAWS, Everbridge, and Rave Alert. FLORIAN provides a secure and scalable open API framework, allowing agencies to customize integrations with their existing software infrastructure. RESTful API with OAuth 2.0 Authentication Allows seamless connection with CAD, GIS, radio, and IoT systems. Data Formats Supported: JSON, XML, and NEMA standard GPS data for easy cross-platform compatibility. SDK Availability: Enables third-party developers to build custom applications on top of FLORIAN. FLORIAN ensures all integrations meet strict cybersecurity standards to prevent unauthorized access and data breaches through our partnership with Microsoft. AES-256 Encryption for all data at rest and in transit. CJIS & HIPAA Compliance for law enforcement and medical emergency integrations through our partnerships. FedRAMP High & NIST 800-171 Certified for secure cloud storage. Role-Based Access Control (RBAC) ensures restricted API access based on user roles. FLORIAN is one of the most interoperable emergency response platforms, capable of seamlessly integrating with CAD systems, GIS mapping, communications networks, biometric sensors, drones, and cloud infrastructure. Its secure API framework, device-agnostic design, and compliance with cybersecurity standards make it an ideal solution for multi-agency emergency response and situational awareness.	
47	Describe any "green" initiatives that relate to your company or to your solutions, and include a list of the certifying agency for each.	3AM Innovations is committed to supporting sustainability and environmentally responsible practices through our company operations and the FLORIAN software platform. While our primary focus is on enhancing public safety and emergency response, we recognize the importance of aligning with green initiatives that reduce environmental impact. While 3AM Innovations itself does not hold independent "green" certifications, we align with the following through our partnerships and operational practices: Microsoft Azure Environmental Certifications: Carbon-neutral cloud hosting. ENERGY STAR Certified Devices: Energy-efficient laptops and smart devices. 3AM Innovations actively promotes sustainability through paperless workflows, energy-efficient cloud hosting, extended hardware lifecycles, and reduced travel through remote operations. By aligning with partners like Microsoft Azure, Panasonic, and Samsung, we ensure that FLORIAN's solutions support public safety agencies while reducing environmental impact. These initiatives reflect our commitment to delivering innovative technology solutions responsibly.	
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.	While 3AM Innovations itself has not directly received third-party eco-labels or sustainability certifications, our FLORIAN software platform and its related hardware partnerships incorporate products and solutions that adhere to recognized sustainability and energy efficiency standards. These alignments demonstrate our commitment to environmental responsibility in delivering advanced solutions. While FLORIAN itself is a software solution, it actively contributes to sustainability through: Paperless Operations: Eliminates the need for printed materials, such as maps, resource tracking sheets, and incident reports. Extended Hardware Lifecycles: Device-agnostic compatibility allows agencies to use existing hardware, reducing e-waste. Reduced Travel Emissions: Virtual training, remote support, and cloud deployment reduce the need for in-person site visits, minimizing carbon emissions. While 3AM Innovations does not hold direct eco-labels, we partner with organizations and hardware providers, such as Microsoft Azure, Panasonic, Samsung, and Globalstar, that maintain certifications like ENERGY STAR, LEED, and ISO 14001. These alignments ensure our solutions are delivered in an energy-efficient and environmentally responsible manner, supporting sustainability goals for Sourcewell participating entities.	*
49	What unique attributes does your	3AM Innovations' FLORIAN software platform and related services offer unique attributes that	

