



Agenda Report

2725 Judge Fran Jamieson
Way
Viera, FL 32940

Consent

F.13.

8/27/2024

Subject:

Approval to upgrade UKG’s Telestaff software to the latest version and move to a cloud environment as well as implement modules which will allow centralizing employee time-related documents, reporting and automating payroll data integration to SAP.

Fiscal Impact:

UKG Telestaff Migration/Payroll Automation Implementation

FY 25: \$251,116.58

UKG Annual User Licenses, Storage, and Document Management Database

FY 25: \$125,333.50

FY 26: \$125,333.50

FY 27: \$125,333.50

Dept/Office:

Public Safety Group: Fire Rescue

Requested Action:

It is requested that the Board of County Commissioners: (1) authorize staff to procure UKG user licenses, migrate to the cloud model, and integrate with SAP for automating payroll data; (2) authorize the County Manager to execute order forms, agreements, task orders, change orders, modifications, and amendments and; (3) authorize the County Manager to establish the necessary budget to implement this upgrade and implementation.

Summary Explanation and Background:

The Fire Rescue Department has utilized UKG’s Telestaff software since 2006.

UKG has notified the County that they are ending support for all on-premises implementations of its Telestaff module on December 31, 2025. Going forward, UKG will only be supporting SaaS users (i.e., its cloud-based platform). Staff recommends moving forward with this next step including additional features of automating payroll data. Since its adoption in 2006, Brevard County Fire Rescue staff has deeply embedded this software into its processes and has developed significant efficiencies utilizing the software’s features.

To increase efficiency, staff recommendations include adding UKG Pro Document Management which centralizes employee documents, UKG Pro Workforce Management Analytics providing reporting tools assisting with dashboards and analysis of Key Performance Indicators data, and UKG pro WFM Integration module used to integrate payroll data to SAP, the County’s financial system. The implementation is an industry

recommended best practice and would ensure the ability to take advantage of current and future features.

Should the requested action be approved, Fire Rescue Department has sufficient funding without requiring additional revenue streams or a reduction in services. The County Manager would be authorized to execute a contract, and would be further authorized to execute amendments, change orders, and task orders to effectuate the project.

The attached documents Vertosoft, LLC NCPA - OMNIA Contract # 01-0165 for Software Products and Services, Request for Contract Update # 16 to include JK Seva Inc., have been reviewed by the County Attorney's Office, Risk Management, and Purchasing Services. Also attached is a copy of the existing UKG Master Services.

Clerk to the Board Instructions:

Please send a copy of the Board action memo to Fire Rescue, Information Technology and Central Services. Also, please forward the fully executed agreement to Fire Rescue Department, Attn: Janine Ernst.

Donna Scott

From: Ernst, Janine <Janine.Ernst@brevardfl.gov>
Sent: Thursday, September 5, 2024 11:18 AM
To: Donna Scott
Subject: [EXTERNAL EMAIL]Item F.13 8/27/2024 BCC Meeting - Fully Executed Copy for Inclusion in official minutes
Attachments: Brevard County Florida Contract - Fully Executed.pdf


CAUTION: This email originated from outside your organization. Exercise caution when opening attachments, clicking links or responding to unknown senders.

Good morning Donna,

Attached please find a copy of the fully executed agreement for Item F.13 at the 8/27/24 BCC Meeting for inclusion in the official minutes.

Thank you and have a wonderful Thursday!

Janine Ernst
Administrative Assistant to Chief Voltaire
Brevard County Fire Rescue
Direct: (321) 350-9742

I added the Signature page.


"Under Florida Law, email addresses are Public Records. If you do not want your e-mail address released in response to public record requests, do not send electronic mail to this entity. Instead, contact this office by phone or in writing."



Kimberly Powell, Clerk to the Board, 400 South Street • P.O. Box 999, Titusville, Florida 32781-0999

Telephone: (321) 637-2001
Fax: (321) 264-6972
Kimberly.Powell@brevardclerk.us

August 28, 2024

MEMORANDUM

TO: Chief Patrick Voltaire, Fire Rescue

RE: Item F.13., Approval to Upgrade UKG's Telestaff Software to the Latest Version and Move to a Cloud Environment, as well as Implement Modules which will allow Centralizing Employee Time-Related Documents, Reporting and Automating Payroll Data Integration to SAP

The Board of County Commissioners, in regular session on August 27, 2024, authorized staff to procure UKG user licenses, migrate to the cloud model, and integrate with SAP for automating payroll data; authorized the County Manager to execute order forms, agreements, task orders, change orders, modifications, and amendments; and authorized the County Manager to establish the necessary budget to implement this upgrade and implementation. Enclosed is the executed Agreement.

Upon execution by VERTOSOFT, LLC, please return a copy of the fully-executed Agreement to this office for inclusion in the official minutes.

Your continued cooperation is always appreciated.

Sincerely,

BOARD OF COUNTY COMMISSIONERS
RACHEL M. SADOFF, CLERK


Kimberly Powell, Clerk to the Board

/ds

Encl. (1)

cc: County Manager
Budget
Finance
Central Services
Contracts Administration
Information Technology

**RIDER TO VERTOSOFT SERVICE AGREEMENT
BREVARD COUNTY FIRE RESCUE TELESTAFF**

THIS RIDER is entered into the date of last signature below, by and between **Brevard County, Florida**, a political subdivision of the State of Florida, located at 2725 Judge Fran Jamieson Way, Viera, FL 32940, hereinafter the “County” or “Customer”, and **Vertosoft LLC**, 1602 Village Market Blvd., #320, Leesburg, VA 20175, hereinafter the “Vendor.”

WITNESSETH:

WHEREAS, the County is in need of certain software products and services in order to upgrade Brevard County Fire Rescue’s Telestaff System, which includes, but is not limited to, improving automated scheduling capabilities, timekeeping, and notification systems, and integrating it into SAP, hereinafter the “Project”; and

WHEREAS, the County has determined that the Vendor entered into an agreement with Region 14 ESC entered on May 1, 2023, under Contract Number 01-165, hereinafter the “Original Agreement”, which is attached hereto as **Attachment A** and is incorporated herein by this reference; and

WHEREAS, the Original Agreement is comprised of a number of documents, including, but not limited to, a “Master Agreement – General Terms and Conditions”, an administration agreement entered into by the National Cooperative Purchasing Alliance, which made the Original Agreement available for public agencies on a national basis, and also incorporated the UKG master services agreement, hereinafter the “Original Agreement Master Services Agreement”; and

WHEREAS, the County has determined that the products and services provided by the Vendor under the Original Agreement will allow the County to complete the Project; and

WHEREAS, the Original Agreement, which is attached hereto as **Attachment A** and incorporated herein by this reference, shall govern the relationship between the County and Vendor, subject to the terms and conditions identified herein which shall control in the event of any conflict.

NOW, THEREFORE, in consideration of the mutual promises and covenants outlined herein, and for good and valuable consideration, the sufficiency of which is hereby acknowledged, the parties agree as follows:

1. **Recitals.** The above recitals are true and correct and incorporated herein by this reference.

2. **Incorporation of Original Agreement Terms and Conditions.** Unless otherwise stated herein, all terms and conditions set out in the Original Agreement are fully binding on the parties and said terms and conditions are incorporated herein by this reference.
3. **Amendments.** The following amendments outlined in this Rider shall control and replace any inconsistency or conflicting provisions identified or existing in the Original Agreement:
 - a. **Renaming.** When the context allows, any reference to “Region 14 ESC”, “National Cooperative Purchasing Alliance”, “NCPA”, or similar identifying terms shall now mean “Brevard County” or the “County.” “Vertosoft LLC” will continue to be known as “Contractor”, “Vendor”, or “UKG”.
 - b. **Indemnification.** The “Indemnity” provision of the “Master Agreement – General Terms and Conditions” section of the Original Agreement is hereby amended as follows:

The awarded vendor shall protect, indemnify, and hold harmless ~~Region 14 ESC~~ the County and its participants, administrators, employees and agents against all claims, damages, losses and expenses arising out of or resulting from the actions of the vendor, vendor employees or vendor subcontractors in the preparation of the solicitation and the later execution of the contract.

The Vendor shall indemnify and hold harmless the County from and against any and all claims pertaining to copyright infringement, trademark infringement, or other causes of action related to infringement of intellectual property for the services provided by Vendor.

The County’s indemnity and liability obligations shall be subject to the County’s common law right of sovereign immunity and limited to the extent of the protections of and limitations on damages as set forth in Section 768.28, Florida Statutes, as may be amended. Nothing in this agreement is intended to inure to the benefit of any third party for the purposes of allowing any claim which would

otherwise be barred under the doctrine of sovereign immunity or by operation of law. Nothing contained in this section is intended to nor shall it constitute a waiver of sovereign immunity by the County.

Specific consideration has been exchanged for this indemnification provision. Such provision shall survive termination, expiration, or completion of this agreement.

- c. **Insurance.** The “Certificates of Insurance” provision of the “Master Agreement – General Terms and Conditions” section of the Original Agreement is hereby amended as follows:

Certificates of insurance shall be delivered to the Public Agency prior to commencement of work. The insurance company shall be licensed in the applicable state in which work is being conducted. The awarded vendor shall give the participating entity a minimum of ten (10) days notice prior to any modifications or cancellation of policies. The awarded vendor shall require all subcontractors performing any work to maintain coverage as specified.

Vendor will procure and maintain, at its own expense and without cost to the County, until final acceptance by the County of all products or services covered by the agreement, the following types of insurance. The policy limits required are to be considered minimum amounts.

General Liability Insurance policy with a \$1,000,000 combined single limit for each occurrence to include the following coverage: Operations, Products and Completed Operations, Personal Injury, Contractual Liability covering this Contract, and Explosion, Collapse and Underground (“XCU”) hazard.

Auto Liability Insurance which includes coverage for all owned, non-owned and hired vehicles with a \$1,000,000 combined single limit for each occurrence.

Cyber Liability Coverage must be afforded in an amount of not less than \$1,000,000 per occurrence for negligent retention of data as well as notification and related costs for actual information security incidents.

Workers' Compensation and Employers Liability Insurance as required by Florida Statutes, Chapter 440.

Vendor shall provide certificates of insurance to the County demonstrating that the aforementioned insurance requirements have been met prior to the commencement of work under this agreement and upon insurance renewal annually. Insurance carriers providing coverage required herein must be licensed or authorized to conduct business in the State of Florida and must possess A.M. Best's Financial Strength Rating of A- Class VIII or better. The General Liability and Auto Liability certificates of insurance shall indicate that the policies have been endorsed to cover the County as an additional insured (a waiver of subrogation in lieu of additional insured status on the Workers' Compensation policy is acceptable) and that these policies may not be cancelled or modified without thirty days prior written notice to the County.

The insurance coverage enumerated above constitutes the minimum requirements and shall in no way lessen or limit the liability of Vendor under the terms of the agreement. Subcontractor's insurance shall be the responsibility of Vendor.

- d. **Public Records.** The "Open Records Policy" provision of the "Master Agreement – General Terms and Conditions" section of the Original Agreement is hereby deleted in its entirety and replaced as follows:

The County is subject to the Florida Public Records Law, Chapter 119, Florida Statutes, and all other applicable statutes. If the materials provided by Vendor do not fall under a specific exemption under Florida or federal law, materials provided by Vendor to the County will have to be provided to anyone making a public records request. It will be Vendor's duty to identify the information it deems is exempt/confidential under Florida or federal law, and identify the statute, by number, that exempts such information.

Should any person or entity make a public records request to the County requiring County to allow inspection or provide copies of records for which Vendor maintains are exempt/confidential, it shall be Vendor's obligation to provide the County, within twenty-four (24) hours (not including weekends and legal holidays), of notification by the County to Vendor of the request, of the specific exemption or confidentiality provision so the County will be able to comply with the requirements in Chapter 119, Florida Statutes.

Should the County face any kind of legal action to require or enforce inspection or production of any records provided by Vendor to the County which Vendor maintains are exempt or confidential from such inspection/production as a public record, then Vendor shall hire and compensate attorney(s) who shall represent the interests of the County in defending such action. Vendor shall also pay any costs to defend such action and shall pay any costs and attorney fees which may be awarded pursuant to Section 119.12, Florida Statutes.

IF THE VENDOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE VENDOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS AGREEMENT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT THE BREVARD COUNTY FIRE RESCUE ADMINISTRATION: Janine.Ernst@brevardfl.gov; (321) 633-2056; 1040 S FLORIDA AVENUE, ROCKLEDGE 32955.

- e. **Attorney's Fees and Costs.** Under the NCPA Administration Agreement "General Terms and Conditions" section of the Original Agreement, the following bullet point shall be amended as follows:

If any action at law or in equity is brought to enforce or interpret the provisions of this Administration Agreement or to recover any administrative fee and accrued interest, ~~the prevailing each party shall be responsible for their own attorneys' fees and costs. entitled to reasonable attorney's fees and costs in addition to any other relief to which such party may be entitled.~~

- f. **Term.** The term of this agreement shall run until the completion of the Project or for three (3) years from the date of last signature below, whichever occurs first. If the Project cannot be completed within this initial three-year period, then the agreement may be renewed for up to two (2) additional one-year terms upon agreement by the County and Vendor.

- g. **Prompt Payment.** The “3.3 Late Payment” provision of the UKG Master Services Agreement section is deleted and replaced as follows:

3.3 Late Payment. Any invoices not reasonably disputed in writing within thirty (30) days from the date of receipt will be deemed undisputed and due. The County will pay all undisputed invoices in accordance with the Local Government Prompt Payment Act, Section 218.70, Florida Statutes, et seq. If the County is overdue in its payment of an undisputed amount due, then UKG reserves the right to suspend the Services provided under the applicable Order, but only until such payment is made to UKG and provided that UKG gives County at least ten (10) business days prior written notice of the overdue amount before UKG suspends the Services. Upon payment in full of all overdue amounts, UKG will restore the Services.

- h. **Termination of Services.** A new section, “7.3.5 Cessation of Access”, is hereby created in the UKG Master Services Agreement as follows:

Upon termination, expiration, or completion of the Project, UKG shall cease all access to County property and networks, and shall return any credentials allowing access to same. UKG shall remove all of its property no later than the date of termination, expiration or completion.

- i. **Limitation on Liability.** The “9.1 Monetary Cap” provision of the UKG Master Services Agreement section is deleted and reserved.

- j. **Jurisdiction & Dispute Resolution.** The “10.1 Jurisdiction & Dispute Resolution” provision of the UKG Master Services Agreement section is deleted and replaced as follows:

This Agreement is governed by and is to be interpreted solely in accordance with the laws of the State of Florida and each party agrees to submit to exclusive venue in a court of competent jurisdiction in and for Brevard County, Florida. IF NOT OTHERWISE PROHIBITED BY APPLICABLE LAW, EACH PARTY AGREES THAT ANY CLAIM RELATED TO THIS AGREEMENT WILL BE RESOLVED ONLY ON AN INDIVIDUAL BASIS AND

NOT IN A CLASS, CONSOLIDATED, OR REPRESENTATIVE ACTION, SUIT, OR OTHER SIMILAR PROCESS. The United Nations Commission on International Trade Law, the United States Convention on Contracts for the International Sale of Goods, and the Uniform Computer Information Transactions Act (UCITA) will not apply to this agreement.

- k. **Entire Agreement.** The “10.13 Entire Agreement” provision of the UKG Master Services Agreement section is amended as follows:

This Agreement (and any information in referenced herein, including in an exhibit, schedule, attachment, annex, or at any URL) along with any corresponding Order, SOW, and Services Description, constitute the entire agreement between the Parties pertaining to each Order. This Agreement supersedes all prior and contemporaneous representations, negotiations, and communications between the Parties relating to the Services and its subject matter. Customer acknowledges that it has not relied upon any such representations, negotiations, and communications, and waives any rights or claims arising from such representations, negotiations, and communications, including any claims for fraud or misrepresentation. This Agreement may only be amended in writing signed by each of the Parties. If Customer uses its own purchase order or similar document, any terms or conditions in such purchase order are null and void. In the event of a conflict between the provisions contained in this Agreement and those contained in an Order, SOW, or Services Description, the following order of precedence shall apply: ~~(1) the Order, (2) this Agreement, (3) Services Description, and (4) the SOW~~ (1) this Rider; (2) the Master Agreement – General Terms and Conditions; (3) the NCPA Administration Agreement; and (4) the UKG Master Services Agreement.

- l. **Employment Verification.** A new section, “10.14 Employment Verification”, is hereby created in the UKG Master Services Agreement as follows:

10.14 Employment Verification. Vendor shall comply with Section 448.095, Florida Statutes, and:

- a. shall utilize the U.S. Department of Homeland Security's E-Verify system to verify the employment eligibility of all new employees hired by Vendor during the term of the agreement; and
- b. shall expressly require any subcontractors performing work or providing services pursuant to this agreement to likewise utilize the U.S. Department of Homeland Security's E-Verify system to verify the employment eligibility of all employees hired by the subcontractor during the agreement term; and
- c. shall obtain an affidavit stating that any subcontractor(s) it enters into a contract with, does not employ, contract with, or subcontract with an unauthorized alien; and
- d. agrees to maintain records of its participation and compliance with the provisions of the E-Verify program, including participation by its subcontractors as provided above, and to make such records are made available to the County consistent with the terms of Vendor's enrollment in the program. This includes maintaining a copy of proof of Vendor's and subcontractors' enrollment in the E-Verify Program.

Compliance with the terms of this section is made an express condition of this agreement and the County may treat a failure to comply as a material breach.

Nothing in this section may be construed to allow intentional discrimination of any class protected by law.

- m. A new section, "10.15 Scrutinized Companies", is hereby created in the UKG Master Services Agreement as follows:

Vendor shall certify that it and its subcontractors are not on the Scrutinized Companies that Boycott Israel List. Pursuant to Section 287.135, Florida Statutes, if the agreement is for more than \$1,000,000 Vendor further certifies that it and its subcontractors are also not on the Scrutinized Companies with Activities in Sudan, Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or engaged with business operations in Cuba or Syria as identified in Section 287.135, Florida Statutes.

For contracts of any amount, if the County determines Vendor submitted a false certification under Section 287.135(5), Florida Statutes, or if Vendor has been placed on the Scrutinized

Companies that Boycott Israel List, or is engaged in a boycott of Israel, the County shall either terminate the agreement after it has given Vendor notice and an opportunity to demonstrate the determination of false certification was in error pursuant to Section 287.135(5)(a), Florida Statutes, or on a case-by-case basis the County may choose to maintain the agreement if the conditions of Section 287.135(4), Florida Statutes, are met. For contracts \$1,000,000 and greater, if the County determines Vendor submitted a false certification under Section 287.135(5), Florida Statutes, or if Vendor has been placed on the Scrutinized Companies with Activities in the Sudan List, or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, the County shall either terminate the agreement after it has given Vendor notice and an opportunity to demonstrate the County determination of false certification was in error pursuant to Section 287.135(5)(a), Florida Statutes, or on a case-by-case basis the County may choose to maintain the agreement if the conditions of Section 287.135(4), Florida Statutes, are met.

Vendor agrees to observe the above requirements for applicable subcontracts entered into for the performance of work under this Agreement.

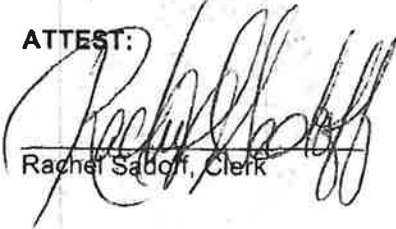
As provided in Section 287.135(8), Florida Statutes, if federal law ceases to authorize these contracting prohibitions, this section shall become inoperative and unenforceable.

4. **Severability.** If any of the provisions contained in this Rider or the Original Agreement are held for any reason to be invalid, illegal, or unenforceable in any respect, such invalidity, illegality, or unenforceability shall not affect any other provision, and this agreement shall be construed as if such invalid, illegal, or unenforceable provision had never been contained herein.
5. **Counterparts.** This Rider may be executed in counterparts, each of which so executed shall be deemed to be an original and such counterparts, together, shall constitute one in the same.

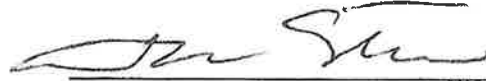
REMAINDER OF PAGE LEFT BLANK. SIGNATURES TO FOLLOW.

IN WITNESS WHEREOF, the authorized representative of each party has hereunto set their hands and seals on the day and year last written below.

ATTEST:


Rachel Saboff, Clerk

BREVARD COUNTY, FLORIDA

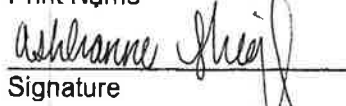


Jason Steele, Chair Date AUG 27 2024

As approved by the Board: AUG 27 2024

Witness

Ashlianne Shigley
Print Name


Signature

VERTOSOFT LLC

 9-5-24
NAME Date

Title: President

IN WITNESS WHEREOF, the authorized representative of each party has hereunto set their hands and seals on the day and year last written below.

ATTEST:


Rachel Sadoff, Clerk

BREVARD COUNTY, FLORIDA


Jason Steele, Chair

Date AUG 27 2024

As approved by the Board: AUG 27 2024

Witness

Print Name

Signature

VERTOSOFT LLC

NAME

Date

Title: _____

Region 14 ESC
Contract # 01-165
for
Software Products and Services
with
Vertosoft, LLC

Effective: May 1, 2023



RFP Response

for

Software Products and Services

07-23

Presented by:



Vertosoft LLC
1602 Village Market Blvd. #320
Leesburg, VA 20175

DUNS# 080431574 & Cage Code: 7QV38
GSA Contract # GS-35F-688GA
Certified Small Business Concern
Federal Tax ID: 81-3911287

Chet Hayes
Chief Technology Officer
571.707.4137
chet@vertosoft.com

www.vertosoft.com

03/23/2022

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Tab 1 – Master Agreement / Signature Form

MASTER AGREEMENT - GENERAL TERMS AND CONDITIONS

Customer Support

The vendor shall provide timely and accurate technical advice and sales support. The vendor shall respond to such requests within one (1) working day after receipt of the request.

Disclosures

Respondent affirms that he/she has not given, offered to give, nor intends to give at any time hereafter any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor or service to a public servant in connection with this contract.

The respondent affirms that, to the best of his/her knowledge, the offer has been arrived at independently, and is submitted without collusion with anyone to obtain information or gain any favoritism that would in any way limit competition or give an unfair advantage over other vendors in the award of this contract.

Renewal of Contract

Unless otherwise stated, all contracts are for a period of three (3) years with an option to renew for up to two (2) additional one-year terms or any combination of time equally not more than 2 years if agreed to by Region 14 ESC and the vendor.

Funding Out Clause

Any/all contracts exceeding one (1) year shall include a standard “funding out” clause. A contract for the acquisition, including lease, of real or personal property is a commitment of the entity’s current revenue only, provided the contract contains either or both of the following provisions:

Retains to the entity the continuing right to terminate the contract at the expiration of each budget period during the term of the contract and is conditioned on a best efforts attempt by the entity to obtain appropriate funds for payment of the contract.

Shipments (if applicable)

The awarded vendor shall ship ordered products within seven (7) working days for goods available and within four (4) to six (6) weeks for specialty items after the receipt of the order unless modified. If a product cannot be shipped within that time, the awarded vendor shall notify the entity placing the order as to why the product has not shipped and shall provide an estimated shipping date. At this point the participating entity may cancel the order if estimated shipping time is not acceptable.

Tax Exempt Status

Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this proposal or quotation.

Since this is a national contract, knowing the tax laws in each state is the sole responsibility of the vendor.

Payments

The entity using the contract will make payments directly to the awarded vendor or their affiliates (distributors/business partners/resellers) as long as written request and approval by NCPA is provided to the awarded vendor.

Adding Authorized Distributors/Dealers

Awarded vendors may submit a list of distributors/partners/resellers to sell under their contract throughout the life of the contract. Vendor must receive written approval from NCPA before such distributors/partners/resellers considered authorized.

Purchase orders and payment can only be made to awarded vendor or distributors/business partners/resellers previously approved by NCPA.

Pricing provided to members by added distributors or dealers must also be less than or equal to the pricing offered by the awarded contract holder.

All distributors/partners/resellers are required to abide by the Terms and Conditions of the vendor's agreement with NCPA.

Pricing

All pricing submitted shall include the administrative fee to be remitted to NCPA by the awarded vendor. It is the awarded vendor's responsibility to keep all pricing up to date and on file with NCPA.

All deliveries shall be freight prepaid, F.O.B. destination and shall be included in all pricing offered unless otherwise clearly stated in writing

Warranty

Proposal should address the following warranty information:

- Applicable warranty and/or guarantees of equipment and installations including any conditions and response time for repair and/or replacement of any components during the warranty period.
- Availability of replacement parts
- Life expectancy of equipment under normal use
- Detailed information as to proposed return policy on all equipment

Products: Vendor shall provide equipment, materials and products that are new unless otherwise specified, of good quality and free of defects

Construction: Vendor shall perform services in a good and workmanlike manner and in accordance with industry standards for the service provided.

Safety

Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this proposal or quotation.

Vendors performing services shall comply with occupational safety and health rules and regulations. Also all vendors and subcontractors shall be held responsible for the safety of their employees and any conditions that may cause injury or damage to persons or property.

Permits

Since this is a national contract, knowing the permit laws in each state is the sole responsibility of the vendor.

Indemnity

The awarded vendor shall protect, indemnify, and hold harmless Region 14 ESC and its participants, administrators, employees and agents against all claims, damages, losses and expenses arising out of or resulting from the actions of the vendor, vendor employees or vendor subcontractors in the preparation of the solicitation and the later execution of the contract.

Franchise Tax

The respondent hereby certifies that he/she is not currently delinquent in the payment of any franchise taxes.

Supplemental Agreements

The entity participating in this contract and awarded vendor may enter into a separate supplemental agreement to further define the level of service requirements over and above the minimum defined in this contract i.e. invoice requirements, ordering requirements, specialized delivery, etc. Any supplemental agreement developed as a result of this contract is exclusively between the participating entity and awarded vendor.

Certificates of Insurance

Certificates of insurance shall be delivered to the Public Agency prior to commencement of work. The insurance company shall be licensed in the applicable state in which work is being conducted. The awarded vendor shall give the participating entity a minimum of ten (10) days notice prior to any modifications or cancellation of policies. The awarded vendor shall require all subcontractors performing any work to maintain coverage as specified.

Legal Obligations

It is the Respondent's responsibility to be aware of and comply with all local, state, and federal laws governing the sale of products/services identified in this RFP and any awarded contract and shall comply with all while fulfilling the RFP. Applicable laws and regulation must be followed even if not specifically identified herein.

Protest

A protest of an award or proposed award must be filed in writing within ten (10) days from the date of the official award notification and must be received by 5:00 pm CST. Protests shall be filed with Region 14 ESC and shall include the following:

- Name, address and telephone number of protester

Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this proposal or quotation.

- Original signature of protester or its representative
- Identification of the solicitation by RFP number
- Detailed statement of legal and factual grounds including copies of relevant documents and the form of relief requested

Any protest review and action shall be considered final with no further formalities being considered.

Force Majeure

If by reason of Force Majeure, either party hereto shall be rendered unable wholly or in part to carry out its obligations under this Agreement then such party shall give notice and full particulars of Force Majeure in writing to the other party within a reasonable time after occurrence of the event or cause relied upon, and the obligation of the party giving such notice, so far as it is affected by such Force Majeure, shall be suspended during the continuance of the inability then claimed, except as hereinafter provided, but for no longer period, and such party shall endeavor to remove or overcome such inability with all reasonable dispatch.

The term Force Majeure as employed herein, shall mean acts of God, strikes, lockouts, or other industrial disturbances, act of public enemy, orders and regulation of any kind of government of the United States or any civil or military authority; insurrections; riots; epidemics; pandemic; landslides; lighting; earthquake; fires; hurricanes; storms; floods; washouts; droughts; arrests; restraint of government and people; civil disturbances; explosions, breakage or accidents to machinery, pipelines or canals, or other causes not reasonably within the control of the party claiming such inability. It is understood and agreed that the settlement of strikes and lockouts shall be entirely within the discretion of the party having the difficulty, and that the above requirement that any Force Majeure shall be remedied with all reasonable dispatch shall not require the settlement of strikes and lockouts by acceding to the demands of the opposing party or parties when such settlement is unfavorable in the judgment of the party having the difficulty

Prevailing Wage

It shall be the responsibility of the Vendor to comply, when applicable, with the prevailing wage legislation in effect in the jurisdiction of the purchaser. It shall further be the responsibility of the Vendor to monitor the prevailing wage rates as established by the appropriate department of labor for any increase in rates during the term of this contract and adjust wage rates accordingly.

Termination

Either party may cancel this contract in whole or in part by providing written notice. The cancellation will take effect 30 business days after the other party receives the notice of cancellation. After the 30th business day all work will cease following completion of final purchase order.

Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this proposal or quotation.

Open Records Policy

Because Region 14 ESC is a governmental entity responses submitted are subject to release as public information after contracts are executed. If a vendor believes that its response, or parts of its response, may be exempted from disclosure, the vendor must specify page-by-page and line-by-line the parts of the response, which it believes, are exempt. In addition, the respondent must specify which exception(s) are applicable and provide detailed reasons to substantiate the exception(s).

The determination of whether information is confidential and not subject to disclosure is the duty of the Office of Attorney General (OAG). Region 14 ESC must provide the OAG sufficient information to render an opinion and therefore, vague and general claims to confidentiality by the respondent are not acceptable. Region 14 ESC must comply with the opinions of the OAG. Region14 ESC assumes no responsibility for asserting legal arguments on behalf of any vendor. Respondent are advised to consult with their legal counsel concerning disclosure issues resulting from this procurement process and to take precautions to safeguard trade secrets and other proprietary information.

PROCESS

Region 14 ESC will evaluate proposals in accordance with, and subject to, the relevant statutes, ordinances, rules, and regulations that govern its procurement practices. NCPA will assist Region 14 ESC in evaluating proposals. Award(s) will be made to the prospective vendor whose response is determined to be the most advantageous to Region 14 ESC, NCPA, and its participating agencies. To qualify for evaluation, response must have been submitted on time, and satisfy all mandatory requirements identified in this document.

Contract Administration

The contract will be administered by Region 14 ESC. The National Program will be administered by NCPA on behalf of Region 14 ESC.

Contract Term

The contract term will be for three (3) year starting from the date of the award. The contract may be renewed for up to two (2) additional one-year terms or any combination of time equally not more than 2 years.

It should be noted that maintenance/service agreements may be issued for up to (5) years under this contract even if the contract only lasts for the initial term of the contract. NCPA will monitor any maintenance agreements for the term of the agreement provided they are signed prior to the termination or expiration of this contract.

Contract Waiver

Any waiver of any provision of this contract shall be in writing and shall be signed by the duly authorized agent of Region 14 ESC. The waiver by either party of any term or condition of this contract shall not be deemed to constitute waiver thereof nor a waiver of any further or additional right that such party may hold under this contract.

Price Increases

Should it become necessary, price increase requests may be submitted at any point during the term of the contract by written amendment. Included with the request must be documentation and/or formal cost justification for these changes. Requests will be formally reviewed, and if justified, the amendment will be approved.

Products and Services Additions

New Products and/or Services may be added to the resulting contract at any time during the term by written amendment, to the extent that those products and/or services are within the scope of this RFP.

Competitive Range

It may be necessary for Region 14 ESC to establish a competitive range. Responses not in the competitive range are unacceptable and do not receive further award consideration.

Deviations and Exceptions

Deviations or exceptions stipulated in response may result in disqualification. It is the intent of Region 14 ESC to award a vendor's complete line of products and/or services, when possible.

Estimated Quantities

While no minimum volume is guaranteed, the estimated (but not limited to) annual volume for Products and Services purchased under the proposed Master Agreement is \$150 million dollars annually. This estimate is based on the anticipated volume of Region 14 ESC and current sales within the NCPA program.

Evaluation

Region 14 ESC will review and evaluate all responses in accordance with, and subject to, the relevant statutes, ordinances, rules and regulations that govern its procurement practices. NCPA will assist the lead agency in evaluating proposals. Recommendations for contract awards will be based on multiple factors, each factor being assigned a point value based on its importance.

Formation of Contract

A response to this solicitation is an offer to contract with Region 14 ESC based upon the terms, conditions, scope of work, and specifications contained in this request. A solicitation does not become a contract until it is accepted by Region 14 ESC. The prospective vendor must submit a signed Signature Form with the response thus, eliminating the need for a formal signing process. Contract award letter issued by Region 14 ESC is the counter-signature document establishing acceptance of the contract.

NCPA Administrative Agreement

The vendor will be required to enter and execute the National Cooperative Purchasing Alliance Administration Agreement with NCPA upon award with Region 14 ESC. The agreement establishes the requirements of the vendor with respect to a nationwide contract effort.

Clarifications/Discussions

Region 14 ESC may request additional information or clarification from any of the respondents after review of the proposals received for the sole purpose of elimination minor irregularities, informalities, or apparent clerical mistakes in the proposal. Clarification does not give respondent an opportunity to revise or modify its proposal, except to the extent that correction of apparent clerical mistakes results in a revision. After the initial receipt of proposals, Region 14 ESC reserves the right to conduct discussions with those respondent's whose proposals are determined to be reasonably susceptible of being selected for award. Discussions occur when oral or written communications between Region 14 ESC and respondent's are conducted for the purpose clarifications involving information essential for determining the acceptability of a proposal or that provides respondent an opportunity to revise or modify its proposal. Region 14 ESC will not assist respondent bring its proposal up to the level of other proposals through discussions.

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Region 14 ESC will not indicate to respondent a cost or price that it must meet to neither obtain further consideration nor will it provide any information about other respondents' proposals or prices.

Multiple Awards

Multiple Contracts may be awarded as a result of the solicitation. Multiple Awards will ensure that any ensuing contracts fulfill current and future requirements of the diverse and large number of participating public agencies.

Past Performance

Past performance is relevant information regarding a vendor's actions under previously awarded contracts; including the administrative aspects of performance; the vendor's history of reasonable and cooperative behavior and commitment to customer satisfaction; and generally, the vendor's businesslike concern for the interests of the customer.

EVALUATION CRITERIA

Pricing (40 points)

Electronic Price Lists

- Products, Services, Warranties, etc. price list
- Prices listed will be used to establish both the extent of a vendor's product lines, services, warranties, etc. available from a particular bidder and the pricing per item.