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?	set us apart in the incident management and situational awareness industry. Our solutions are tailored to meet the critical needs of Sourcewell participating entities, delivering innovative technology to public safety, emergency response, and governmental organizations. FLORIAN delivers real-time 3D tracking of personnel, vehicles, and resources with X, Y, and Z coordinates. Unlike traditional systems that provide only 2D mapping, FLORIAN's Z-axis capabilities allow command staff to pinpoint the floor level of personnel inside multi-story building. This feature enhances firefighter safety during high-rise incidents and complex rescues. A brief example of this is as firefighters operate in a burning high-rise building, they can be tracked in real time, ensuring rapid rescues and improved accountability. FLORIAN integrates AI-enabled voice controls to automate critical alerts, such as the ability to give a verbal "Mayday" or "Urgent" alerts triggering immediate notifications to command staff and display personnel location in real time. The phrase(s) used in voice controls are customizable to the needs of each agency. FLORIAN's voice-to-text transcription reduces the need for manual tracking of radio communications, streamlining post-incident reporting and improving accuracy. FLORIAN provides full functionality even in off-grid environments where internet connectivity is unavailable. The data collected during offline operations is cached and automatically synchronized once connectivity is restored. FLORIAN's mesh networking capabilities enable devices to communicate with each other in the absence of cellular or satellite connections. This ensures operational reliability during natural disasters, wildland fires, and remote rescues. FLORIAN is device agnostic, meaning it works on a wide variety of devices, reducing the need for costly hardware upgrades: Smartphones (iOS and Android). Tablets, ruggedized laptops (e.g., Panasonic Toughbooks). Wearables (e.g., Samsung Galaxy Smartwatch). SCBAs (e.g., 3M Scott Safety Connected SCBA). Satellite tracking devices (e.g., Globalstar). This flexibility ensures that participating entities can integrate FLORIAN seamlessly into their existing infrastructure. FLORIAN integrates effortlessly with existing public safety and emergency management systems through its Open API: CAD Systems: Integration with leading CAD providers, such as CentralSquare, for automated incident creation and tracking. GIS Mapping Systems: Real-time map layers through ESRI ArcGIS. Drone Feeds and Video Systems: Geolocated live video streaming for enhanced situational awareness. Personnel and Equipment Telemetry: Biometric data and SCBA integrations provide vital safety insights. FLORIAN captures every detail of an incident for post-incident analysis. Personnel can be tracked via breadcrumb trails of personnel and resource movements. Transcribed voice communications with timestamps. Exposure tracking for hazardous materials or health risks (e.g., COVID-19). This data enhances after-action reviews, helps improve operational protocols, and ensures compliance with reporting requirements. Scalability for Multi-Agency and Large-Scale Deployments FLORIAN supports multi-agency collaboration and scales easily for large incidents, including mutual aid responses: Agencies can share maps, personnel assignments, video feeds, and incident updates in real time. FLORIAN's architecture ensures scalability for incidents with thousands of active personnel. Microsoft Azure Government Cloud Hosting FLORIAN is hosted on the Microsoft Azure Government Cloud, ensuring:
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		Data security and compliance with U.S. federal and international standards. High availability for mission-critical operations. Support for cloud, hybrid, or on-premises deployments to meet customer preferences. User-Centric Design and Customization FLORIAN was built by former firefighters and public safety professionals, ensuring it aligns with real-world emergency response needs. Customizable workflows, alerts, and settings allow agencies to tailor FLORIAN to their specific operational requirements. What Makes FLORIAN Unique for Sourcewell Participating Entities? Cutting-Edge Technology: Real-time 3D tracking, AI-powered voice controls, and offline functionality are unmatched by competitors. Operational Efficiency: FLORIAN reduces radio clutter, streamlines personnel tracking, and automates reporting—saving time and improving safety. Flexible and Affordable Integration: Device-agnostic compatibility and Open API ensure seamless adoption without costly infrastructure overhauls. Proven Performance: FLORIAN is successfully deployed in major fire departments and large-scale incidents, demonstrating its reliability and effectiveness. Comprehensive Support: 3AM Innovations provides technical support, extensive training, and ongoing system optimization to ensure customer success.	
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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 re-sellers if available. Select all that apply.		☐ Yes ☒ No	3AM Innovations does not meet any of the criteria in these sections.	*
51		Minority Business Enterprise (MBE)	☐ Yes ☒ No	3AM Innovations does not meet any of the criteria in these sections	*
52		Women Business Enterprise (WBE)	☐ Yes ☒ No	3AM Innovations does not meet any of the criteria in these sections	*
53		Disabled-Owned Business Enterprise (DOBE)	☐ Yes ☒ No	3AM Innovations does not meet any of the criteria in these sections	*
54		Veteran-Owned Business Enterprise (VBE)	☐ Yes ☒ No	3AM Innovations does not meet any of the criteria in these sections	*
55		Service-Disabled Veteran-Owned Business (SDVOB)	☐ Yes ☒ No	3AM Innovations does not meet any of the criteria in these sections	*
56		Small Business Enterprise (SBE)	☐ Yes ☒ No	3AM Innovations does not meet any of the criteria in these sections	*
57		Small Disadvantaged Business (SDB)	☐ Yes ☒ No	3AM Innovations does not meet any of the criteria in these sections	*
58		Women-Owned Small Business (WOSB)	☐ Yes ☒ No	3AM Innovations does not meet any of the criteria in these sections	*

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.	All fees for the Initial Term and any Renewal Term are invoiced annually in advance. Payment terms are Net 30 days from the invoice date. Late payments are subject to an interest rate of 1% per month. Renewal Terms & Price Adjustments: The agreement renews automatically for successive terms equal to the initial subscription term unless either party provides 90 days prior written notice of intent not to renew. Termination & Refunds: If a termination occurs due to breach of contract by 3AM Innovations, prepaid and unused fees will be refunded. If terminated for any other reason, the customer remains responsible for all unpaid fees through the original contract term. Taxes: Fees are exclusive of all applicable taxes (federal, state, and local sales, use, VAT, etc.), which are the responsibility of the customer. Tax-exempt organizations must provide valid exemption documentation to avoid tax charges. Accepted Payment Methods Bank Wire Transfer ACH (Automated Clearing House) Payments Credit Card Payments via Stripe (www.stripe.com) (subject to applicable processing fees) Check Payments (for U.S.-based customers) Purchase Orders (POs) (if required by the customer)	*

60	Describe any leasing or financing options available for use by educational or governmental entities.	3AM Innovations offers flexible payment options for governmental agencies and educational institutions to accommodate budget cycles and procurement processes. The following financing and leasing options are available: 1. Subscription-Based Licensing Governmental and educational entities can subscribe to FLORIAN on an annual basis, ensuring predictable budget planning. The subscription model includes software updates, support, and maintenance as part of the agreement. Subscription fees are invoiced annually in advance with Net 30 payment terms. Auto-renewal terms ensure continuous service unless canceled 90 days before renewal. 2. Multi-Year Agreements with Deferred Payment Plans 3AM offers multi-year contracts (e.g., 3- or 5-year agreements) to lock in pricing and reduce annual costs. Deferred payment options allow government entities to spread costs across multiple fiscal years. Multi-year contracts may include discounted pricing or lower annual price escalations. 3. Purchase Orders & Government Payment Schedules 3AM Innovations accepts Purchase Orders (POs) from government agencies and institutions. Special billing accommodations can be made to align with government quarterly or annual payment disbursements.	*
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.	For an awarded agreement, 3AM Innovations utilizes several key transaction documents to ensure transparency, compliance, and service consistency. Below is a description of each standard document along with links to the corresponding files that have been uploaded. Subscription Agreement (attached) Defines the terms of service for FLORIAN, including licensing, professional services, and support. Establishes the subscription term, renewal process, and termination rights. Specifies payment terms, fees, and tax obligations. Outlines customer data security policies and confidentiality. End User Agreement (EULA) (attached) Governs how users may access and use the FLORIAN software. Includes intellectual property rights, restrictions on use, and liability limitations. Contains GSA-specific compliance terms for government entities. Simple Order Form and Terms (attached) Provides a streamlined order process for educational and government entities. Includes basic order details, service descriptions, pricing, and renewal conditions. References the Terms and Conditions as an appendix. Service Level Agreement (SLA) (attached) Defines support response times, service uptime commitments, and remedy options for downtime. Details of the scope of technical support available to customers. Typically attached as Appendix 1 to the Subscription Agreement.	*

62	Explain your licensing process and the service agreements required of end users.	3AM Innovations provides a flexible and scalable licensing model for FLORIAN, ensuring agencies, departments, and organizations can tailor their deployment to fit operational needs and budget constraints. FLORIAN's licensing and service agreements cover software access, support, compliance, and security measures, ensuring continuous operational efficiency and regulatory adherence. FLORIAN is offered under multiple licensing structures, allowing agencies to choose the best fit based on usage, integration requirements, and scalability. Subscription-Based Licensing (SaaS Model) Annual or Multi-Year Subscription: Licensing is billed monthly or annually on a multi-year contract. Subscription covers software access, cloud hosting, updates, and standard support. 3AM Innovations offers a flexible licensing structure and robust service agreements to ensure FLORIAN meets the mission-critical demands of first responders. The combination of scalable subscription models, on-premises options, and comprehensive SLAs ensures agencies receive reliable, secure, and fully compliant emergency management solutions.	*
63	Do you accept the P-card procurement and payment process? If so, is there any additional cost to Sourcewell participating entities for using this process?	3AM does not currently accept P-card procurement and payment processing. We have not had that request and are willing to accept P-card payments if requested by customers. They would most likely be able to be processed through our Stripe payment system.	*

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 Sourcewell discounted price) on all of the items that you want Sourcewell to consider as part of your RFP response. If applicable, provide a SKU for each item in your proposal. Upload your pricing materials (if applicable) in the document upload section of your response.	FLORIAN's pricing structure includes tiered software licensing, volume-based discounts, and specialized pricing for Sourcewell members. FLORIAN is available under multiple pricing models: Subscription-Based (SaaS) Pricing Annual or multi-year licensing with cloud hosting, updates, and support. Billed per user, per agency, or per concurrent license. Enterprise & Volume Discounts Bulk discounts for large agencies, statewide contracts, and multi-agency deployments. Pilot Program & Evaluation Pricing Short-term trial licenses are available for agencies conducting evaluation and testing. FLORIAN Pricing Adjustments for Sourcewell Members Base Discounts: Sourcewell members receive a 6% discount on FLORIAN licenses and services. Volume-Based Discounts: Additional discounts may be applicable for large deployments, to be negotiated between 3AM and the customer. Adjusted Pricing Table (Retail vs. Sourcewell 6% Discounted Price) is provided in the attached FLORIAN Catalog_Sourcewell_2025.pdf Additional Sourcewell Pricing Considerations Custom Pricing Available for Large-Scale Deployments (to be negotiated). One-Time Setup Fees CAD and GIS integrations require one-time setup fees. API development costs are tailored based on agency needs. Multi-Year Commitment Discounts Agencies committing to 4+ years receive an additional 5% discount. Sourcewell Pricing Benefits 6% discount for Sourcewell members. Flexible licensing models (SaaS, Enterprise). Customizable pricing based on agency requirements. For agencies deploying FLORIAN at a statewide, multi-agency, or enterprise level, 3AM Innovations offers custom pricing options with higher discounts. Statewide Deployments: Custom pricing available. Custom API & GIS Integration: Priced based on agency-specific requirements. Implementation & Training Costs Standard implementation included in SaaS licensing. Custom on-site deployment available for an additional fee. User online training sessions provided as part of onboarding. Hands on training available as priced in catalog Maintenance & Support Standard support included in subscription licenses. Premium 24/7 support available for an additional fee. Software updates and patches are provided automatically on a quarterly basis. Third-Party Integrations FLORIAN integrates with CAD, GIS, SCBA, and IoT platforms. Custom integrations priced separately based on complexity.
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.	The pricing proposal for FLORIAN software and services reflects a 6% discount from the Manufacturer's Suggested Retail Price (MSRP) / List Price for all Sourcewell members.

66	Describe any quantity or volume discounts or rebate programs that you offer.	Quantity and volume discounts are negotiated on a per customer basis. For agencies deploying FLORIAN at a statewide, multi-agency, or enterprise level, 3AM Innovations offers custom pricing options with higher discounts. Enterprise & Volume Discounts Bulk discounts for large agencies, statewide contracts, and multi-agency deployments. Pilot Program & Evaluation Pricing Short-term trial licenses are available for agencies conducting evaluation and testing. Multi-Year Commitment Discounts Agencies committing to 4+ years receive an additional 5% discount. Statewide Deployments: Custom pricing available. Custom API & GIS Integration: Priced based on agency-specific requirements. 3AM does not offer rebate programs.	*
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.	3AM Innovations is a SAAS company and does not supply or procure hardware items for our customers. We assess the hardware and infrastructure of the customer then make suggestions as to the items they will need to purchase. 3AM leaves all 3rd party purchases to the customer.	*
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.	The total cost of acquisition for FLORIAN software and services may include additional charges beyond the standard licensing and product pricing itemized in our pricing catalog. Costs related to software installation, customization, training, and support are dependent on a customer's current IT infrastructure and hardware, needs, and wants. For example, if a CAD integration is needed, 3AM will charge for that integration, which is priced in our catalog, additional fees may be incurred by the customer from the CAD company for the integration. If an agency requires hardware (e.g., rugged tablets, GPS radios, SCBA devices), costs are imposed by those third-party vendors. Customers may decide to engage local IT service providers for on-site setup and installation of their hardware and equipment. If a customer opts for private cloud hosting instead of Microsoft Azure Gov, additional fees apply for custom hosting configurations. Training costs are also dependent on the customer's needs, some may employ a "train the trainer" model in which 3AM would only train a few of their personnel on FLORIAN and they will train the rest of their staff. Again, this is all dependent on the customer's wants and needs. All software licenses and core services are included in the submitted pricing proposal. Any additional costs depending on agency-specific needs, hardware procurement, and optional services will be the customer's responsibility. 3AM will assess all prospective customers' current infrastructure and hardware and provide a formal quote for any additional costs before finalizing an agreement.	*
69	If freight, delivery, or shipping is an additional cost to the Sourcewell participating entity, describe in detail the complete freight, shipping, and delivery program.	FLORIAN is software, there are no standard freight and shipping charges associated with implementing our software, since FLORIAN is device agnostic, the agency's current hardware may be utilized if hardware meets needed specifications eliminating the need for any shipping. Standard freight and shipping charges for hardware or physical products are not included in standard pricing. If hardware is needed, shipping fees vary based on product weight, destination, and vendor pricing and will most likely be charged by the hardware vendor.	*