Ability to Provide and Perform the Required Services for the Contract (25 points)

- Product Delivery within participating entities specified parameters
- Number of line items delivered complete within the normal delivery time as a percentage of line items ordered.
- Vendor's ability to perform towards above requirements and desired specifications.
- Past Cooperative Program Performance
- Quantity of line items available that are commonly purchased by the entity.
- Quality of line items available compared to normal participating entity standards.

References and Experience (20 points)

- A minimum of ten (10) customer references for product and/or services of similar scope dating within past 3 years
- Respondent Reputation in marketplace
- Past Experience working with public sector.
- Exhibited understanding of cooperative purchasing

Value Added Products/Services Description, (8 points)

- Additional Products/Services related to the scope of RFP
- Marketing and Training
- Minority and Women Business Enterprise (MWBE) and (HUB) Participation
- Customer Service

Technology for Supporting the Program (7 points)

- Electronic on-line catalog, order entry use by and suitability for the entity's needs
- Quality of vendor's on-line resources for NCPA members.
- Specifications and features offered by respondent's products and/or services

SIGNATURE FORM

The undersigned hereby proposes and agrees to furnish goods and/or services in strict compliance with the terms, specifications and conditions at the prices proposed within response unless noted in writing. The undersigned further certifies that he/she is an officer of the company and has authority to negotiate and bind the company named below and has not prepared this bid in collusion with any other Respondent and that the contents of this proposal as to prices, terms or conditions of said bid have not been communicated by the undersigned nor by any employee or agent to any person engaged in this type of business prior to the official opening of this proposal.

Prices are guaranteed: **120 days**

Company Name

1602 Village Market Blvd SE Suite 320

Address

Leesburg VA 20175

City State Zip

571.707.4137

Telephone Number Fax Number

chet@vertosoft.com

Email Address

Chet Hayes Chief Technology Officer

Printed Name Position

Chet Hayes

Authorized Signature

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Tab 2 – NCPA Administration Agreement

This Administration Agreement is made as of May 1 2023, by and between National Cooperative Purchasing Alliance (“NCPA”) and Vertosoft LLC (“Vendor”).

Recitals

WHEREAS, Region 14 ESC has entered into a certain Master Agreement dated May 1, 2023, referenced as Contract Number 01-165, by and between Region 14 ESC and Vendor, as may be amended from time to time in accordance with the terms thereof (the “Master Agreement”), for the purchase of Software Products and Services;

WHEREAS, said Master Agreement provides that any state, city, special district, local government, school district, private K-12 school, technical or vocational school, higher education institution, other government agency or nonprofit organization (hereinafter referred to as “public agency” or collectively, “public agencies”) may purchase products and services at the prices indicated in the Master Agreement;

WHEREAS, NCPA has the administrative and legal capacity to administer purchases under the Master Agreement to public agencies;

WHEREAS, NCPA serves as the administrative agent for Region 14 ESC in connection with other master agreements offered by NCPA

WHEREAS, Region 14 ESC desires NCPA to proceed with administration of the Master Agreement;

WHEREAS, NCPA and Vendor desire to enter into this Agreement to make available the Master Agreement to public agencies on a national basis;

NOW, THEREFORE, in consideration of the payments to be made hereunder and the mutual covenants contained in this Agreement, NCPA and Vendor hereby agree as follows:

General Terms and Conditions

- The Master Agreement, attached hereto as Exhibit 1 and incorporated herein by reference as though fully set forth herein, and the terms and conditions contained therein shall apply to this Administration Agreement except as expressly changed or modified by this Administration Agreement.
- NCPA shall be afforded all of the rights, privileges and indemnifications afforded to Region 14 ESC under the Master Agreement, and such rights, privileges and indemnifications shall accrue and apply with equal effect to NCPA under this Administration Agreement including, but not limited to, Contractor’s obligation to provide appropriate insurance and certain indemnifications to Region 14 ESC.
- Contractor shall perform all duties, responsibilities and obligations required under the Master Agreement in the time and manner specified by the Master Agreement.

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- NCPA shall perform all of its duties, responsibilities, and obligations as administrator of purchases under the Master Agreement as set forth herein, and Contractor acknowledges that NCPA shall act in the capacity of administrator of purchases under the Master Agreement.
- With respect to any purchases made by Region 14 ESC or any Participating Agency pursuant to the Master Agreement, NCPA (a) shall not be construed as a dealer, re-marketer, representative, partner, or agent of any type of Contractor, Region 14 ESC, or such Participating Agency, (b) shall not be obligated, liable or responsible (i) for any orders made by Region 14 ESC, any Participating Agency or any employee of Region 14 ESC or Participating Agency under the Master Agreement, or (ii) for any payments required to be made with respect to such order, and (c) shall not be obligated, liable or responsible for any failure by the Participating Agency to (i) comply with procedures or requirements of applicable law, or (ii) obtain the due authorization and approval necessary to purchase under the Master Agreement. NCPA makes no representations or guaranties with respect to any minimum purchases required to be made by Region 14 ESC, any Participating Agency, or any employee of Region 14 ESC or Participating Agency under this Administration Agreement or the Master Agreement.
- With respect to any supplemental agreement entered into between a Participating Agency and Contractor pursuant to the Master Agreement, NCPA, its agents, members and employees shall not be made party to any claim for breach of such agreement.
- This Administration Agreement supersedes any and all other agreements, either oral or in writing, between the parties hereto with respect to the subject matter hereof, and no other agreement, statement, or promise relating to the subject matter of this Administrative Agreement which is not contained herein shall be valid or binding.
- Contractor agrees to allow NCPA to use their name and logo within website, marketing materials and advertisement. Any use of NCPA name and logo or any form of publicity regarding this Administration Agreement or the Master Agreement by Contractor must have prior approval from NCPA.
- If any action at law or in equity is brought to enforce or interpret the provisions of this Administration Agreement or to recover any administrative fee and accrued interest, the prevailing party shall be entitled to reasonable attorney's fees and costs in addition to any other relief to which such party may be entitled.
- Neither this Administration Agreement nor any rights or obligations hereunder shall be assignable by Contractor without prior written consent of NCPA, provided, however, that the Contractor may, without such written consent, assign this Administration Agreement and its rights and delegate its obligations hereunder in connection with the transfer or sale of all or substantially all of its assets or business related to this Administration Agreement, or in the event of its merger, consolidation, change in control or similar transaction. Any permitted assignee shall assume all assigned obligations of its assignor under this Administration Agreement.
- This Administration Agreement and NCPA's rights and obligations hereunder may be assigned at NCPA's sole discretion, to an existing or newly established legal entity that has the authority and capacity to perform NCPA's obligations hereunder.

Term of Agreement

This Agreement shall be in effect so long as the Master Agreement remains in effect, provided, however, that the obligation to pay all amounts owed by Vendor to NCPA through the termination of this Agreement and all indemnifications afforded by Vendor to NCPA shall survive the term of this Agreement.

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Software Products and Services
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Fees and Reporting

The awarded vendor shall electronically provide NCPA with a detailed quarterly report showing the dollar volume of all sales under the contract for the previous quarter. Reports are due on the fifteenth (15th) day after the close of the previous quarter. It is the responsibility of the awarded vendor to collect and compile all sales under the contract from participating members and submit one (1) report. The report shall include at least the following information as listed in the example below:

Entity Name	Zip Code	State	PO or Job #	Sale Amount

Total _____

Each quarter NCPA will invoice the vendor based on the total of sale amount(s) reported. From the invoice the vendor shall pay to NCPA an administrative fee based upon the tiered fee schedule below. Vendor's annual sales shall be measured on a calendar year basis. Deadline for term of payment will be included in the invoice NCPA provides.

Annual Sales Through Contract	Administrative Fee
0 - \$30,000,000	2%
\$30,000,001 - \$50,000,000	1.5%
\$50,000,001+	1%

Supplier shall maintain an accounting of all purchases made by Public Agencies under the Master Agreement. NCPA and Region 14 ESC reserve the right to audit the accounting for a period of four (4) years from the date NCPA receives the accounting. In the event of such an audit, the requested materials shall be provided at the location designated by Region 14 ESC or NCPA. In the event such audit reveals an under reporting of Contract Sales and a resulting underpayment of administrative fees, Vendor shall promptly pay NCPA the amount of such underpayment, together with interest on such amount and shall be obligated to reimburse NCPA's costs and expenses for such audit.

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Software Products and Services
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ACKNOWLEDGMENT OF CONTRACTOR REQUIREMENTS

National Cooperative Purchasing Alliance
Organization

Vertosoft LLC
Vendor Name

Sarah Vavra
Name

Chet Hayes
Name

Sr. Vice President, Public Sector Contracting
Title

Chief Technology Officer
Title

5001 Aspen Grove
Address

1602 Village Market Blvd SE Suite 320
Address

Franklin, TN 37067
Address

Leesburg, VA 20175
Address

Sarah Vavra
Signature

Chet Hayes
Signature

May 1, 2023
Date

03/22/2023
Date

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Tab 3 – Vendor Questionnaire

Please provide responses to the following questions that address your company’s operations, organization, structure, and processes for providing products and services.

Locations Covered

- Bidder must indicate any and all locations where products and services can be offered.
- Please indicate the price co-efficient for each location if it varies.

X All 50 States & District of Columbia			
(Selecting this box is equal to checking all boxes below)			
Alabama	Illinois	Montana	Rhode Island
Alaska	Indiana	Nebraska	South Carolina
Arizona	Iowa	Nevada	South Dakota
Arkansas	Kansas	New Hampshire	Tennessee
California	Massachusetts	New Jersey	Texas
Colorado	Michigan	New Mexico	Utah
Connecticut	Minnesota	New York	Vermont
Delaware	Mississippi	North Carolina	Virginia
D.C.	Missouri	North Dakota	Washington
Florida	Kentucky	Ohio	West Virginia
Georgia	Louisiana	Oklahoma	Wisconsin
Hawaii	Maine	Oregon	Wyoming
Idaho	Maryland	Pennsylvania	

X All U.S. Territories and Outlying Areas	
(Selecting this box is equal to checking all boxes below)	
American Samoa	Northern Marina Island
Federated States of Micronesia	Puerto Rico
Guam	U.S. Virgin Islands
Midway Islands	

X All Canada Provinces and Territories	
(Selecting this box is equal to checking all boxes below)	
Alberta	Prince Edward Island
British Columbia	Quebec
Manitoba	Saskatchewan
New Brunswick	Northwest Territories
Newfoundland and Labrador	Nunavut
Nova Scotia	Yukon
Ontario	

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If awarded a Master Agreement, will your company extend the terms offered in your Proposal to public agencies in Canada? If no or maybe, please explain.

Yes Maybe No

If awarded a Master Agreement, will your company extend the terms offered in your Proposal to private sector customers?

Yes Maybe No

Minority and Women Business Enterprise (MWBE) and (HUB) Participation

It is the policy of some entities participating in NCPA to involve minority and women business enterprises (MWBE) and historically underutilized businesses (HUB) in the purchase of goods and services. Respondents shall indicate below whether or not they are an M/WBE or HUB certified.

- | | |
|--|---|
| <input type="checkbox"/> Minority/Women Business Enterprise
Respondent Certifies that this firm a Minority /
Women Business Enterprise | <input type="checkbox"/> Historically Underutilized Business
Respondent Certifies that this firm is a
Historically Underutilized Business |
|--|---|

Small Business, MWBE and HUB Growth

If Proposer is a Large, National or Multinational Organization/Corporation, what programs are in place that partners or supports the growth of small and MWEB and HUB business? If yes, please describe.

N/A, we are a recognized small, MWEB or HUB organization

Vertosoft is a Certified Virginia Small Business Concern: 725842

- No, we do not have any programs in place.
- Yes, we have programs in place.

Residency

Responding Company's principal place of business is in the city of Leesburg, State of Virginia.

Felony Conviction Notice

Please Check Applicable Box (If the 3rd box is checked, a detailed explanation of the names and convictions must be attached):

- A publicly held corporation; therefore, this reporting requirement is not applicable.
- Is not owned or operated by anyone who has been convicted of a felony.
- Is owned or operated by the following individual(s) who has been convicted of a felony

Distribution Channel

Which best describes your company's position in the distribution channel:

- Manufacturer Direct
- Authorized Distributor
- Value-added reseller
- Certified education/government reseller
- Manufacturer marking through reseller
- Other:

Processing Contact Information

Contact Person: Jay Colavita
Title: President
Company: Vertosoft
Address: 1602 Village Market Blvd. SE Suite 320
City/State/Zip: Leesburg, VA 20175
Phone: 703.568.4703
Email: contracts@vertosoft.com

Pricing Information

In addition to the current typical unit pricing furnished herein, the Vendor agrees to offer all future product introductions at prices that are proportionate to Contract Pricing. If answer is no, attach a statement detailing how pricing for NCPA participants would be calculated for future product introductions.

- Yes No

Pricing submitted includes the required NCPA administrative fee. The NCPA fee is calculated based on the invoice price to the customer.

- Yes No

Tab 4 – Vendor Profile

Please provide the following information about your company:

- *Company's official registered name.*

Vertosoft LLC

- *Brief history of your company, including the year it was established.*

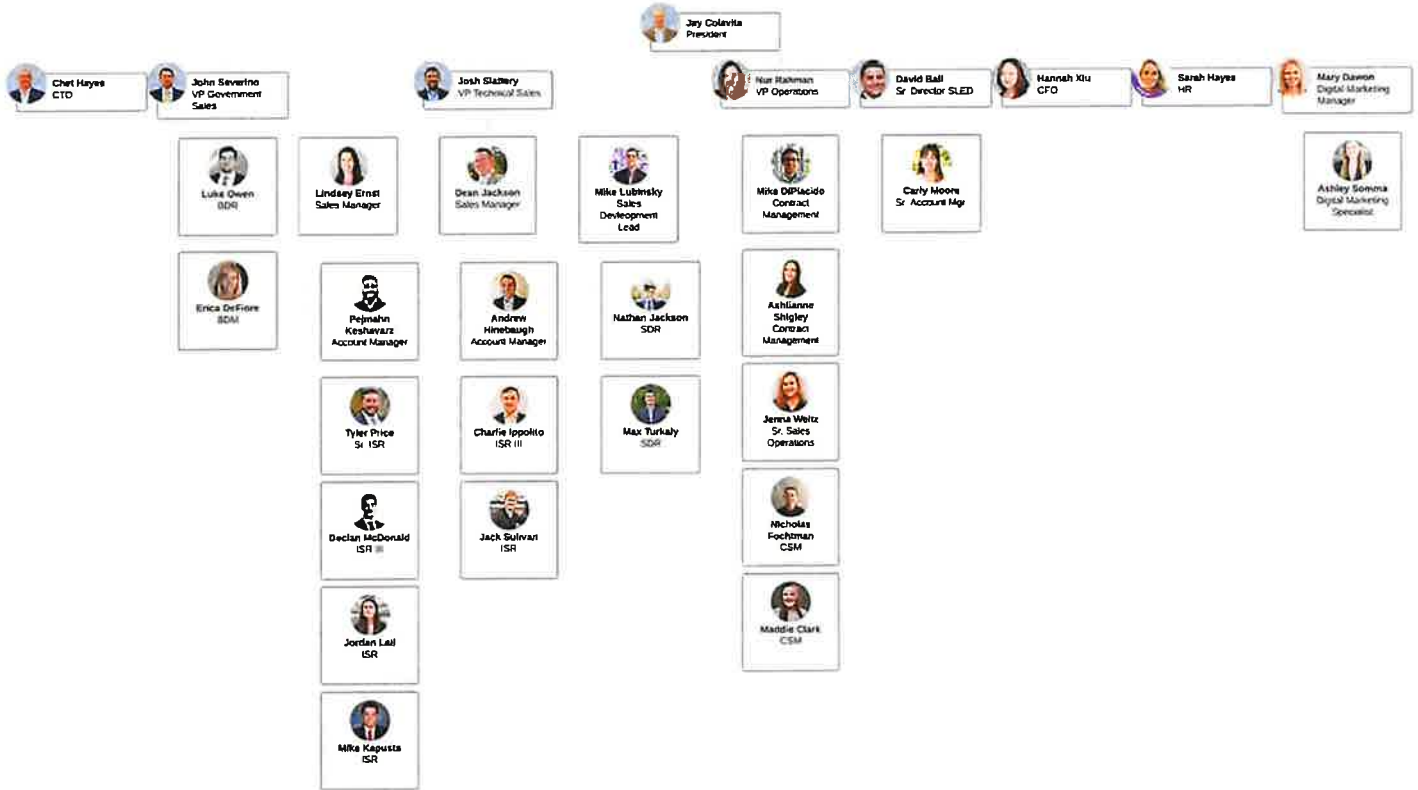
Established in 2016, Vertosoft LLC (Vertosoft) is focused on delivering innovative and emerging technologies and services to organizations such as NCPA and public sector agencies. Consistent with our singular focus on public sector agencies, Vertosoft has deep knowledge and experience supporting all phases of the acquisition life cycle. We specialize in providing services to emerging technology companies and the public sector agencies they serve. Strategic sourcing is our forte, streamlining the time required to provide critical technology and services to government end users at reduced prices. We provide NCPA members the flexibility, agility, and responsiveness of a certified small business with the experience of a large organization. Vertosoft's staff is widely respected and relied upon for its professional, ethical business approach. Our success is based upon the leadership of a highly-experienced management team, and our staff has deep expertise in meeting each agency's specific requirements and, in the technology required to satisfy those requirements.

- *Company's Dun & Bradstreet (D&B) number.*

080431574

[REST OF PAGE INTENTIONALLY BLANK]

- *Company’s organizational chart of those individuals that would be involved in the contract.*



- *Corporate office location.*

Vertosoft’s corporate office is located at 1602 Village Market Blvd. #320 in Leesburg, VA. This is also the location for our national sales support center for our sales teams across the country. As Vertosoft focuses exclusively on software and SaaS solutions, we do not have the need for traditional hardware service centers.

- *List the number of sales and services offices for states being bid in solicitation.*

Vertosoft has additional locations in Charleston, SC, Raleigh, NC, Philadelphia, PA, and Tacoma, WA.

- *List the names of key contacts at each with title, address, phone and e-mail address.*

Vertosoft will manage the contract from our national sales center in Leesburg, Virginia. The key contacts in support of this contract will be:

i. Executive Support

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Jay Colavita, President
jay@vertosoft.com
703.568.4703

ii. **Marketing**

Mary Dawson
mary@vertosoft.com
703.298.5052

iii. **Sales**

Josh Slattery, VP of Technology Sales
josh@vertosoft.com
703.915.7856

iv. **Sales Support**

Nur Rahman, Director of Operations
nur@vertosoft.com
571.355.5347

v. **Financial Reporting**

Michael DiPlacido, Government Contract Manager
michael@vertosoft.com
484.620.4567

vi. **Accounts Payable**

Hannah Xiu, Chief Financial Officer
hannah@vertosoft.com
571.216.2502

vii. **Contracts**

Michael DiPlacido, Government Contract Manager
michael@vertosoft.com
484.620.4567

- *Define your standard terms of payment.*

Vertosoft's payment terms are NET 30 and we accept both purchase orders and credit/procurement cards as forms of payment. When a credit card is used as a form of payment, we do require a call with our finance department to help reduce errors and fraud.

- *Who is your competition in the marketplace?*

ImmixGroup, DLT, Carahsoft

- *Provide Annual Sales for last 3 years broken out into the following categories:*
 - *Cities / Counties*
 - *K-12*
 - *Higher Education*
 - *Other government agencies or nonprofit organizations*

- *What differentiates your company from competitors?*

Vertosoft is committed to providing the highest quality of service to NCPA members through this contract. To facilitate this high level of service, Vertosoft maintains an ISO 9001:2015 certification that demonstrates Vertosoft's commitment to the highest level of excellence and customer satisfaction. Our Quality Management program supports our core business processes and provides the tools through which we measure, control, and improve these processes which include:

- Maintaining product catalogs and price lists on different government contract vehicles.
- Error free quoting to the government on behalf of our technology partners.
- Efficient purchase order (PO) processing from our public sector customers.
- Efficient PO delivery to our technology partners.
- Accurate invoice creation for public sector customers for solutions delivered by our technology partners.
- Customer satisfaction measurement with the overall procurement process experience through Vertosoft.

Vertosoft's expertise is largely focused on emerging technology companies that are providing the most innovative and cutting-edge technology to public sector organizations. While some resellers try to offer as many products as possible and convince organizations this is valuable, they are unable to develop any sort of expertise or understanding of what they are selling, resulting in agencies getting a less than optimal solution. Vertosoft focuses on the best of the best and builds a deep understanding of those innovative products and how to employ those products to best meet the needs of the agency.

Every public agency who buys from Vertosoft is assigned a Customer Success Manager (CSM). This CSM is a United States Citizen, and a resource for the agency to ensure the correct software was delivered, and they have quick and easy access to support from the software supplier if needed. The CSM acts a champion on behalf of the agency to the supplier to ensure the highest level of service.

- *Describe how your company will market this contract if awarded.*

Vertosoft maintains a dedicated public sector sales team with multiple years of experience utilizing national contracts such as NCPA for our customers. Our sales team will partner with

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the NCPA marketing to educate public sector organizations in the value of using the contract and encourage them to utilize the vehicle for purchases.

Vertosoft's Software Manufacturer Partners have established national sales forces that include public sector entities. As part of our Partner's selling efforts into these entities they will encourage potential customers to use the contract to acquire the desired technology solution.

Within the first 14 days after award Vertosoft will issue a co-branded press release announcing the award and specific details of the contract. This will be combined with targeted social media postings to promote the use of the contract for eligible public sector organizations.

Within 30 days after award, Vertosoft will launch a dedicated web site with the NCPA standard logo. The website will have a copy of the original request for proposal, copy of the contract, summary of products being offered, marketing materials, and a link to NCPA website. Vertosoft will also include a dedicated toll-free number and email address for NCPA participating entities.

Within 60 days after award, Vertosoft will execute a dedicated email and contact campaign to notify existing and potential public sector agencies about the contract and provide guidance on how to leverage the contract in the future.

- *Describe how you intend to introduce NCPA to your company.*

Within 7 days after award, Vertosoft Executive Leadership will sponsor a kick-off meeting with the Vertosoft sales team where the contract will be endorsed, and the sales team educated on the terms and conditions of the contract.

In addition, a NCPA microsite will be created on Vertosoft's internal corporate Intranet. This will include key information about the contract, points of contact, how to use the contract to place an order, and the product catalog. This will be an ongoing tool to help the internal sales team leverage the contract on an ongoing basis.

Withing 30 days after award, Vertosoft will meet with the individual public sector sales teams of the respective software manufacturers being offered to educate them on the terms and conditions. This will provide a force multiplier effect by having not only the Vertosoft sales team position the contract, but also having the software manufacturers position the contract as part of their sales cadence.

- *Describe your firm's capabilities and functionality of your on-line catalog / ordering website.*

Vertosoft does provide our entire catalog of software and solutions on our website, and will be available under a public microsite dedicated to the NCPA contract.

As Vertosoft specializes in software, we work directly with participating entities to identify the challenges they are trying to address, and we provide them with a potential solution that is part of our catalog of products. We inform the participating

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entity of an efficient procurement path via the catalog and execute the contract through their standard procurement process.

- *Describe your company's Customer Service Department (hours of operation, number of service centers, etc.)*

Vertosoft's national service center is in Leesburg, Virginia. The service center operates Monday – Friday between 8AM ET – 8PM ET and is staffed by US Citizens. Vertosoft does offer mission critical support services that would provide 24hr x 7 x 365 services if needed.

- *Green Initiatives (if applicable)*
 - *As our business grows, we want to make sure we minimize our impact on the Earth's climate. We are taking every step we can to implement innovative and responsible environmental practices throughout NCPA to reduce our carbon footprint, reduce waste, energy conservation, ensure efficient computing and much more. To that effort we ask respondents to provide their companies environmental policy and/or green initiative.*

As a software distributor, Vertosoft has a naturally low impact on the environment. However, Vertosoft maintains a corporate Sustainability Policy which is provided below:

Vertosoft LLC strives to be a leader in environmental sustainability and believes that a successful future for our business and the customers we serve depends on the sustainability of the environment, communities, and economies in which we operate.

As a responsible corporate citizen, we bear a responsibility to consider the impacts of our actions and how they affect the environment both directly in terms of our own operation, and indirectly through our purchasing decisions, the products, and services we offer to our customers and the business opportunities we pursue.

We are committed to minimizing the impact of our operations on the environment and to demonstrating leadership by integrating environmental considerations into all our business practices.

We are committed to protecting the environment through responsible management of our operations and give appropriate weight and consideration to this environmental policy when making future planning and investment decisions.

Vertosoft LLC will set targets and objectives, within the scope of the environmental management system, to achieve continual improvement and a sustainable development;

Vertosoft LLC will establish and periodically review and report progress on objectives and targets in the pursuit of continual improvement in our environmental management system for the purpose of enhancing our environmental performance and ongoing prevention of pollution.

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Vertosoft LLC will minimize the environmental impacts of our own operations through best practice management of use of our energy, transportation, material consumption, water use, waste and emissions. Vertosoft will also encourage suppliers, subcontractors, retailers and recyclers of our products to adopt the same environmental principals as Vertosoft LLC;

Vertosoft LLC will raise employee awareness and support employee creativity and enthusiasm with respect to implementing our environmental policies, guidelines, programs, and initiatives. Vertosoft will also continually promote environmental awareness, responsibility, and best practices and to support the environmental sustainability culture of our company through education and in-house initiatives to reduce our environmental footprint.

- *Anti-Discrimination Policy (if applicable)*
 - *Describe your organizations' anti-discrimination policy.*

As a federal contractor, it is the policy of Vertosoft LLC to take affirmative action as called for by applicable laws and executive orders to:

- Provide equal employment opportunities to all qualified persons and recruit, hire, train, terminate, promote, and compensate persons in all jobs without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, genetic information or characteristics, protected veteran status, or other protected classifications in accordance with federal law.
- Administer personnel actions in areas such as compensation, benefits, transfers, layoffs and recalls, Company-sponsored education training, tuition assistance, and social and recreational programs to ensure that no employees are discriminated against.
- Ensure employment decisions are made in furtherance of the objective of equal employment including, but not limited to:
 - **Recruitment and selection**—Recruitment and hiring of all personnel is accomplished without discrimination against any individual whose status is protected by applicable state or local law.
 - **Promotion**—Individuals will be upgraded and promoted on the basis of their abilities, skills, and experience. The Company will undertake good faith efforts to ensure that minority and women employees, disabled individuals, and covered veterans, who are qualified, as well as those who become qualified through training, are considered for promotion.
 - **Transfers**—When vacancies occur, the Company will make every good faith effort to effect transfers of qualified minority and women employees, disabled individuals, and covered veterans, into areas where such employees may have been or may now be underutilized.
 - **Terminations**—When reductions in Company work force occur, they will be based on nondiscriminatory factors and make every good faith effort to ensure that minorities and women, disabled individuals, and covered veterans are treated in a nondiscriminatory manner.

- **Vendor Certifications (if applicable)**
 - *Provide a copy of all current licenses, registrations and certifications issued by federal, state and local agencies, and any other licenses, registrations or certifications from any other governmental entity with jurisdiction, allowing respondent to perform the covered services including, but not limited to, licenses, registrations, or certifications. Certifications can include M/WBE, HUB, and manufacturer certifications for sales and service.*




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Tab 5 – Products and Services / Scope

Vertosoft is pleased to over NCPA and member agencies access our catalog of emerging and innovative technology companies. A partial list of those vendors and the value they bring has been listed below. These products span a wide range of technology categories including: Big Data and Analytics, Cybersecurity, Business Applications, Machine Learning/Artificial Intelligence, DevSecOps, and Training/Education. A detailed list of part numbers, along with pricing is found in the attached Pricing Spreadsheet.




Software

	<p>Commercial-Off-the-Shelf (COTS) Software, Application Software</p> <p>Alation is the data catalog where everyone in your organization can find the data they need to collaborate, automatically indexing your data by source. Alation automatically indexes your data by source. It also automatically gathers knowledge about your data. Like Google, Alation uses machine learning to continually improve human understanding.</p>
	<p>Commercial-Off-the-Shelf (COTS) Software, Application Software</p> <p>Government agencies process large volumes of data and documents every day, much of it manually. Repetitive, manual processes slow down employees and the services they provide to the public. As agencies continue to modernize systems, Robotic Process Automation (RPA) can automate repetitive tasks, freeing agency employees to focus on the things only humans do well and not get burdened with monotonous tasks. With RPA from Automation Anywhere, government agencies can create a scalable, secure, and reliable intelligent Digital Workforce that is highly efficient and compliant with all federal mandates.</p>
	<p>Commercial-Off-the-Shelf (COTS) Software, Security Software</p> <p>BeyondTrust is the worldwide leader in intelligent identity and access security, empowering organizations to protect identities, stop threats, and deliver dynamic access to empower and secure a work-from-anywhere world. Our integrated products and platform offer the industry's most advanced privileged access</p>



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	<p>management (PAM) solution, enabling organizations to quickly shrink their attack surface across traditional, cloud and hybrid environments.</p> <p>With a heritage of innovation and a staunch commitment to customers, BeyondTrust solutions are easy to deploy, manage, and scale as agencies evolve. BeyondTrust solutions are deployed in all cabinet level Federal Civilian agencies and over 100+ Defense Department environments. We are trusted across all 4 branches of the DoD, including the 4th estate, with ATO's both on the classified and unclassified side.</p>
	<p>Commercial-Off-the-Shelf (COTS) Software, Software as a Service applications</p> <p>Bizagi's industry-leading platform for low-code process automation connects people, applications, robots, and information. As the most business-friendly and flexible solution on the market, Bizagi's cloud-native platform enables true collaboration between business and IT, delivering faster adoption and success. Fueled by a community of millions of users, Bizagi powers over 400 enterprises worldwide.</p>
	<p>Commercial-Off-the-Shelf (COTS) Software, Communication Software</p> <p>Chainbridge Technologies started developing their first emergency management solutions in 2004, and today their planning, preparedness, response, and recovery systems are utilized by tens of thousands of emergency managers and responders across all levels of government and the private sector. Their innovative use of cloud, mobile, GIS, and social media technologies, combined with policy and operational subject matter expertise, is applicable to the full spectrum of emergency response missions encompassing both All-Hazard and CBRN incidents.</p>
	<p>Commercial-Off-the-Shelf (COTS) Software, Security Software</p> <p>Claroty's unified platform integrates with customers' existing infrastructure to provide a full range of controls for visibility, risk and vulnerability management, threat detection, and</p>




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	<p>secure remote access. Backed by the world's largest investment firms and industrial automation vendors, Claroty is deployed by hundreds of organizations at thousands of sites globally. The company is headquartered in New York City and has a presence in Europe, Asia-Pacific, and Latin America.</p>
	<p>Commercial-Off-the-Shelf (COTS) Software, Application Software</p> <p>DataRobot is the leader in enterprise AI, delivering trusted AI technology and ROI enablement services to global enterprises. DataRobot's enterprise AI platform democratizes data science with end-to-end automation for building, deploying, and managing machine learning models. This platform maximizes value to the mission by delivering AI at scale and continuously optimizing performance over time. The company's proven combination of cutting edge software and world-class AI implementation, training, and support services, empowers any organization – regardless of size, industry, or resources – to drive better business outcomes with AI.</p>
	<p>Commercial-Off-the-Shelf (COTS) Software, Security Software</p> <p>Devo is reinventing logging and security analytics as the next generation SIEM platform for the Public Sector. Devo enables you to ingest data from all your data sources, closing the visibility gap that puts your organization at higher risk. Security Operations integrates with your existing security ecosystem to enrich investigations with valuable context. Being able to seamlessly integrate all your data sources and ease your scaling worries. Devo exceeds your needs with none of the infrastructure management overhead. Stop worrying about search volume and concurrency. Devo supports thousands of always real-time concurrent queries. That's what confidence in a logging and security analytics platform feels like.</p>
	<p>Commercial-Off-the-Shelf (COTS) Software, Software for Engineering and Product Development</p>





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	<p>Digital.ai is the first enterprise value stream management platform that enables enterprises to focus on outcomes instead of outputs, create greater business value faster, and deliver secure digital experiences their users trust. The Digital.ai Value Stream Platform seamlessly integrates all the disparate tools and processes across the various DevOps initiatives, uses data and AI/ML to create connective tissue between them, and provides the real-time, contextual insights required to drive and sustain successful digital transformation. With Digital.ai, enterprises have the visibility they've been seeking to deliver value, drive growth, increase productivity, reduce security risks, and improve customer experience.</p>
	<p>Commercial-Off-the-Shelf (COTS) Software, Software as a Service applications</p> <p>EcoInteractive provides industry-leading enterprise SaaS solutions to government transportation and environmental organizations nationwide. Our products support a diverse range of critical workflows for agencies planning our country's vast transportation infrastructure. Our software transforms data into integrated real-time insights that enable the management of transportation improvement projects worth hundreds of billions of dollars. Our SaaS solutions are also extensively utilized in integrating workflow and data sets for the management of environmental projects.</p>
	<p>Commercial-Off-the-Shelf (COTS) Software, Security Software</p> <p>Enveil is a pioneering data security company protecting Data in Use. Enveil's business-enabling and privacy-preserving capabilities for secure data search, sharing, and collaboration protect data while it's being used or processed – the 'holy grail' of data encryption. Powered by homomorphic encryption, Enveil's ZeroReveal® solutions provide Trusted Compute in Untrusted Locations™, allowing organizations to securely derive insights, cross-match, and search third-party data assets without ever revealing the contents of the search itself or compromising the security or ownership of the underlying data. Enveil is NIAP/CSfC-certified to deliver nation-state level protection to the global marketplace. Founded by U.S. Intelligence Community alumni</p>





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	<p>with backgrounds in mathematics, algorithmics, and machine learning, Enveil is revolutionizing data security by addressing a Data in Use vulnerability that people have been chasing for more than 20 years.</p>
	<p>Commercial-Off-the-Shelf (COTS) Software, Application Software</p> <p>The first cloud-based software to manage the end-to-end policymaking process. Policymakers save time and resources with a single source of truth for all policymaking activity. Esper is a mission-driven group of technologists and policy experts passionate about improving the policymaking process in government.</p>
	<p>Commercial-Off-the-Shelf (COTS) Software, Software for Engineering and Product Development</p> <p>Harness is the industry's first end-to-end software delivery platform using AI/ML. The modular platform is comprised of Continuous Integration (CI), Continuous Delivery (CD), Cloud-Cost Management (CCM), Feature Flags, Security Test Orchestration (STO), Service Reliability Management (SRM), and Chaos Engineering (CE).</p>
	<p>Commercial-Off-the-Shelf (COTS) Software, Communication Software, Security Software, Application Software, Software for Engineering and Product Development, Database Software, Information Worker Software</p> <p>HCL is a next-generation global technology company that helps enterprises reimagine their businesses for the digital age. Its technology products, services and engineering are built on four decades of innovation, with a world-renowned management philosophy, a strong culture of invention, and a relentless focus on customer relationships. HCL serves leading enterprises across key industries, including 250 of the Fortune 500 and 650 of the Global 2000.</p>