70	Specifically describe freight, shipping, and delivery terms or programs available for Alaska, Hawaii, Canada, or any offshore delivery.	FLORIAN is software, there are no standard freight and shipping charges associated with implementing our software, since FLORIAN is device agnostic, the agency's current hardware may be utilized if hardware meets needed specifications eliminating the need for any shipping. Standard freight and shipping charges for hardware or physical products are not included in standard pricing. If hardware is needed, shipping fees vary based on product weight, destination, and vendor pricing and will most likely be charged by the hardware vendor.	*
71	Describe any unique distribution and/or delivery methods or options offered in your proposal.	3AM Innovations ensures fast, flexible, and secure distribution of FLORIAN software and related services to Sourcewell members. Our delivery methods are designed to accommodate agencies of all sizes, providing on-demand deployment, cloud-based access, and hybrid installation options tailored to each customer's operational needs. FLORIAN offers multiple deployment and licensing options, ensuring seamless integration with emergency response, law enforcement, and public safety agencies. A. Cloud-Based SaaS Deployment (Primary Method) Instant access via Microsoft Azure Government Cloud (FedRAMP High). No need for on-premises hardware—agencies can immediately access FLORIAN via secure login. Automatic updates, patches, and security enhancements with zero downtime. Supports scalable deployment from small municipal fire departments to large statewide agencies. B. Hybrid Deployment (Cloud + On-Premises) For agencies requiring local data storage while maintaining cloud benefits. Allows secure offline access with real-time syncing when reconnected. Ideal for agencies with stringent data sovereignty requirements. C. Full On-Premises Deployment Custom private server installation for agencies that require 100% local data control. FLORIAN is deployed on agency-owned servers with full IT management support. D. Mobile-Optimized Deployment Available for Android, iOS, and Windows devices. Rapid-response distribution for field teams, wildland firefighters, and EMS units. Supports offline functionality with auto-sync on reconnection. These distribution and delivery methods ensure that Sourcewell members can deploy FLORIAN quickly, securely, and with minimal operational disruption.	*

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.	3AM Innovations is committed to full compliance with Sourcewell agreements, ensuring that participating entities receive proper pricing and contract benefits. To achieve this, we have developed a comprehensive self-audit process to verify compliance with pricing structures, reporting requirements, and contract obligations. Our self-audit program is designed to verify contract compliance with Sourcewell pricing agreements. We ensure participating entities receive correct discounts and pricing. If we identify discrepancies, we resolve them proactively and provide transparency and accountability through detailed reporting. 3AM's self-audit program consists of quarterly internal reviews, randomized pricing validation, and reporting mechanisms to ensure compliance. Every three months, 3AM Innovations will conduct an internal audit of all Sourcewell transactions. The audit team will cross-check pricing records against: - Approved Sourcewell pricing schedule. - Applied discounts (6% standard, additional volume-based discounts as applicable). - Correct invoicing for Sourcewell participating agencies. Any pricing discrepancies will be flagged for immediate correction and adjustment. We will conduct randomized pricing validation audits on 5-10% of all Sourcewell transactions per quarter. This ensures that every customer receives the correct contract pricing and that no unauthorized deviations occur. If any irregularities are detected, corrective actions will be taken, and affected agencies will be notified with appropriate adjustments. 3AM will maintain an updated list of eligible Sourcewell participating entities. Before processing an order, our system will automatically verify whether an agency is a Sourcewell member. If a purchasing entity is not on the Sourcewell eligibility list, they will be notified and guided through the registration process to ensure compliance. To maintain transparency, 3AM will implement structured reporting and documentation processes. We will generate a quarterly compliance report detailing: - All Sourcewell transactions, pricing compliance, and applied discounts. - Any identified discrepancies and corrective actions taken. - Customer feedback related to pricing or contract compliance. These reports will be made available for Sourcewell review upon request. In addition to quarterly audits, we will conduct an annual comprehensive review of Sourcewell contract compliance. This formalized audit will be reviewed by senior leadership to ensure continued compliance. The results will be shared with Sourcewell representatives if required. If any non-compliance issues are identified, the customer is immediately notified, and corrective actions are taken. A credit, refund, or pricing adjustment is applied if necessary. The pricing discrepancy is logged, and adjustments are made to prevent recurrence. Training sessions for sales and billing teams are then updated to reinforce compliance. To ensure compliance at all levels, 3AM Innovations will provide internal training for sales and billing staff on Sourcewell pricing structures. Automated price validation tools to flag discrepancies before orders are processed and customer service training to guide Sourcewell members on pricing and eligibility. 3AM Innovations is dedicated to full compliance with Sourcewell agreements, ensuring that participating agencies always receive the correct pricing and contractual benefits.
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.	If 3AM Innovations is awarded the Sourcewell contract, we will track several key performance indicators (KPIs) and internal metrics to measure the success and effectiveness of the agreement. These metrics will ensure that FLORIAN's adoption, customer satisfaction, and sales performance align with Sourcewell's goals and the needs