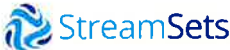

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	<p>Commercial-Off-the-Shelf (COTS) Software, Industrial Automation Software</p> <p>iDocket offers public access to judicial information, e-Filing, e-Recording, and property records from an ever-increasing number of the nation's local governments. Among the government services offered is iDocket's innovative local government software for other judicial processes, such as arrest, indictment, and final adjudication. This was specifically designed for government officials, including Judges, Sheriffs, District/County Attorneys, County/District Clerks, and Justices of the Peace.</p>
	<p>Commercial-Off-the-Shelf (COTS) Software, Educational Software</p> <p>77% of security leaders say that gamification could be used to make their organization safer. Instead of checkbox training that's forgotten in days, our technology uses game mechanics and encourages creativity to meet objectives relevant to a user's role. Immersive Labs contains hundreds of cyber skill experiences and content for red teams, penetration testers and ethical hackers. And we're always adding more powered by the very latest threat intelligence.</p>
	<p>Commercial-Off-the-Shelf (COTS) Software, Security Software</p> <p>Keeper is the ultimate cybersecurity and productivity application that protects every remote employee and all their devices against password-related data breaches and cyberthreats. Secure your business passwords to prevent data breaches, improve employee productivity and meet compliance standards.</p>
	<p>Commercial-Off-the-Shelf (COTS) Software, System Software</p> <p>MyWorkDrive provides a software-only, on-premises solution for secure remote file access from anywhere for any device. Users gain access in minutes without Sync, VPN, RDP or migrating data. MyWorkDrive is for IT leaders looking for a cloud-like file sharing solution that has ransomware protection & DLP, facilitates data governance compliance (FIPS, HIPAA, FINRA, GDPR), enhances Office 365 real-time</p>

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	<p>online collaboration, with a lower TCO. They give you easy, secure remote access to your organization's files using your server storage with no security worries about your data being in the cloud or syncing down to remote computers.</p>
	<p>Commercial-Off-the-Shelf (COTS) Software, Application Software</p> <p>OpenGov is the leader in budgeting and performance for the public sector whose mission is to power a more effective and accountable government. We offer three easy-to-use cloud-based software solutions that transform how governments budget, measure performance, and engage the public. With OpenGov, agencies can make more informed decisions and drive better outcomes for the public.</p>
	<p>Commercial-Off-the-Shelf (COTS) Software, Application Software</p> <p>PublicInput helps you increase public engagement and communication with your community, while reducing your workload burdens with an integrated solution.</p>
	<p>Commercial-Off-the-Shelf (COTS) Software, System Software, Software as a Service applications, Software for Engineering and Product Development</p> <p>Red Hat delivers hardened, open source solutions that make it easier for enterprises to work across platforms and environments, from the core datacenter to the network edge. By operating transparently and responsibly, we continue to be a catalyst in open source communities, helping you build flexible, powerful IT infrastructure solutions.</p>
	<p>Commercial-Off-the-Shelf (COTS) Software, Industrial Automation Software</p> <p>Since 2017, SOMA Global has been a leading provider of cloud-native critical-response public safety software solutions. SOMA's team of public safety veterans and mission-driven developers are focused on enabling agency partners to focus on what matters most, fulfilling their mission in the communities they serve. Through world-class customer service in combination with</p>


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	<p>SOMA Telos™ and SOMA Global's modern-cloud software solutions, operations are a unified ecosystem of pre-built applications, workflows, automations and data interoperability that can be rapidly configured based on the specific needs of your agency and community.</p>
	<p>Commercial-Off-the-Shelf (COTS) Software, Application Software</p> <p>At StreamSets, a Software AG company, their mission is to ensure data engineering teams thrive in today's world of constant change. Streamsets does this by embedding the DataOps philosophy of "continuous data for the connected enterprise" into the StreamSets DataOps Platform. StreamSets empowers data engineers to build, run, monitor, and manage smart data pipelines for modern analytics. StreamSets is the only data integration platform that provides a single design experience for all design patterns for 10x greater developer productivity; smart data pipelines that are resilient to change for 80% less breakages; and a single pane of glass for observing and monitoring all pipelines to eliminate blind spots and control gaps. With StreamSets, you can deliver continuous data for modern analytics and hybrid integration in a world of constant change.</p>
	<p>Commercial-Off-the-Shelf (COTS) Software, Industrial Automation Software</p> <p>Swiftly is a single platform to unify your public transit data. Swiftly's products combine to form a single, powerful platform that centers your transit agency on the industry's most accurate data. Swiftly's cloud infrastructure and subscription model simplify how agencies build their transit data stack. Agencies may choose only the products they need, access them from anywhere, and use them with the hardware of their choice.</p>
	<p>Commercial-Off-the-Shelf (COTS) Software, Application Software</p> <p>ThirdLine was founded by former city and county internal audit analysts and data scientists, along with public accounting professionals. ThirdLine integrates with municipal ERP systems and combines the power of 400 analytics across 10</p>


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	<p>modules to expedite audits, monitor operations, and find fraud, waste, and abuse.</p>
	<p>Commercial-Off-the-Shelf (COTS) Software, Application Software</p> <p>Tricentis is a global leader in enterprise continuous testing. The Tricentis AI-based, continuous testing portfolio of products provide a new and fundamentally different way to perform software testing. An approach that's totally automated, fully codeless, and intelligently driven by AI. It addresses both agile development and complex enterprise apps, enabling enterprises to accelerate their digital transformation by dramatically increasing software release speed, reducing costs, and improving software quality. Widely credited for reinventing software testing for DevOps, cloud, and enterprise applications, Tricentis has been recognized as a leader by all major industry analysts, including Forrester, Gartner, and IDC.</p>
	<p>Commercial-Off-the-Shelf (COTS) Software, Training</p> <p>Udacity is a global, online training platform powering digital transformation and accelerated time-to-market initiatives for Public Sector, Fortune 500 and Global 2000 enterprises. Udacity programs provide industry-created practitioner skills through a series of "Nanodegree" programs consisting of online courses and real-world projects in artificial intelligence, machine learning, data science, autonomous systems, and cloud computing among other disciplines. In partnership with Udacity's experts, they will co-design a tailored transformation journey to solve acute workforce challenges to deliver next-level business results.</p>
	<p>Software, Commercial-Off-the-Shelf (COTS) Software, Security Software</p> <p>vArmour is the leading provider of Application Relationship Management software. Enterprises around the world rely on vArmour to discover, observe, and control relationships between every user, every application, and across every environment to reduce risk and increase resiliency — all without adding new agents or infrastructure.</p>

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	<p>Software, Commercial-Off-the-Shelf (COTS) Software, Application Software</p> <p>Virtualitics, Inc. operates a platform to merge artificial intelligence, big data, and virtual/augmented reality. Its platform enables users to visualize and understand data; and provides shared virtual office to analyze data, and present and discuss insights.</p> <p>Powered by a suite of AI-enabled products, Virtualitics provides a rapidly deployable end-to-end solution that quickly preprocesses and fuses data sources, builds predictive AI models, and leverages our best-in-class data analytics and visualization platform for exploration and collaboration in either desktop or virtual reality.</p>
	<p>Commercial-Off-the-Shelf (COTS) Software, Application Software</p> <p>Visual Lease is the #1 lease optimization software. We empower organizations to transform their lease accounting compliance requirements into financial opportunities.</p> <p>We have a passion for simplifying the complex. We are committed to ongoing innovation and unparalleled customer service. We help our customers transform lease compliance requirements into opportunities for hard- and soft-dollar savings.</p>
	<p>Commercial-Off-the-Shelf (COTS) Software, Application Software</p> <p>Workiva created Wdesk, a cloud-based platform that modernizes how people work within thousands of organizations worldwide. With Wdesk, there's no switching back and forth between different versions. Instead, users are able to collaborate in real-time, mitigate risk, and improve productivity. Wdesk gives users the confidence they need to make data-driven decision across the enterprise.</p> <p>Workiva brings together everything you need—teammates, datasets, and data sources—so you can work better in the cloud. Wherever you are, whatever you're doing. Automate what's slowing you down. Focus on what fires you up.</p>

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	<p>Commercial-Off-the-Shelf (COTS) Software, Security Software</p> <p>Zimperium, Inc. is a global leader in mobile device and app security, offering real-time, on-device protection against both known and unknown threats on Android, iOS and Chromebook endpoints. The company was founded under the premise that the then current state of mobile security was insufficient to solve the growing mobile security problem. At the time, most mobile security was a port from traditional endpoint security technologies.</p>
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Services

Category	Services
Financial	Reporting Automation - Comprehensive Annual Financial Report (CAFR)
Financial	Reporting Automation – Financial Statements
Financial	Reporting Automation – Budget Book
Financial	Reporting Automation – Budget Simulations
Financial	Accounting Automation – Automated Reconciliations
Financial	Accounting Automation – Robotic Process Automation
Cloud	Managed Cloud Services
Cloud	Cloud Governance – Compliance, Financial Management
Cloud	Application Modernization
Cloud	Cloud Readiness Advisory
Machine Learning	App Accelerators
Machine Learning	Data Operations Pipeline
Machine Learning	Enhanced Robotic Process Automation – BOT development
Cybersecurity	Software Bill of Materials (SBOM) creation
Cybersecurity	Secure software supply chain risk management
Financial Service Offerings	Fair Market Value Lease
Financial Service Offerings	Purchase Option Lease
Financial Service Offerings	Payment Agreements
Financial Service Offerings	Direct and Indirect Financing

Warranty

Each software supplier provides their own Warranty that is provided to a public sector agency at the time of purchase. These warranties, and end user licensing agreements are available for review if so desired.

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Tab 6 – References

Provide at least ten (10) customer references for products and/or services of similar scope dating within the past three (3) years. Please provide a range of references across all eligible government entity groups including K-12, higher education, city, county, or non-profit entities.

All references should include the following information from the entity:

- Entity Name
- Contact Name and Title
- City and State
- Phone
- Email
- Years Serviced
- Description of Services
- Annual Volume

Tab 7 – Pricing

Please see the attached pricing sheet that was submitted electronically via the Bonfire portal.

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Tab 8 – Value Added Products and Services

Presales Engineering Talent

Vertosoft's focus on emerging and innovative technologies are supported by experienced technical resources to identify the best overall solution for NCPA members. Vertosoft Account Managers are trained presales specialists who focus on specific technology domains such as Cloud Computing, Machine Learning and Artificial Intelligence, Cybersecurity, and Big Data and Analytics. Partnered with dedicated engineering resources from the software supplier, Vertosoft can provide NCPA members important insights about the technology solutions to best meet the member's needs.

Quality and Responsiveness

Vertosoft maintains an ISO 9001:2015 certification that demonstrates Vertosoft's commitment to the highest level of quality and customer satisfaction. Our Quality Management program supports our core business processes and provides the tools through which we measure, control, and improve these processes which include:

- Maintaining product catalogs and price lists on different government contract vehicles.
- Error free quoting to the government on behalf of our technology partners.
- Efficient purchase order (PO) processing from our government customers.
- Efficient PO delivery to our technology partners.
- Accurate invoice creation for government customers for solutions delivered by our technology partners.
- Payments to our technology partners upon payment from the government.
- Customer satisfaction measurement with the overall procurement process experience through Vertosoft.

Dedicated Customer Success Management Team

Vertosoft will assign a dedicated Customer Success Manager (CSM) team to NCPA members. The assigned CSM team will all be US citizens with knowledge of the different software manufacturer's software entitlement systems, license management processes, and technical support systems. Vertosoft provides a dedicated 1-800 number and email address that will connect participating entities directly with the dedicated CSM team.

The CSM will be able to provide NCPA and participating entities with the following benefits:

- Software Entitlement management support
- Customized license reporting and usage
- Service Desk Management Portal – ability to open and manage service tickets with Vertosoft CSM team
- Technical Outreach and Advisory Sessions

Vertosoft's CSM team will assist NCPA and participating entities with tracking the usage for each product. The CSM team will provide NCPA metrics on the calls/emails into the Vertosoft 1-800 and dedicated email address along with open/closed service tickets to help NCPA understand the volume and scale of support being requested and provided. Vertosoft will also provide NCPA participating entities with access to VertoDesk, which is a software entitlement portal where assigned participating entities can see the list of current software entitlements.

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Marketing and Training

Each of the software suppliers supported by Vertosoft provide complimentary webinars to NCPA member agencies to help them better understand different features within the tool, so that agencies can maximize the investment in the technology.

Vertosoft also hosts 'Tech-Days' where we bring emerging technology suppliers to our public sector customers where they can engage in technical deep dives, learn about product roadmaps, and get key industry updates and insights.

Within the first 14 days after award Vertosoft will issue a co-branded press release announcing the award and specific details of the contract. This will be combined with targeted social media postings to promote the use of the contract for eligible public sector organizations.

Within 30 days after award, Vertosoft will launch a dedicated web site with the NCPA standard logo. The website will have a copy of the original request for proposal, copy of the contract, summary of products being offered, marketing materials, and a link to NCPA website. Vertosoft will also include a dedicated toll-free number and email address for NCPA participating entities.

Within 60 days after award, Vertosoft will execute a dedicated email and contact campaign to notify existing and potential public sector agencies about the contract and provide guidance on how to leverage the contract in the future.

Secure Software Supply Chain

Executive Order 14028, "Improving the Nation's Cybersecurity" called to establish baseline security standards for development of software. As part of this effort, Vertosoft is working with our suppliers to develop a 'software bill of materials' (SBOM) to help public sector agencies better understand the nested libraries that make up the software components they are using.

Minority and Women Business Enterprise (MWBE) and HUB Participation

Vertosoft believes that a diverse supplier base is important to our overall success as an organization. This is evident by hundreds of service and resell partners that Vertosoft works with around the country that are either minority, women owned, service disabled veteran, certified 8(a), or HUB Zone companies. These partners compliant our software supplier's diversity programs and help public sector agencies meet their own goals for diversity.

Government Financing and Structured Payment Plans

Vertosoft offers extended payment plans and subscription billing for technology purchases to help align structured payments to government program budgets while meeting government guidelines. Vertosoft's deep understanding of the government acquisition process allow us to provide the government with simplified terms and conditions and flexible payment options. We also can provide utility-based pricing and quarterly or monthly subscription billing for cloud-based SaaS software.

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Tab 9 – Required Documents

- Federal Funds Certifications
- Clean Air and Water Act & Debarment Notice
- Contractors Requirements
- Required Clauses for Federal Assistance by FTA
- Federal Required Signatures
- Antitrust Certification Statements Texas Government Code § 2155.005
- State Notice Addendum

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FEDERAL FUNDS CERTIFICATIONS

Participating Agencies may elect to use federal funds to purchase under the Master Agreement. The following certifications and provisions may be required and apply when a Participating Agency expends federal funds for any purchase resulting from this procurement process. Pursuant to 2 C.F.R. § 200.326, all contracts, including small purchases, awarded by the Participating Agency and the Participating Agency's subcontractors shall contain the procurement provisions of Appendix II to Part 200, as applicable.

APPENDIX II TO 2 CFR PART 200

(A) Contracts for more than the simplified acquisition threshold currently set at \$250,000, which is the inflation adjusted amount determined by the Civilian Agency Acquisition Council and the Defense Acquisition Regulations Council (Councils) as authorized by 41 U.S.C. 1908, must address administrative, contractual, or legal remedies in instances where contractors violate or breach contract terms, and provide for such sanctions and penalties as appropriate.

- Pursuant to Federal Rule (A) above, when a Participating Agency expends federal funds, the Participating Agency and Offeror reserves all rights and privileges under the applicable laws and regulations with respect to this procurement in the event of breach of contract by either party.

(B) Termination for cause and for convenience by the grantee or subgrantee including the manner by which it will be effected and the basis for settlement. (All contracts in excess of \$10,000)

- Pursuant to Federal Rule (B) above, when a Participating Agency expends federal funds, the Participating Agency reserves the right to terminate any agreement in excess of \$10,000 resulting from this procurement process in the event of a breach or default of the agreement by Offeror as detailed in the terms of the contract

(C) Equal Employment Opportunity. Except as otherwise provided under 41 CFR Part 60, all contracts that meet the definition of "federally assisted construction contract" in 41 CFR Part 60-1.3 must include the equal opportunity clause provided under 41 CFR 60-1.4(b), in accordance with Executive Order 11246, "Equal Employment Opportunity" (30 CFR 12319, 12935, 3 CFR Part, 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 CFR part 60, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor."

- Pursuant to Federal Rule (C) above, when a Participating Agency expends federal funds on any federally assisted construction contract, the equal opportunity clause is incorporated by reference herein.

(D) 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 CFR Part 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 CFR Part 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.

- Pursuant to Federal Rule (D) above, when a Participating Agency expends federal funds during the term of an award for all contracts and subgrants for construction or repair, offeror will be in compliance with all applicable Davis-Bacon Act provisions
- Any Participating Agency will include any current and applicable prevailing wage determination in each issued solicitation and provide Offeror with any required documentation and/or forms that must be completed by Offeror to remain in compliance the applicable Davis-Bacon Act provisions.