	of participating agencies. 1. Customer Engagement & Adoption Metrics Tracking agency participation and system utilization is essential to evaluating contract success. A. Number of Sourcewell Participating Entities Using FLORIAN Goal: Increase the number of Sourcewell members leveraging FLORIAN. Metric: Count of new agencies purchasing licenses through the Sourcewell contract. Tracking Method: CRM reports and contract sales logs. B. License Utilization & Active Users Goal: Ensure agencies are fully deploying and using FLORIAN. Metric: Percentage of purchased licenses that are actively in use. Tracking Method: System activity logs and user engagement reports. C. Customer Training & Onboarding Success Goal: Optimize the onboarding process to minimize deployment time. Metric: Average time from contract signing to full deployment. Tracking Method: Implementation timelines and customer feedback. 2. Sales & Revenue Performance Metrics To measure financial success and contract sustainability, we will track sales growth, revenue, and customer retention. A. Contract Sales Volume Goal: Track annual revenue generated through Sourcewell agreements. Metric: Total contracted sales under Sourcewell pricing. Tracking Method: Financial reports and Sourcewell contract-specific revenue tracking. B. Conversion Rate from Sourcewell Inquiries to Closed Sales Goal: Improve the percentage of agencies that inquire about FLORIAN and proceed with a purchase. Metric: Inquiry-to-purchase conversion rate. Tracking Method: CRM analytics and sales team reports. C. Renewal & Retention Rate Goal: Maintain long-term relationships with agencies for continued contract success. Metric: Percentage of Sourcewell customers renewing licenses after the initial contract period. Tracking Method: Renewal reports and customer retention data. 3. Customer Satisfaction & Support Performance Ensuring high agency satisfaction is key to long-term success. A. Customer Satisfaction Score (CSAT) Goal: Maintain a 90%+ satisfaction rating among Sourcewell members. Metric: Survey responses from agencies using FLORIAN. Tracking Method: Post-implementation surveys and feedback forms. B. Support Response Time & Resolution Metrics Goal: Provide fast, high-quality support to Sourcewell agencies. Metrics: Average first response time (Goal: <1 hour for critical issues). Average issue resolution time (Goal: <24 hours for standard issues). Tracking Method: Support ticket logs and customer service analytics. C. Net Promoter Score (NPS) Goal: Measure how likely agencies are to recommend FLORIAN. Metric: NPS score based on customer feedback. Tracking Method: Periodic customer satisfaction surveys. 4. Operational & Compliance Metrics 3AM Innovations will ensure that all Sourcewell transactions comply with contract pricing, reporting, and procurement policies. A. Pricing & Contract Compliance Audits Goal: Ensure 100% compliance with Sourcewell's pricing and reporting standards.	
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		Metric: Number of pricing audits completed with zero discrepancies. Tracking Method: Internal compliance reports and quarterly audits. B. On-Time Delivery & Deployment Metrics Goal: Ensure that FLORIAN is deployed on time as promised. Metric: Percentage of projects completed within the agreed deployment timeline. Tracking Method: Project management dashboards and customer feedback. 5. Marketing & Outreach Effectiveness To ensure continued awareness and adoption of FLORIAN, we will track marketing impact. A. Number of Sourcewell-Specific Marketing Campaigns Goal: Increase awareness among Sourcewell members. Metric: Number of marketing emails, webinars, and outreach events tailored to Sourcewell agencies. Tracking Method: Marketing analytics reports. B. Webinar & Demo Attendance Goal: Drive engagement with potential Sourcewell customers. Metric: Attendance numbers for FLORIAN product demos and training webinars. Tracking Method: Webinar registrations and attendance logs. 3AM Innovations will actively track, analyze, and optimize these internal metrics to ensure the success of the Sourcewell agreement. By focusing on customer engagement, financial performance, satisfaction, compliance, and outreach, we will drive sustainable growth and deliver the highest value to Sourcewell members.	
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.	3AM Innovations is proposing a 1% Administration Fee payable to Sourcewell.	*

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.	The pricing catalog is attached.	*

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.	FLORIAN: Advanced Public Safety Response & Situational Awareness Platform 3AM Innovations' FLORIAN is a real-time incident command, tracking, and situational awareness platform built for public safety agencies, first responders, law enforcement, fire departments, EMS, emergency management, and defense operations. FLORIAN is designed to enhance response efficiency, improve operational safety, and optimize resource deployment through advanced mapping, personnel tracking, AI-driven analytics, and secure communication tools. 3AM has created state-of-the-art software to track public safety's most valuable assets: its people. We are currently working with the Philadelphia Fire Department, the state of Arizona Fire Incident Management System, and other departments throughout the United States. Our software also tracks and enables seamless communications for interdisciplinary medical, fire, and security teams at large-scale events, including the Boston Marathon, the Super Bowl, the Pro Bowl, the Disney Marathon, and others. Our FLORIAN software platform – so named to honor the patron saint of firefighters – integrates with your CAD and emergency response systems to alert,	

assign, communicate with, and locate first responders using a wide range of connected devices. Messaging and integrated 3D mapping features provide visual cues and directions to responding personnel en route. Once on scene, FLORIAN seamlessly transitions into a Decision Support System that tracks ALL first responders in real time and provides unprecedented situational awareness through automatic location-based and voice-activated notifications and alerts.

FLORIAN enables the incident command to assign roles in real-time and keep up with the ever-changing hierarchies on the fire ground or during any escalating emergency. FLORIAN automatically tracks and visualizes the 3D location of each first responder throughout an event, reducing your reliance on – and providing backup redundancy for—high-traffic radio chatter. An OIC using the platform can toggle their view to show each responder or roll their view up to see the company/team in aggregate. When issues arise, the OIC can expand the view of the company/team to see all members with a single click or audible command.

Verbal command capabilities extend to each first responder. Should any individual under duress issue a verbal “Mayday” or “Urgent” statement, their ID tag is instantly highlighted and colored red on the command screen, sharing that first responder’s location coordinates in real time. The OIC can then distinguish which assets are closest to the affected individual and issue a rescue operation with maximum efficiency. Powerfully, FLORIAN software saves and timestamps historical execution and exposure throughout an incident. This gives your department actionable intelligence for post-incident inspection, best practice evolution, and hazardous materials exposure tracing.