(E) 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 CFR Part 5). Under 40 U.S.C. 3702 of the Act, each contractor must be required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. The requirements of 40 U.S.C. 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence.

- Pursuant to Federal Rule (E) above, when a Participating Agency expends federal funds, offeror certifies that offeror will be in compliance with all applicable provisions of the Contract Work Hours and Safety Standards Act during the term of an award for all contracts by Participating Agency resulting from this procurement process.

(F) Rights to Inventions Made Under a Contract or Agreement. If the Federal award meets the definition of "funding agreement" under 37 CFR §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 CFR Part 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.

- Pursuant to Federal Rule (F) above, when federal funds are expended by Participating Agency, the offeror certifies that during the term of an award for all contracts by Participating Agency resulting from this procurement process, the offeror agrees to comply with all applicable requirements as referenced in Federal Rule (F) above

(G) Clean Air Act (42 U.S.C. 7401-7671q.) and the Federal Water Pollution Control Act (33 U.S.C. 1251-1387), as amended— Contracts and subgrants of amounts in excess of \$150,000 must contain a provision that requires 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).

- Pursuant to Federal Rule (G) above, when federal funds are expended by Participating Agency, the offeror certifies that during the term of an award for all contracts by Participating Agency member resulting from this procurement process, the offeror agrees to comply with all applicable requirements as referenced in Federal Rule (G) above

(H) Debarment and Suspension (Executive Orders 12549 and 12689)—A contract award (see 2 CFR 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 CFR 180 that implement Executive Orders 12549 (3 CFR part 1986 Comp., p. 189) and 12689 (3 CFR part 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.

- Pursuant to Federal Rule (H) above, when federal funds are expended by Participating Agency, the offeror certifies that during the term of an award for all contracts by Participating Agency resulting from this procurement process, the offeror certifies that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation by any federal department or agency. If at any time during the term of an award the offeror or its principals becomes debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation by any federal department or agency, the offeror will notify the Participating Agency

(I) Byrd Anti-Lobbying Amendment (31 U.S.C. 1352)—Contractors that apply or bid for an award exceeding \$100,000 must file the required certification. Each tier certifies to the tier above that it will not and has not 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. Each tier must also 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.

- Pursuant to Federal Rule (I) above, when federal funds are expended by Participating Agency, the offeror certifies that during the term and after the awarded term of an award for all contracts by Participating Agency resulting from this procurement process, the

offeror certifies that it is in compliance with all applicable provisions of the Byrd Anti-Lobbying Amendment (31 U.S.C. 1352). The undersigned further certifies that:

- No Federal appropriated funds have been paid or will be paid for on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of congress, or an employee of a Member of Congress in connection with the awarding of a Federal contract, the making of a Federal grant, the making of a Federal loan, the entering into a cooperative agreement, and the extension, continuation, renewal, amendment, or modification of a Federal contract, grant, loan, or cooperative agreement.
- If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of congress, or an employee of a Member of Congress in connection with this Federal grant or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying", in accordance with its instructions.
- The undersigned shall require that the language of this certification be included in the award documents for all covered sub-awards exceeding \$100,000 in Federal funds at all appropriate tiers and all subrecipients shall certify and disclose accordingly.

RECORD RETENTION REQUIREMENTS FOR CONTRACTS INVOLVING FEDERAL FUNDS

When federal funds are expended by Participating Agency for any contract resulting from this procurement process, offeror certifies that it will comply with the record retention requirements detailed in 2 CFR § 200.334. The offeror further certifies that offeror will retain all records as required by 2 CFR § 200.334 for a period of three years after grantees or subgrantees submit final expenditure reports or quarterly or annual financial reports, as applicable, and all other pending matters are closed.

CERTIFICATION OF COMPLIANCE WITH THE ENERGY POLICY AND CONSERVATION ACT

When Participating Agency expends federal funds for any contract resulting from this procurement process, offeror certifies that it will 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 (42 U.S.C. 6321 et seq.; 49 C.F.R. Part 18).

CERTIFICATION OF COMPLIANCE WITH BUY AMERICA PROVISIONS

To the extent purchases are made with Federal Highway Administration, Federal Railroad Administration, or Federal Transit Administration funds, offeror certifies that its products comply with all applicable provisions of the Buy America Act and agrees to provide such certification or applicable waiver with respect to specific products to any Participating Agency upon request. Participating Agencies will clearly identify whether Buy America Provisions apply in any issued solicitation. Purchases made in accordance with the Buy America Act must still follow the applicable procurement rules calling for free and open competition.

CERTIFICATION OF ACCESS TO RECORDS

Offeror agrees that the Inspector General of the Agency or any of their duly authorized representatives shall have access to any non-financial documents, papers, or other records of offeror that are pertinent to offeror's discharge of its obligations under the Contract for the purpose of making audits, examinations, excerpts, and transcriptions. The right also includes timely and reasonable access to offeror's personnel for the purpose of interview and discussion relating to such documents. This right of access will last only as long as the records are retained.

CERTIFICATION OF APPLICABILITY TO SUBCONTRACTORS

Offeror agrees that all contracts it awards pursuant to the Contract shall be bound by the foregoing terms and conditions.

CLEAN AIR AND WATER ACT AND DEBARMENT NOTICE

By the signature below (Under Federal Required Signatures), I, the Vendor, am in compliance with all applicable standards, orders or regulations issued pursuant to the Clean Air Act of 1970, as Amended (42 U.S. C. 1857 (h), Section 508 of the Clean Water Act, as amended (33 U.S.C. 1368), Executive Order 117389 and Environmental Protection Agency Regulation, 40 CFR Part 15 as required under OMB Circular A-102, Attachment O, Paragraph 14 (1) regarding reporting violations to the grantor agency and to the United States Environment Protection Agency Assistant Administrator for the Enforcement.

I hereby further certify that my company has not been debarred, suspended or otherwise ineligible for participation in Federal Assistance programs under Executive Order 12549, "Debarment and Suspension", as described in the Federal Register and Rules and Regulations.

CONTRACTOR REQUIRMENTS

Contractor Certification

Contractor's Employment Eligibility

By entering the contract, Contractor warrants compliance with the Federal Immigration and Nationality Act (FINA), and all other federal and state immigration laws and regulations. The Contractor further warrants that it is in compliance with the various state statues of the states it is will operate this contract in.

Participating Government Entities including School Districts may request verification of compliance from any Contractor or subcontractor performing work under this Contract. These Entities reserve the right to confirm compliance in accordance with applicable laws.

Should the Participating Entities suspect or find that the Contractor or any of its subcontractors are not in compliance, they may pursue any and all remedies allowed by law, including, but not limited to: suspension of work, termination of the Contract for default, and suspension and/or debarment of the Contractor. All costs necessary to verify compliance are the responsibility of the Contractor.

The offeror complies and maintains compliance with the appropriate statutes which requires compliance with federal immigration laws by State employers, State contractors and State subcontractors in accordance with the E-Verify Employee Eligibility Verification Program.

Contractor shall comply with governing board policy of the NCPA Participating entities in which work is being performed.

Fingerprint & Background Checks

If required to provide services on school district property at least five (5) times during a month, contractor shall submit a full set of fingerprints to the school district if requested of each person or employee who may provide such service. Alternately, the school district may fingerprint those persons or employees. An exception to this requirement may be made as authorized in Governing Board policy. The district shall conduct a fingerprint check in accordance with the appropriate state and federal laws of all contractors, subcontractors or vendors and their employees for which fingerprints are submitted to the district. Contractor, subcontractors, vendors and their employees shall not provide services on school district properties until authorized by the District.

The offeror shall comply with fingerprinting requirements in accordance with appropriate statutes in the state in which the work is being performed unless otherwise exempted.

Contractor shall comply with governing board policy in the school district or Participating Entity in which work is being performed.

Business Operations in Sudan, Iran

In accordance with A.R.S. 35-391 and A.R.S. 35-393, the Contractor hereby certifies that the contractor does not have scrutinized business operations in Sudan and/or Iran.

REQUIRED CLAUSES FOR FEDERAL ASSISTANCE PROVIDED BY FTA

ACCESS TO RECORDS AND REPORTS

Contractor agrees to:

- a) Maintain all non-financial books, records, accounts and reports required under this Contract for a period of not less than two (2) years after the date of termination or expiration of this Contract or any extensions thereof except in the event of litigation or settlement of claims arising from the performance of this Contract, in which case Contractor agrees to maintain same until the FTA Administrator, the U.S. DOT Office of the Inspector General, the Comptroller General, or any of their duly authorized representatives, have disposed of all such litigation, appeals, claims or exceptions related thereto.
- b) Permit any of the foregoing parties to inspect all non-financial work, materials, and other data and records that pertain to the Project, and to audit the non-financial books, records, and accounts that pertain to the Project and to reproduce by any means whatsoever or to copy excerpts and transcriptions as reasonably needed for the purpose of audit and examination. The right of access detailed in this section continues only as long as the records are retained.

FTA does not require the inclusion of these requirements of Article 1.01 in subcontracts.

CIVIL RIGHTS / TITLE VI REQUIREMENTS

- 1) Non-discrimination. In accordance with Title VI of the Civil Rights Act of 1964, as amended, 42 U.S.C. § 2000d, Section 303 of the Age Discrimination Act of 1975, as amended, 42 U.S.C. § 6102, Section 202 of the Americans with Disabilities Act of 1990, as amended, 42 U.S.C. § 12132, and Federal Transit Law at 49 U.S.C. § 5332, Contractor or subcontractor agrees that it will not discriminate against any employee or applicant for employment because of race, color, creed, national origin, sex, marital status age, or disability. In addition, Contractor agrees to comply with applicable Federal implementing regulations and other applicable implementing requirements FTA may issue that are flowed to Contractor from Awarding Participating Agency.
- 2) Equal Employment Opportunity. The following Equal Employment Opportunity requirements apply to this Contract:
 - a. Race, Color, Creed, National Origin, Sex. In accordance with Title VII of the Civil Rights Act, as amended, 42 U.S.C. § 2000e, and Federal Transit Law at 49 U.S.C. § 5332, the Contractor agrees to comply with all applicable Equal Employment Opportunity requirements of U.S. Dept. of Labor regulations, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor, 41 CFR, Parts 60 et seq., and with any applicable Federal statutes, executive orders, regulations, and Federal policies that may affect construction activities undertaken in the course of this Project. Contractor agrees

to take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, creed, national origin, sex, marital status, or age. Such action shall include, but not be limited to, the following: employment, upgrading, demotion or transfer, recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation; and selection for training, including apprenticeship. In addition, Contractor agrees to comply with any implementing requirements FTA may issue that are flowed to Contractor from Awarding Participating Agency.

- b. Age. In accordance with the Age Discrimination in Employment Act (ADEA) of 1967, as amended, 29 U.S.C. Sections 621 through 634, and Equal Employment Opportunity Commission (EEOC) implementing regulations, "Age Discrimination in Employment Act", 29 CFR Part 1625, prohibit employment discrimination by Contractor against individuals on the basis of age, including present and prospective employees. In addition, Contractor agrees to comply with any implementing requirements FTA may issue that are flowed to Contractor from Awarding Participating Agency.
 - c. Disabilities. In accordance with Section 102 of the Americans with Disabilities Act of 1990, as amended (ADA), 42 U.S.C. Sections 12101 *et seq.*, prohibits discrimination against qualified individuals with disabilities in programs, activities, and services, and imposes specific requirements on public and private entities. Contractor agrees that it will comply with the requirements of the Equal Employment Opportunity Commission (EEOC), "Regulations to Implement the Equal Employment Provisions of the Americans with Disabilities Act," 29 CFR, Part 1630, pertaining to employment of persons with disabilities and with their responsibilities under Titles I through V of the ADA in employment, public services, public accommodations, telecommunications, and other provisions.
 - d. Segregated Facilities. Contractor certifies that their company does not and will not maintain or provide for their employees any segregated facilities at any of their establishments, and that they do not and will not permit their employees to perform their services at any location under the Contractor's control where segregated facilities are maintained. As used in this certification the term "segregated facilities" means any waiting rooms, work areas, restrooms and washrooms, restaurants and other eating areas, parking lots, drinking fountains, recreation or entertainment areas, transportation, and housing facilities provided for employees which are segregated by explicit directive or are in fact segregated on the basis of race, color, religion or national origin because of habit, local custom, or otherwise. Contractor agrees that a breach of this certification will be a violation of this Civil Rights clause.
- 3) Solicitations for Subcontracts, Including Procurements of Materials and Equipment. In all solicitations, either by competitive bidding or negotiation, made by Contractor for work to be performed under a subcontract, including procurements of materials or leases of equipment, each potential subcontractor or supplier shall be notified by Contractor of Contractor's obligations under this Contract and the regulations relative to non-discrimination on the grounds of race, color, creed, sex, disability, age or national origin.

- 4) Sanctions of Non-Compliance. In the event of Contractor's non-compliance with the non-discrimination provisions of this Contract, Public Agency shall impose such Contract sanctions as it or the FTA may determine to be appropriate, including, but not limited to: 1) Withholding of payments to Contractor under the Contract until Contractor complies, and/or; 2) Cancellation, termination or suspension of the Contract, in whole or in part.

Contractor agrees to include the requirements of this clause in each subcontract financed in whole or in part with Federal assistance provided by FTA, modified only if necessary to identify the affected parties.

DISADVANTAGED BUSINESS PARTICIPATION

This Contract is subject to the requirements of Title 49, Code of Federal Regulations, Part 26, "*Participation by Disadvantaged Business Enterprises in Department of Transportation Financial Assistance Programs*", therefore, it is the policy of the Department of Transportation (DOT) to ensure that Disadvantaged Business Enterprises (DBEs), as defined in 49 CFR Part 26, have an equal opportunity to receive and participate in the performance of DOT-assisted contracts.

- 1) Non-Discrimination Assurances. Contractor or subcontractor shall not discriminate on the basis of race, color, national origin, or sex in the performance of this Contract. Contractor shall carry out all applicable requirements of 49 CFR Part 26 in the award and administration of DOT-assisted contracts. Failure by Contractor to carry out these requirements is a material breach of this Contract, which may result in the termination of this Contract or other such remedy as public agency deems appropriate. Each subcontract Contractor signs with a subcontractor must include the assurance in this paragraph. (See 49 CFR 26.13(b)).
- 2) Prompt Payment. Contractor is required to pay each subcontractor performing Work under this prime Contract for satisfactory performance of that work no later than thirty (30) days after Contractor's receipt of payment for that Work from public agency. In addition, Contractor is required to return any retainage payments to those subcontractors within thirty (30) days after the subcontractor's work related to this Contract is satisfactorily completed and any liens have been secured. Any delay or postponement of payment from the above time frames may occur only for good cause following written approval of public agency. This clause applies to both DBE and non-DBE subcontractors. Contractor must promptly notify public agency whenever a DBE subcontractor performing Work related to this Contract is terminated or fails to complete its Work, and must make good faith efforts to engage another DBE subcontractor to perform at least the same amount of work. Contractor may not terminate any DBE subcontractor and perform that Work through its own forces, or those of an affiliate, without prior written consent of public agency.
- 3) DBE Program. In connection with the performance of this Contract, Contractor will cooperate with public agency in meeting its commitments and goals to ensure that DBEs shall have the maximum practicable opportunity to compete for subcontract work, regardless of whether a contract goal is set for this Contract. Contractor agrees to use good faith efforts to carry out a policy in the award of its subcontracts, agent agreements, and procurement contracts which will, to the fullest extent, utilize DBEs consistent with the efficient performance of the Contract.

ENERGY CONSERVATION REQUIREMENTS

Contractor agrees to comply with mandatory standards and policies relating to energy efficiency which are contained in the State energy conservation plans issued under the Energy Policy and Conservation Act, as amended, 42 U.S.C. Sections 6321 *et seq.* and 41 CFR Part 301-10.

FEDERAL CHANGES

Contractor shall at all times comply with all applicable FTA regulations, policies, procedures and directives, listed directly or by reference in the Contract between Public Agency and the FTA, and those applicable regulatory and procedural updates that are communicated to Contractor by Public Agency, as they may be amended or promulgated from time to time during the term of this contract. Contractor's failure to so comply shall constitute a material breach of this Contract.

INCORPORATION OF FEDERAL TRANSIT ADMINISTRATION (FTA) TERMS

The provisions include, in part, certain Standard Terms and Conditions required by the U.S. Department of Transportation (DOT), whether or not expressly set forth in the preceding Contract provisions. All contractual provisions required by the DOT and applicable to the scope of a particular Contract awarded to Contractor by a Public Agency as a result of solicitation, as set forth in the most current FTA Circular 4220.1F, published February 8th, 2016, are hereby incorporated by reference. Anything to the contrary herein notwithstanding, all FTA mandated terms shall be deemed to control in the event of a conflict with other provisions contained in this Contract. Contractor agrees not to knowingly perform any act, knowingly fail to perform any act, or refuse to comply with any reasonable public agency requests that would directly cause public agency to be in violation of the FTA terms and conditions.

NO FEDERAL GOVERNMENT OBLIGATIONS TO THIRD PARTIES

Agency and Contractor acknowledge and agree that, absent the Federal Government's express written consent and notwithstanding any concurrence by the Federal Government in or approval of the solicitation or award of the underlying Contract, the Federal Government is not a party to this Contract and shall not be subject to any obligations or liabilities to agency, Contractor, or any other party (whether or not a party to that contract) pertaining to any matter resulting from the underlying Contract.