3AM’s FLORIAN software fuses inputs from as many as six devices per operator per second into a single visual asset. These inputs include GPS modules, GNSS RTK modules, UWB localization modules, smartphones (leveraging Wi-Fi, BLE, LTE), Biometric wristbands, HUDs (ex. Microsoft HoloLens), 2-way radios, and many other options. FLORIAN leverages artificial intelligence (fueled by our partnership with Microsoft) to contextualize these inputs and create actionable insights for any emergency operation. Most importantly, this is all possible without the internet.

Emergencies happen in areas with internet connectivity, too. FLORIAN can easily communicate with any web API to import and export intelligence. These integrations significantly reduce communication errors from evolving directives, requesting more resources, and distributing after-action reports. Further, especially during biohazardous events, the internet enhances FLORIAN’s ability to enable remote contributions and collaborations from command staff and subject matter experts. All of this is done from a government-certified, secure cloud environment (Microsoft Azure for Government) where all events can be replayed at any time.

Tracking, assigning, messaging, and live streaming video provides a cohesive picture of the incident, which can grant the potential to initiate a remote command with full situational awareness. Generating reports through FLORIAN’s transcribed radio communications helps streamline your reporting process and frees the command post from manually transcribing critical radio communications. The faster the OIC can assign personnel and resources to mitigate a fire or emergency, the quicker a fire or emergency can be brought under control. Efficiency saves lives and property. FLORIAN software from 3AM Innovations provides those efficiencies.

FLORIAN’s features can be customized to meet each end user’s specifications. FLORIAN assimilates with a department’s current CAD, will integrate with your enterprise solutions, and can ingest various input media such as video feeds, drone feeds, Asus, Collector for ArcGIS, social media posts regarding the incident, and even civilian-focused alert applications. The collected data is stored according to your specifications in the Microsoft Azure Government cloud or on your servers.

3AM takes a device-agnostic approach. This enables our software to track many devices across various connections through an API, which may require integration. Depending on the device, 3AM can leverage the near-field capabilities (NFC) to log personnel in by their assigned RFID tags or have devices hard-coded to specific riding positions within the various apparatuses.

Leveraging approved devices, we can use up to six simultaneously for one user; however, the command only sees one “dot” on the map. FLORIAN will only show the best location derived from the various devices. For instance, if LTE coverage should cease, FLORIAN can adjust to show location data via the satellite device. If both signals are lost, the system continues to capture location data on the native device, caches the route information until a signal is regained, and automatically synchronizes back up to the command system with the pathing history associated once connected.

Through our CAD integration, the units assigned to the incident will automatically be joined and display an ETA to the scene. Command can drag and drop each

Company into their respective division/sector. In any event, Command can show or hide specific divisions or companies to minimize visual clutter. In the event of a life safety alert, this would auto-populate and expand on the screen even if hidden. If geofences were drawn to indicate staging areas, the hot zone, or rehab zones, alerts could be set upon arrival or length of time within. The alerts can be set as a notice, a warning, or a critical alert.

We pride ourselves on being a decision support tool with many options within our toolbox. Officers' ability to pre-plan while en route to the active scene with our FLORIAN workspaces allows Public Safety Personnel to get a full rundown of the scene from 3D/Terrain mapping and other units' current location with their ETA. We can overlay fire hydrants, show which water mains they are on, and render them "out-of-service," enabling efficient use of timing prior to arrival.

Commanding officers can scribble on the map, geofence zones, and send coordinates to specific teams so they know precisely where their teams are located. In addition to the above, with live radio transcription and messaging, radio waves can now be cleared, allowing for the most important messages to be heard.

The "Viewing only" feature allows incoming units to prepare for the incident if multiple alarms are to be called before leaving their station. This view will enable them to see resources already at the scene and occupied hydrants. By leveraging street views, they can understand access points and building construction. Additionally, subject matter experts tap into a live incident from anywhere in the world to observe the incident and provide aid, for example, in a Hazmat incident pertaining to a specific chemical spill.

Regarding a seamless and connected notification platform. We have designed FLORIAN from the ground up with firefighter input. For a current customer, we are integrating with their Telestaff (Rostering) service so that when their members arrive for their shift, they will use their pre-assigned RFID building fobs to log into their device – a cell device tied to a specific riding position. After the device registers the RFID, it will prompt that user for a 6-digit numeric code. Once they are correctly logged in, FLORIAN will update Telestaff and, thus, the roster for the day. Similarly, the officer of that apparatus can view all active station personnel within FLORIAN.

If station alerting is desired, FLORIAN can be statically displayed on a computer connected to a mounted TV. This would then sound alarms if that station should be "toned out" for an incident. Once in the apparatus, the officer can view custom "workspaces" simultaneously. Here, they can immediately view the buildings' dispatch notes, Google or Bing Street views to anticipate obstacles or view the building in a 3D space to assess the height and environment. This will allow for faster scene size-ups or creating IAPs while en route. As for the driver, they can benefit from turn-by-turn directions and "turn off" one-way streets (allowing movements of the reverse way) or input the height and length of the apparatus to provide emergency vehicle "friendly" directions. If desired, tablet(s) or a mounted screen tied into the MDT can be provided to those in the rear so they can familiarize themselves with the building before arrival.

With map layers and hydrants, the officer can plan their approach and – using the real-time locations and ETAs of other incoming resources – avoid collisions or traffic jams behind another apparatus to ensure proper and efficient placement. You can also input your pre-plans through integrations with our FLORIAN shared map.

While the officers are en route, the IC can start their IAP. By leveraging the scribble feature, they can quickly put all members on the same page by labeling the sides of the structure. This scribbled data is shared across all units within the incident within five seconds. Those same scribbles can be leveraged to sketch and communicate staging locations and other zones quickly. The IC could also send companies or individuals to specific latitude/longitude coordinates (not address-based) anywhere globally, even over water. For example, water rescuers can see the last known location of the boater or swimmer and quickly map their path to safety. If a unit is actively moving and using the turn-by-turn directions when given a new latitude/longitude, the directions will auto-update and route them to the new location.

Once the IC is established on scene, the IC can drag and drop the different companies into their roles, defining the incident organization chart (this can also be done at any time throughout the incident by the IC). Units are instantly notified of their roles. Should a Mayday occur, FLORIAN can auto-detect the trigger words and create an alert across all laptop users within the incident. At that point, the commander will see the location of the individual in question and will be able to know the height of the first responder. (Height is dependent on the hardware the department has supplied)

If any videos are taken while on scene, they will be geo-tagged and displayed on the map (these are timed and will disappear after a pre-determined amount of time).

This is particularly useful if the command would like to get a firsthand view of the C side of the structure. They will immediately have situational awareness of where the video was taken. Additionally, FLORIAN can display drone videos if the department desires. After the videos have "timed out" on the map, they are still available within the message tab.

Lastly, after the event, each officer can add their summary of the incident and select a conclusion code. Once back at the station, a full 3D replay of the event is available to view and can be used for after-action reporting and training.

These powerful features can be applied across all public safety disciplines. It is important to note that the entire 3D replay of the incident could be used in evidence investigations.

FLORIAN operates with an open API and can ingest data from any 3rd party source willing to work with 3AM Innovations. 3AM has partnered with industry leaders to provide the most comprehensive solution available today. We are willing to integrate with products or provide a workspace tile, through our open API, dedicated to their product to create the best experience possible. We are partnered with ESRI and have a working relationship with several CAD companies.

1. Core Solutions Offered

A. Incident Command & Management Solution

Live Incident Dashboard: Provides real-time monitoring of incidents, unit statuses, responder locations, and resource availability.

Automated Personnel & Unit Assignments: Ensures efficient resource allocation based on availability, skills, and proximity.

Voice activated alerts: "Mayday" or "Urgent" distress calls gives location to command post.

Weather & Traffic Integration: Displays real-time environmental data to optimize response planning.

Incident Reporting & After-Action Review: Captures critical response data for compliance, training, and reporting.

Training & Simulation Mode: Allows agencies to conduct training exercises using live mapping and tracking capabilities.

B. Real-Time Mapping & Vertical Location Tracking

3D GIS Mapping & Floor-Level Positioning: Enables indoor and outdoor location tracking, integrating ESRI GIS and LiDAR data.

Drone & UAV Integration: Supports live aerial surveillance for large-scale emergencies.

Augmented Reality (AR) Overlays: Displays building layouts, hazardous zones, and personnel locations in real-time.

C. Personnel, Vehicle, & Asset Tracking

Live GPS Tracking for Responders: Monitors law enforcement officers, firefighters, EMS, and search-and-rescue teams.

Fleet & Equipment Tracking: Tracks emergency vehicles, drones, and specialty equipment.

D. Community Notification & Public Alerting

Mass Notification System (MNS) Integration: Enables automated evacuation alerts, crime warnings, and public safety messages.

Geofenced Alerts: Sends custom notifications based on specific emergency zones.

E. Secure Communication & Multi-Agency Collaboration

Encrypted Messaging & Push-to-Talk (PTT) Radio Integration: Ensures secure, instant voice and data communication.

Live Video & Body Cam Streaming: Supports real-time footage sharing from officers, drones, and fixed surveillance cameras.

		AI-Powered Voice-to-Text Transcription: Converts radio communications into searchable, actionable logs. F. AI-Driven Public Safety Data & Analytics Gunshot Detection & Acoustic Monitoring: Ability to integrate with ShotSpotter and similar systems to locate firearm discharges. 2. Unique Technology Features in FLORIAN Seamless Integration with CAD, GIS, and AVL Systems: Ensures real-time data synchronization across multiple platforms. Cloud, Hybrid, and On-Premises Deployment Options: Offers scalable, secure deployment based on agency needs. Satellite & Off-Grid Connectivity (Starlink & T-Mobile T-Priority): Provides mission-critical communication even in disaster-struck or remote areas.
77	Within this RFP category there may be subcategories of solutions. List subcategory titles that best describe your products and services.	Within the Public Safety Response & Situational Awareness category, FLORIAN can be classified into the following subcategories: 1. Incident Command & Emergency Response Solutions - Real-time incident tracking and management - Personnel and resource allocation - After-action review and reporting 2. Public Safety GIS & Mapping Solutions - Indoor & outdoor location tracking - Live drone video feeds - Vertical positioning and 3D mapping 3. Personnel & Asset Tracking Solutions - GPS-based first responder tracking - Vehicle fleet and equipment tracking 4. Community Engagement & Public Alerting Solutions - Mass notification & automated emergency alerts - Public evacuation warnings - Geofenced emergency messaging 5. Public Safety Communications & Collaboration Solutions - Future ability for Push-to-talk (PTT) and encrypted messaging - Live video and AI-powered voice transcription - Multi-agency collaboration tools FLORIAN is a comprehensive public safety response solution that enables incident command, GIS tracking, asset management, emergency notifications, secure communication, and AI-powered analytics. By offering highly flexible deployment models, seamless integration capabilities, and advanced security features, FLORIAN ensures optimized response efficiency, improved first responder safety, and enhanced public protection.