Contractor agrees to include the above clause in each subcontract financed in whole or in part with federal assistance provided by the FTA. It is further agreed that the clause shall not be modified, except to identify the subcontractor who will be subject to its provisions.

PROGRAM FRAUD AND FALSE OR FRAUDULENT STATEMENTS

Contractor acknowledges that the provisions of the Program Fraud Civil Remedies Act of 1986, as amended, 31 U.S.C. §§ 3801 *et seq.* and U.S. DOT regulations, "Program Fraud Civil Remedies," 49 CFR Part 31, apply to its actions pertaining to this Contract. Upon execution of the underlying Contract, Contractor certifies or affirms, to the best of its knowledge, the truthfulness and accuracy of any statement it has made, it makes, it may make, or causes to be

made, pertaining to the underlying Contract or the FTA assisted project for which this Contract Work is being performed.

In addition to other penalties that may be applicable, Contractor further acknowledges that if it makes, or causes to be made, a false, fictitious, or fraudulent claim, statement, submission, or certification, the Federal Government reserves the right to impose the penalties of the Program Fraud Civil Remedies Act of 1986 on Contractor to the extent the Federal Government deems appropriate.

Contractor also acknowledges that if it makes, or causes to be made, a false, fictitious, or fraudulent claim, statement, submission, or certification to the Federal Government under a contract connected with a project that is financed in whole or in part with Federal assistance originally awarded by FTA under the authority of 49 U.S.C. § 5307, the Government reserves the right to impose the penalties of 18 U.S.C. § 1001 and 49 U.S.C. § 5307 (n)(1) on the Contractor, to the extent the Federal Government deems appropriate.

Contractor agrees to include the above clauses in each subcontract financed in whole or in part with Federal assistance provided by FTA. It is further agreed that the clauses shall not be modified, except to identify the subcontractor who will be subject to the provisions.

FEDERAL REQUIRED SIGNATURES

Offeror certifies compliance with all provisions, laws, acts, regulations, etc. as specifically noted in the pages above. It is further acknowledged that offeror agrees to comply with all federal, state, and local laws, rules, regulations and ordinances as applicable.

Offeror	<u>Vertosoft LLC</u>
Address	<u>1602 Village Market Blvd SE Suite 320</u>
City/State/Zip	<u>Leesburg, VA 20175</u>
Authorized Signature	<u></u>
Date	<u>03/22/2023</u>

ANTITRUST CERTIFICATION STATEMENTS TEXAS GOVERNMENT CODE § 2155.005

I affirm under penalty of perjury of the laws of the State of Texas that:

(1) I am duly authorized to execute this contract on my own behalf or on behalf of the company, corporation, firm, partnership or individual (Company) listed below;

(2) In connection with this bid, neither I nor any representative of the Company has violated any provision of the Texas Free Enterprise and Antitrust Act, Tex. Bus. & Comm. Code Chapter 15;

(3) In connection with this bid, neither I nor any representative of the Company has violated any federal antitrust law; and

(4) Neither I nor any representative of the Company has directly or indirectly communicated any of the contents of this bid to a competitor of the Company or any other company, corporation, firm, partnership or individual engaged in the same line of business as the Company.

Company Name	Vertosoft LLC
Address	1602 Village Market Blvd SE Suite 320
City/State/Zip	Leesburg, VA 20175
Telephone Number	571.707.4137
Fax Number	
Email Address	chet@vertosoft.com
Printed Name	Chet Hayes
Title	Chief Technology Officer
Authorized Signature	

STATE NOTICE ADDENDUM

The National Cooperative Purchasing Alliance (NCPA), on behalf of NCPA and its current and potential participants to include all county, city, special district, local government, school district, private K-12 school, higher education institution, state, tribal government, other government agency, healthcare organization, nonprofit organization and all other Public Agencies located nationally in all fifty states, issues this Request for Proposal (RFP) to result in a national contract.

For your reference, the links below include some, but not all, of the entities included in this proposal:

[http://www.usa.gov/Agencies/State and Territories.shtml](http://www.usa.gov/Agencies/State_and_Territories.shtml)

<https://www.usa.gov/local-governments>



1602 Village Market Blvd SE, Suite 320
Leesburg, VA20175 USA

Cage Code: 7QV38
UEI Number Y7D5MXRU2839
DUNS# 080431574
Federal Tax ID: 81-3911287
Business Size: Small Business

Date: 7/24/2024, 1:13 PM

Phone: 571 707-4130
Fax: 571-291-4119
Email: sales@vertosoft.com

Vertosoft Contact: David Ball
Phone: (571) 218-5194
Email: david.ball@vertosoft.com

UKG Quote for Brevard County Fire EMS

Contract: NCPA - OMNIA 01-165

Quote #: Q-06280
Expires On: 8/30/2024

Ship To
Brevard County Fire EMS

Quote For:
Name: Thomas Klein
Company: Brevard County Fire EMS
Email: thomas.klein@brevardfl.gov
Phone:

PAYMENT TERMS	DELIVERY METHOD	PAYMENT METHOD	VERTOSOFT CUST ID	SUPPLIER REF #
Net 30	Electronic	Check/ACH/Credit Card		Solution ID: 6105338 Initial Term: 36 Months Uplift Percent: 8%

Year 1 Subscription Billing

Billed 90 Days from Date of Order, Annually in Advance.

PART #	DESCRIPTION	QTY	UNIT PRICE	EXTENDED
8604538-000	UKG PRO TIMEKEEPING HOURLY: MSRP \$120	650.00	\$58.06	\$37,739.00
8604551-000	UKG Pro WFM Integration to UKG Telestaff: MSRP \$0	550.00	\$0.00	\$0.00
8604797-001	UKG PRO DOCUMENT MANAGER: MSRP \$24	650.00	\$20.90	\$13,585.00
8604541-000	UKG PRO ABSENCE: MSRP \$30	650.00	\$17.42	\$11,323.00
8604543-000	UKG PRO WORKFORCE MANAGEMENT ANALYTICS: MSRP \$24	650.00	\$15.10	\$9,815.00
8605300-000	UKG Telestaff Cloud: MSRP \$120	550.00	\$96.13	\$52,871.50
Year 1 Subscription Billing TOTAL:				\$125,333.50

Year 1 Onboarding Services

Billed Monthly based on hours worked.

PART #	DESCRIPTION	QTY	UNIT PRICE	EXTENDED
001-Rate	UKG PRO WFM IMPLEMENTATION PROJECT - TO BE PERFORMED BY PROJECT GENETICS LLC PER THE ATTACHED SOW. WILL BE BILLED ON A T&M BASIS, MONTHLY. MSRP: \$260	1,007.00	\$210.94	\$212,416.58
9990079-PRO	UKG TELESTAFF REBUILD AND INTEGRATION TO BE PERFORMED BY JK SEVA PER THE ATTACHED SOW. WILL BE BILLED ON A T&M BASIS, MONTHLY. MSRP \$220	200.00	\$193.50	\$38,700.00
Year 1 Onboarding Services TOTAL:				\$251,116.58

Year 2

Billed Annually in Advance

PART #	DESCRIPTION	QTY	UNIT PRICE	EXTENDED
8604538-000	UKG PRO TIMEKEEPING HOURLY	650.00	\$58.06	\$37,739.00
8604551-000	UKG Pro WFM Integration to UKG Telestaff	550.00	\$0.00	\$0.00
8604797-001	UKG PRO DOCUMENT MANAGER	650.00	\$20.90	\$13,585.00
8604541-000	UKG PRO ABSENCE	650.00	\$17.42	\$11,323.00
8604543-000	UKG PRO WORKFORCE MANAGEMENT ANALYTICS	650.00	\$15.10	\$9,815.00
8605300-000	UKG Telestaff Cloud	550.00	\$96.13	\$52,871.50
Year 2 TOTAL:				\$125,333.50

Year 3

Billed Annually in Advance

PART #	DESCRIPTION	QTY	UNIT PRICE	EXTENDED
8604538-000	UKG PRO TIMEKEEPING HOURLY	650.00	\$58.06	\$37,739.00
8604551-000	UKG Pro WFM Integration to UKG Telestaff	550.00	\$0.00	\$0.00
8604797-001	UKG PRO DOCUMENT MANAGER	650.00	\$20.90	\$13,585.00
8604541-000	UKG PRO ABSENCE	650.00	\$17.42	\$11,323.00
8604543-000	UKG PRO WORKFORCE MANAGEMENT ANALYTICS	650.00	\$15.10	\$9,815.00
8605300-000	UKG Telestaff Cloud	550.00	\$96.13	\$52,871.50
Year 3 TOTAL:				\$125,333.50

TOTAL: \$627,117.08

The fees for the Subscription Services are invoiced 60 days prior to the Billing Start Date.

For UKG Pro Document Manager only, the monthly subscription amount (number of Users multiplied by the applicable Subscription Fee) on this Order Form, may increase or decrease based on Customer’s actual usage in particular month but in no event shall the monthly Subscription Fee be calculated on less than the Quantity listed above.

Active Employee: For purposes of the applicable Order, "Active Employee" (also referred to in the HRSD Subscription Services as "Current Employee") means each of Customer's employees (including Customer Affiliates), independent contractors, and other individuals for whom Customer creates an account with an associated account number and which activates such individual's status as a Current Employee in the HRSD Subscription Service.

Before including any health related questions in UKG Pro Timekeeping please consult with your legal counsel to ensure you are compliant with applicable privacy laws and regulations.

UKG and Customer acknowledge that the professional services required to implement the Software listed herein will be provided by Project Genetics LLC and . If Customer requires professional services from UKG, they will be provided on a time and materials basis at UKG's then current standard rates.

Quote Terms

By purchasing the products and services described in this order form, the Customer is expressly agreeing to the End User Agreement published at <https://www.vertosoft.com/terms-and-conditions-ukg>. In the event of any conflict between the terms and conditions published at <https://www.vertosoft.com/terms-and-conditions-ukg> and those of Omnia Partners Contract # 01-165, Omnia Partners Contract # 01-165 shall govern.

Taxes: Sales tax shall be added at the time of an invoice, unless a copy of a valid tax exemption or resale certificate is provided.
Credit Card Orders: Additional fees may apply if paying by credit card.

All Purchase Orders must include: End User Name, Phone Number, Email Address, Purchase Order Number, Government Contract Number or Our Quote Number, Bill-To and Ship-To Address (Cannot ship to a PO Box), Period of Performance (if applicable), and a Signature of a duly Authorized Representative.

SUMMARY OF ENGAGEMENT

Thank you for offering Project Genetics the opportunity to offer our workforce management services to Brevard County FD. This document will outline the services offered to provide implementation of your UKG Solution.

Project Genetics Background and Experience

Who we are:

Project Genetics, a certified Unified UKG professional services firm with global operations with offices in the USA and Australia, provides an end-to-end workforce management consulting capability in implementing complex business and technology challenges specializing in UKG solutions. Through our extensive WFM experience, we believe WFM technology projects don't have to be so hard; we provide accelerators, consulting experts and long-standing vendor relationship that drive successful outcomes. We judge our success by the successful delivery of our customers' outcomes – getting projects done and done well.

Our DNA:



Driven Leaders:
Passionate about
project leadership



**Right People for the
Job:**
From day one



**Zero-in On Client
Needs**



**Committed to 100%
Project Success**

Our Vision:

To be known as the premier workforce management professional services company internationally, providing the highest quality consultants and most effective processes and implementation accelerators in our industry.

Project Genetics is a proven leader in delivering end-to-end workforce management solutions. Our team of consultants have deep expertise with all UKG products bringing functional, technical, and educational experience that follows industry best practice. Project Genetics has a successful track record of impacting technology investments for brands worldwide. The WFM Experience delivers world class consulting and results through Project Management and Delivery processes and technology.

Approach

A Project Genetics Project Leader will be responsible for providing governance and quality assurance oversight throughout the entire engagement. The Project Leader will attend regular steering group update meetings and will act as the executive contact for Brevard County FD. An important aspect of this role is to ensure that the expectations and desired outcomes of Brevard County FD are fully understood, and communicated to all team members at the start of the

engagement and to ensure Project Genetics team are doing all they can to meet the expectations during the life of the project.

A Project Genetics Project Manager will be the primary day-to-day contact during the engagement for the entire Brevard County FD team. They will manage resources, budgets, compliance to task completion, timeline, scope, executive updates and will keep project-planning tools up to date. The Project Manager will ensure continuity of resources during the engagement and ensure timely completion of all documents, milestones and critical success factors.

Our team members are among the most experienced and credentialed globally. We deliver effectively by leveraging our Global consultants with a remote delivery model, led by our project manager.

Timeline and Methodology

In the Investment section of this document is an estimate of the financial investment along with the projected workload to complete this engagement. This estimate is based upon the most up-to-date information Project Genetics has available and should be used for budgeting purposes. Early in the engagement, if appropriate, a detailed Project Plan will be created in collaboration with Brevard County FD.

The Project Genetics methodology will parallel UKG recommended methodology, augmented with tools and best practices developed by Project Genetics.

If solution elements or the assumptions defined in this document change, Project Genetics and Brevard County FD will review and adjust the scope accordingly. A Change Order will be issued to include details of the requested change, impact on the level of effort, financial investment, and project duration.

Risk and Issue Management

The purpose of risk and issue management is to mitigate potential risks and identified issues from having an adverse effect on the project. The chosen resolution of an issue has the potential to impact any aspect of the project, including scope, level of effort, financial investment, and project duration. Therefore, it is critical to identify potential risks and issues as early as possible, document them, assign ownership, define follow-up dates, and track issue resolutions.

As experienced professionals it is our duty to discuss and ensure the client is aware of the current organizational readiness early in the engagement, and regularly provide updates on the ability to execute according to the agreed plan. Brevard County FD should pay attention to the material effects of their understanding of business requirements, timeliness of sign-off, data readiness and availability of internal resources. At the end of the Initiate phase the impact of any newly identified requirements outside of scope, and business impact factors will be assessed.

UKG Modules

Software – UKG Pro Workforce Management	Users	
UKG Pro WFM Timekeeping™ UKG Pro WFM Accruals UKG Pro WFM Attestation UKG Pro Absence Leave UKG Pro WFM Analytics™ UKG Pro HRSD	750	Net New SAP HR/PR

Workshops

Topic	Scope
Business Structure	Up to 2 Sessions (remote)
Timekeeping	Up to 2 Sessions (remote)
Accruals	Up to 2 Sessions (remote)
Integration	Up to 2 Sessions (remote)
Leave	Up to 2 Sessions (remote)
Attestation	Up to 1 Session (remote)
Analytics	Up to 1 Session (remote)
HRSD	Up to 1 Session (remote)

Deployment Scope

Topic	Scope
Deployment Phases	Up to 1 Phase
Locations in Scope	Up to 1 location
Countries	Up to 1 Country
States	Up to 1 State (Florida)
Unions	Yes, 2 Unions

Implementation Scope

Project Genetics implementation includes the modules defined within scope. At the end of the engagement, the solution described in the scope below will be operational in the Production environment.

Functional

- ❖ UKG Pro WFM – Global

Topic	Scope
Business Structure	Up to 5 types

Personas	Up to 5 Roles
Languages	English, Spanish

❖ UKG Pro WFM Timekeeping

Topic	Scope
Pay Frequency	Bi-Weekly
Pay Rules	Up to 10 Pay Rules
Work Rules	Up to 20 Work Rules
Pay Codes	Up to 25 Pay Codes
Time-Off Request Types (Web/Mobile)	Up to 2 Types
Attestation Profiles	Up to 1 Profile

❖ UKG Pro Absence Management

Topic	Scope
Accruals Profiles	Up to 5 Profiles
Leave Profiles	Up to 3 Profiles

❖ UKG Pro WFM Analytics

Topic	Scope
Dataviews	Up to 20 Dataviews
KPI's/Metrics	Up to 25 KPI's/Metrics
Standardized Reports	Up to 7 Reports
Paycode Mappings	Up to 100 Paycode Mappings with up to 20 mapping categories

❖ UKG Pro HR Service Delivery

Topic	Scope
Document Manager	Up to 4, 1 - hour Tailored Training Sessions Up to 8 Document Categories Up to 2 Policies Up to 5 Roles Mapped from UKG People Center

Technical

❖ Boomi Integration

Topic	Scope
Employee Demographics - Import Interface	Create a new interface to import client pre-formatted employee demographic data from HCM solution into UKG Pro WFM. Medium complexity is assumed

Payroll Data – Export Interface	Create a new interface to export pay data from UKG Pro WFM into a formatted file, for import into payroll system. Medium complexity is assumed
Accrual Balance Reset - Import Interface	Create a new interface to import client pre-formatted employee accrual balance data from HCM solution into UKG Pro WFM. Medium complexity is assumed

Deliverables

The following items will be included:

- ❖ Welcome – Getting Started Activities and Kickoff
 - Project leadership will prepare client teams for initial kick off meeting and solution access
- ❖ Requirements – Requirement Review and Complete Discovery
 - Conduct Design Workshops with Subject Matter experts' information to determine the current system set up, the new system definition requirements for modules and interfaces defined within scope
 - Creation of dynamic solution design using industry templates for modules and interfaces defined within scope
- ❖ Build – System configuration and Data Migration
 - Build / migrate configuration tailoring for modules, interfaces and reports defined within scope
 - Generation of Configuration Report for modules and interfaces defined within scope
- ❖ Test – System Validation, Functional, Integration & End User Acceptance Testing (UAT)
 - Internal unit test of build/configuration tailoring activity defined within scope
 - Transition to client of solution and walkthrough
 - Support for Test planning and execution for modules, interfaces and reports defined within scope
- ❖ Go Live – Launch Live Solution and Transition to Support and UKG SuccessCare
 - Support for deployment planning and execution for locations defined within scope

Testing Support

Project Genetics recommended approach to testing support results in test case outcomes that are unique and specific to Brevard County FD configuration and environment. Project Genetics client testing support includes all functional modules and integrations defined within product scope. Project Genetics resources will support your internal team through the User Acceptance Testing Phase of this project.