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.	☒ Yes ☐ No	FLORIAN tracks incidents and shows unit assignments from CAD integration. Can show staffing through integrating with staffing company such as Telestaff. FLORIAN's Monitor can show weather/traffic/construction in separate viewable tiles on monitor.	*
79	Mapping	Vertical location, indoor, outdoor	☒ Yes ☐ No	FLORIAN tracks X, Y, & Z axis's indoors and out.	*
80	Asset tracking and location	Personnel, vehicles, controlled substances, equipment, etc.	☒ Yes ☐ No	FLORIAN can track all personnel, vehicles, and equipment. We haven't tracked controlled substances to date.	*
81	Community notifications	Evacuations, minor crime reporting, shelter in place, etc.	☒ Yes ☐ No	FLORIAN's geofencing tool can be used to send messages for evacuations and shelter in place through IPAWs. We haven't given crime reports but will partner with a company that does and show it in FLORIAN.	*
82	One-to-one and one-to-many collaboration and coordination	SMS, push to talk, video, voice, etc.	☒ Yes ☐ No	FLORIAN has a messaging feature and can send video and voice messages.	*
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	☒ Yes ☐ No	Yes, to only the acoustic firearms identification. FLORIAN has the ability, through AI to decipher sounds. We do not currently do pattern or predictive analysis. We are willing to partner with a company who does if needed.	*

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	
84	Pre-incident planning software	Fire prevention related inspections and enforcement	☐ Yes ☐ No		*
85		Operational management (scheduling, training, compliance, etc.)	☐ Yes ☐ No		*
86		Data analytics to inform staffing, deployment, station location, budget, and other management decisions.	☐ Yes ☐ No		*
87	Incident/post-incident software	CAD, RMS for law enforcement, fire, and EMS	☐ Yes ☐ No		*
88		Electronic Patient Care Reporting (ePCR) and data transfer to hospitals	☐ Yes ☐ No		*
89		Digital and physical evidence management	☐ Yes ☐ No		*
90		E-citation systems	☐ Yes ☐ No		*
91		Law enforcement case management	☐ Yes ☐ No		*

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		☐ Yes ☐ No		*
93	Incident command and management	Incident tracking response and reporting, weather/traffic/construction considerations, unit assignments and staffing, training activities, etc.	☐ Yes ☐ No		*
94	Mapping	Vertical location, indoor, outdoor	☐ Yes ☐ No		*
95	Asset tracking and location	Personnel, vehicles, controlled substances, equipment, etc.	☐ Yes ☐ No		*
96	Community notifications	Evacuations, minor crime reporting, shelter in place, etc.	☐ Yes ☐ No		*
97	One-to-one and one-to-many collaboration and coordination	SMS, push to talk, video, voice, etc.	☐ Yes ☐ No		*
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	☐ Yes ☐ No		*
99	Category 2 - Public Safety Response Agency Operations		☐ Yes ☐ No		*
100	Pre-incident planning software	Fire prevention related inspections and enforcement	☐ Yes ☐ No		*
101		Operational management (scheduling, training, compliance, etc.)	☐ Yes ☐ No		*
102		Data analytics to inform staffing, deployment, station location, budget, and other management decisions.	☐ Yes ☐ No		*
103	Incident/post-incident software	CAD, RMS for law enforcement, fire, and EMS	☐ Yes ☐ No		*
104		Electronic Patient Care Reporting (ePCR) and data transfer to hospitals	☐ Yes ☐ No		*
105		Digital and physical evidence management	☐ Yes ☐ No		*
106		E-citation systems	☐ Yes ☐ No		*
107		Law enforcement case management	☐ Yes ☐ No		*

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 *	
	☐ Yes ☒ No	*

Documents

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

1. Documents in PDF format are preferred. Documents in Word, Excel, or compatible formats may also be provided.
2. Documents should NOT have a security password, as Sourcewell may not be able to open the file. It is your sole responsibility to ensure that the uploaded document(s) are not either defective, corrupted or blank and that the documents can be opened and viewed by Sourcewell.
3. Sourcewell may reject any response where any document(s) cannot be opened and viewed by Sourcewell.
4. If you need to upload more than one (1) document for a single item, you should combine the documents into one zipped file. If the zipped file contains more than one (1) document, ensure each document is named, in relation to the submission format item responding to. For example, if responding to the Marketing Plan category save the document as “Marketing Plan.”
 - [Pricing](#) - FLORIAN Catalog_Sourcewell_2025.pdf - Saturday March 01, 2025 00:38:18
 - [Financial Strength and Stability](#) - 3AM_Financial_Stability.docx.zip - Saturday March 01, 2025 00:53:30
 - [Marketing Plan/Samples](#) - 3AM's FLORIAN booklet.pdf - Saturday March 01, 2025 00:45:12
 - [WMBE/MBE/SBE or Related Certificates](#) - WOSB Certificate - expir 08.23.2025.pdf - Saturday March 01, 2025 00:48:21
 - [Standard Transaction Document Samples](#) - Standard Transaction Document Samples.zip - Saturday March 01, 2025 00:51:07
 - Requested Exceptions (optional)
 - [Upload Additional Document](#) - 3AM FLORIAN Testimonials.png - Saturday March 01, 2025 00:46:40

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. - Steven Hintze, Director of Business Development , 3AM Innovations 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	☒	4
Addendum_11_Public_Safety_Software_RFP030425 Fri February 21 2025 08:25 AM	☒	2
Addendum_10_Public_Safety_Software_RFP030425 Wed February 19 2025 02:57 PM	☒	2
Addendum_9_Public_Safety_Software_RFP030425 Wed February 12 2025 04:18 PM	☒	2
Addendum_8_Public_Safety_Software_RFP030425 Mon February 10 2025 10:04 AM	☒	2
Addendum_7_Public_Safety_Software_RFP030425 Mon February 3 2025 04:39 PM	☒	4
Addendum_6_Public_Safety_Software_RFP030425 Fri January 31 2025 10:29 AM	☒	2
Addendum_5_Public_Safety_Software_RFP030425 Wed January 29 2025 03:58 PM	☒	2
Addendum_4_Public_Safety_Software_RFP030425 Fri January 24 2025 11:47 AM	☒	2
Addendum_3_Public_Safety_Software_RFP030425 Tue January 21 2025 02:21 PM	☒	3
Addendum_2_Public_Safety_Software_030425 Fri January 17 2025 03:35 PM	☒	1
Addendum_1_Public_Safety_Software_030425 Fri January 17 2025 10:38 AM	☒	1