Deliverables

The following items will be included with Testing Support:

- Support Brevard County FD development of test cases
- Uploading of Test Cases in Smartsheet or similar platform
- Support Brevard County FD's identification of resources and developing testing timeline
- Processing of defined test cases, includes identification of any potential issues for the configuration team to address
- Retesting of any configuration updates by the configuration team
- Directly engage with the internal team during testing

- Schedule weekly testing meetings to provide updates on test case resolution and results
- Document final testing phase results and includes User Acceptance Sign Off documentation

Project Assumptions

The following assumptions apply to this project:

Note: It is important to read the following section to ensure a comprehensive understanding of all project assumptions to ensure expectations between Brevard County FD and the Project Genetics team are fully aligned.

General

- ❖ All project related meetings, documents and deliverables for this phase and subsequent phases will be conducted and generated in US English
- ❖ An initial transition of knowledge and client expectations from the Project Genetics sales team to the Project Genetics delivery team will take place
- ❖ Project Genetics utilizes a highly collaborative approach involving all key stakeholders throughout the project. Project Genetics will utilize a remote delivery model.

Welcome Phase Assumptions

- ❖ Other Brevard County FD resources (e.g., subject matter experts) will be added to the engagement as identified in any Project Plans prepared at the commencement of the engagement
- ❖ It is the responsibility of Brevard County FD to ensure all resources are made available to participate in workshops and data gathering remotely
- ❖ Any Project Plans or timelines that are shared prior to the start of the engagement, including those in this document, are a guide and should be considered as such. Upon completion of the Welcome Phase, a Project Plan will be created to include detailed timing, workload, resource allocations and activities

Requirements Phase Assumptions

- ❖ A vendor provided best practice industry configuration template may be used as a baseline
- ❖ It is the responsibility of Brevard County FD to collate requirements, business rules, interpret all labor laws and facilitate corporate decision making that will form the basis of configuration and will sign off on the configuration choices and accept responsibility
- ❖ The solution configuration will be iteratively tailored based upon information and process workflows obtained from Brevard County FD during this phase of the engagement
- ❖ It is the responsibility of Brevard County FD to approve and sign off on the solution design workbook

Build Phase Assumptions

- ❖ Build/configuration tailoring activities will be executed into a pre-production environment first
- ❖ All build/configuration tailoring activities will be undertaken remotely
- ❖ Build/configuration tailoring activities will include Unit Testing by Project Genetics resources

Test Phase Assumptions

- ❖ It is the responsibility of Brevard County FD to develop Test Scripts with guidance from the Project Genetics assigned Resource and/or the use of UKG's Paragon Open Project or similar testing program when applicable
- ❖ It is the responsibility of Brevard County FD to plan and execute modular User Acceptance Testing (UAT) with the Project Genetics assigned resource followed by System Integration Testing (SIT) and finally End-to-end Testing with guidance and support from Project Genetics resources
- ❖ It is the responsibility of Brevard County FD to approve and sign off overall solution before go-live deployment can be approved and scheduled

Go Live Phase Assumptions

- ❖ Deployment will be executed into a single system
- ❖ Project Genetics will be responsible for the migration of configuration from the pre-production environment into the production environment
- ❖ Project Genetics will support the Deployment Locations in scope post go-live for two pay periods
- ❖ Post go-live, ongoing support through Project Genetics SOS service is available upon request. (See appendix 1)

Technical Assumptions

- ❖ All environments
 - No product extensions will be undertaken
 - It is the responsibility of Brevard County FD to work with UKG to ensure all UKG environments, server hardware, operating systems, networking, and database systems have been scaled to appropriately to perform following the UKG recommendations, installed correctly prior to the engagement commencing. Environments will be available, accessible, and installed in accordance with an agreed project schedule
 - Any system downtime, delays in access, or other instances preventing Project Genetics ability to properly access the solution environment may cause delays in the execution of work
 - It is the responsibility of Brevard County FD to ensure an adequate number of entitlements have been purchased to support the entire desired enterprise user population

- Any delays or rework necessary due to design changes post sign-off leading to reconfiguration work may adversely impact the project timeliness and thus incur additional investment
- ❖ UKG Environments
 - Full server and database access for Development and Production instances are required by Project Genetics. Once Project Genetics registers the project with UKG, Project Genetics is then authorized to access the system utilizing UKG's security protocols. Project Manager will coordinate with Brevard County FD regarding access.
 - Any delay in receiving access will prevent work from commencing, may adversely impact the project timeliness and thus incur additional investment
 - All activity relative to the UKG Pro WFM environments is the responsibility of the UKG Cloud Team and is subject to their execution timelines, lead times and resource availability
 - It is the responsibility of Brevard County FD to complete and submit to a go-live readiness audit before go-live deployment can be approved and scheduled
 - Brevard County FD will provide the required PGP keys for SFTP sites for integrations
- ❖ Data Preparation and Usage
 - It is the responsibility of Brevard County FD to extract and prepare all data, where applicable, ready for import into the UKG solution for testing and deployment
 - It is the responsibility of Brevard County FD to provide all initial load data, where applicable, in Microsoft Excel or flat file format
 - It is the responsibility of Brevard County FD to manage any connections and communication with third party data providers
 - No import of historic time or schedule related data will be undertaken
- ❖ Education
 - Brevard County FD must participate in core project team education provided by UKG. It is the responsibility of Brevard County FD to complete the UKG training where provided, and to develop educational materials and conduct End User education and change management as deemed necessary
 - Project Genetics will endeavor to explain the work we have completed and how it can be verified from a quality point of view to ensure sign-off.
 - It is strongly recommended that Brevard County FD takes full advantage of the educational and support assets offered by the UKG focused on self-sufficiency and day-to-day management of the solution

INVESTMENT AND AGREEMENT

All time and expenses will be invoiced weekly with payment terms of net 30 days from the date of invoicing. All expenses will be invoiced at the end of each month. All investments are represented in USD. The terms contained herein are valid for 30 days from the date of this SOW.

All Engagements are limited to the scope contained in this SOW. Any changes to the scope will be subject to a mutually agreed upon Change Order.

Based on the current information gathered to date by Project Genetics, the estimated lapsed project duration is **20 - 24** weeks. Timeline will be adjusted based on agreements between Project Genetics and Brevard County FD prior to determining final dates.

Appendix 1: Project Genetics SOS Program Overview

Project Genetics offers an optional post go-live support service called SOS (Solution Operation Support). This service is a monthly subscription that provides a full-service catalogue of solution support and delivery services that can be leveraged ‘on-demand’ via a simple service management process. This service can be scoped and costed during implementation and fully aligned to Brevard County FD capability, capacity, and operational budget.

(S)OLUTION (O)PERATIONAL (S)ERVICES

Our Solution Operational Services (SOS) program is a post-launch program designed for you that provides needed services when you need them the most. Customers can access Enhance & Optimize services for ongoing application improvements, maximizing value from any and all enhancements. Or, Manage & Assist services for day-to-day IT and application support as well as administrative support to ensure your team is set up for success.



Manage

Full responsibility and accountability for the management and administration of your application. Including systems administration, user & access management, configuration management, environment management.



Assist

Support and assistance across all your applications becoming your in-house help desk and support team. Including application support, process assistance, and training services.



Enhance

Enhance your applications through ongoing automation, digitalization, and efficiency improvements. Including reporting services, application configuration, and integration.



Optimize

Ensure you are gaining the maximum value and productivity from your applications. Including process improvement, optimization reviews, and benefits realization.

Project Genetics (S)olution (O)perational (S)ervices Overview

Our Solution Operational Services (SOS) program is designed for you to use the services that you need the most, when you most need them. Customers can access Enhance & Optimize services for ongoing application improvements and enhancements to realise the maximum value from your applications or Manage & Assist services for day-to-day IT and application support and administration to ensure your team is fully supported always.

Manage	Assist	Enhance	Optimize
<p>Full responsibility and accountability for your applications management and administration.</p>	<p>Support and assistance across all your applications becoming your in-house help desk and support team.</p>	<p>Enhance your applications through ongoing automation, digitalization and process efficiency improvements.</p>	<p>Ensure you are extracting the maximum value and productivity from your applications.</p>
<ul style="list-style-type: none"> Systems Administration User & Access Management Configuration Management Environment Management 	<ul style="list-style-type: none"> Application Support Process Assistance Training Services 	<ul style="list-style-type: none"> Reporting Services Application Configuration Implementation of Enhancements Integration 	<ul style="list-style-type: none"> Process Improvement Solution Optimization Reviews Benefits Realization



STATEMENT OF WORK DETAILS

The details for this SOW are fully defined below in Attachment 1 to this SOW.

OWNERSHIP OF DELIVERABLES

Deliverables and all other work products, such as scripts and workflows, developed by JKS or otherwise under this Agreement (the “Deliverables”): (i) uniquely for **Client** or based on **Client**’s specifications, and paid for by the Client under this Agreement or any other Scope of Work Authorization; (ii) that are reports, templates, or other materials containing **Client** data; and/or (iii) that are expressly stated in a Scope of Work Authorization shall be owned by **Client**. JKS hereby forever, irrevocably, and unconditionally assigns, transfers, and conveys to **Client** all rights, title, and interest in and to all Deliverables and all patent, copyright, trade secret and other intellectual property rights therein, world-wide. Upon its completion, or at the request of **Client** at any time, JKS shall deliver to **Client** all Deliverables including, without limitation, all source code and documentation thereof.

RETURN OF MATERIALS

Upon termination, expiration or cancellation of this Agreement for any reason whatsoever, and upon receipt of full payment of all fees due and payable pursuant to this SOW, JKS shall promptly deliver to **Client** all copies of all Deliverables developed or created by or on behalf of JKS as specified in the applicable SOWs, but not yet provided to **Client**, in whatever stage of completion, including without limitation any source code and programmer’s notes with regard to any Deliverables that are computer software. In addition, JKS shall return to **Client** all materials provided to JKS by **Client** hereunder, including (without limitation) all **Client** Confidential Information and any materials owned by **Client**, and copies thereof. Upon request in writing by **Client**, JKS shall provide **Client** with a certificate of compliance with this Section.

CHANGE CONTROL PROCEDURE

Change Control Procedure. **Client** or JKS may, at any time upon written notice to the other party, request increases or decreases in the scope of the SOW.

(1) **Client** Increases in Scope. If **Client** requests an increase in the scope of Services of the SOW, **Client** shall notify JKS in writing, and, not more than five (5) business days (or other mutually agreed upon period) after receiving the request, JKS shall provide **Client** with a written response that shall include a statement as to whether the change has an associated cost or schedule impact. If the change has an associated cost or schedule impact, the statement shall include the price increase or credit, and the specific impact on the schedule. If JKS's response is approved by **Client**, **Client** shall issue a change control form ("Change Control Form"), which will be approved, in writing, by **Client** and executed by JKS.

(2) JKS Increases Scope. JKS may request additions to the scope by providing the **Client** with a written request that shall include a statement as to whether the change has an associated cost or schedule impact. If the change has an associated cost or schedule impact, the statement shall include the price increase and the specific impact on the schedule. If JKS's request is approved by **Client**, **Client** shall issue a Change Control Form, which will be approved, in writing, by **Client** and executed by JKS.

(3) Decreases in Scope. **The Client** shall have the right, in its sole discretion, and for any reason whatsoever, to decrease the scope of the Services. In such a case, the fee for the SOW will be reduced by an amount consistent with the decrease in scope. JKS requires a 10-day notice of any decrease in the scope where consultant time has been confirmed.

ACCEPTANCE PROCEDURE

JK Seva grants to **Client** a ten (10) day acceptance period ("Acceptance Period") commencing on the date completed Services are delivered to **Client**. **The Client** shall have the right to reject the Services, in whole or in part, during the applicable Acceptance Period for JKS's failure to successfully meet the specifications as contained herein, with such determination to be made in the **Client's** reasonable judgment. At the end of the applicable Acceptance Period, if **Client** has not rejected the Services, the Services shall be deemed to be accepted by **Client**; provided, however, that **Client's** acceptance of the Services shall not be deemed a waiver of any of **Client's** warranty rights as expressly provided herein. In the event **Client** rejects the Services within the initial Acceptance Period, JKS shall, upon receipt of written notice from **Client**, be given an additional ten (10) day period to cure any deficiency identified by **Client**. In the event JKS is unable to cure said deficiency within this additional ten (10) day period, **Client** may, in its sole discretion: (a) at no additional cost to the **Client**, require JKS to immediately provide additional staff, as required, so as to not impact **Client's** project completion dates, to perform further work on the Services not accepted or to provide proof that changes are not necessary; or, (b) terminate this SOW in part with respect to Services not accepted, in which event any and all fees paid by **Client** to JKS in connection with the Services shall be refunded to **Client** in full and **Client** shall have no further obligations to JKS with respect to such Services; provided, however, that the foregoing shall not be deemed to limit **Client's** other rights to terminate this Agreement as provided herein, any other rights **Client** may have at law or in equity, or JKS's warranties as expressly provided herein.

Both **Client** and JKS will use best efforts to resolve promptly and in good faith, all disputes that may arise during the administration of the SOW. An escalation procedure will be established between JKS and

Client to identify critical unresolved issues and ensure that higher levels of management are informed so that necessary action is taken to resolve the issue.

ISSUE RESOLUTION AND ESCALATIONS PROCEDURE

The JKS Project Manager Office (PMO) will hold the primary responsibility to resolve any issues regarding engagement delivery and execution under this SOW.

Escalation paths will be defined at the commencement of the engagement. Similarly, key Client contacts will be defined for issue resolution and escalation at the commencement of the engagement.

Attachment 1

PROJECT DESCRIPTION:	UKG TeleStaff Re-build and Integration
TOTAL COST:	\$38,700.00
START DATE:	TBD
ESTIMATED END DATE:	TBD
CLIENT PROJECT COORDINATOR/MANAGER:	TBD
JKS PROJECT COORDINATOR/MANAGER:	TBD

Initial Discovery from UKG

Employees: Total personnel count of 625

- We project 543 Union positions for FY25 that are both hourly and salary. Current list provided shows 537.
- In addition we project 82 non-union employees.
- Client intends on using Telestaff for all Fire Rescue employees except “seasonal temp” employees.

Divisions: One unique scheduling group (assumed per initial information gathered)

- Fire/EMS Operations
- Ocean Rescue
- Fire Prevention
- Training
- Administration

Note: Dispatch services discontinued

Current practices and notes:

- Current configuration on-premise with no changes to institutions
- 50%+ items can be transferred via SDM
- Rules are working

- Purchase SMS, Twilio, from vendor (if needed)
- Single Sign-On Configuration

Shifts:

- Fire/EMS Operations
 - Configured in current TeleStaff

Bidding:

- Only bids that are configured and working in the current TeleStaff will be re-created
- 1 Shift bid included
- 1 Vacation Bid included
 -

Integrations:

- WFM: UKG Pro WFM (assist on TeleStaff side)

SCOPE OF SERVICES

- **Security Management**
 - Multiple staffing authorities/roles
 - Multiple login policies
- **Organization Management**
 - One Business Unit/Scheduling Group
 - Overtime Hiring practices are the same for all staff in the business unit
 - Time Off Requests practices are the same for all staff in the business unit
 - Examples: Patrol, Jail, Fire Suppression, Communications, etc.
 - If exists, all employees are covered under the same union contract/MOU
 - Define skills, specialty and/or certification at position, unit, or area
 - Event Type and Extra Units for Special Deploy (*1 Event type*)
 - Deploy extra unit to the roster
 - Configure one Event Type and provide training so customers can create other Event Types
- **Shift Management**
 - Ability to support multiple shift patterns for a single business unit
 - Support of Kelly Days
- **Roster Management**
 - Include multiple roster views
 - Roster Headcounts
 - Minimums Staffing (Leave Thresholds/Roster Counts/Alarms)
- **Multi-day Schedule**
 - Include multiple views
- **Code Management**
 - Sign-up Process
 - The ability for users to make themselves available or not available for work
 - The ability for users to sign up for special event opportunities
 - Validate Dynamic/Static issues
 - Accrual Code Management
 - Initial accrual code(s) balance(s) - manual or import
 - No cascading accrual process
 - Customer responsible for ongoing accrual code updates
 - Import required to be in UKG format.
 - Time Off Request – Various non-working codes (Vacation, Comp, Sick, etc.)
 - Ensure compliance with union rules, common business practices, etc.
 - Validate Dynamic/Static issues
 - With or without approvals - Workflows
 - Shift trades
 - One Way & Two Way
 - Ensure compliance with union rules, common business practices, etc.
 - Validate Dynamic/Static issues

- With or without approval by code - Workflows
- **Overtime/Special Event Hiring (Fill by Rule)**
 - Multiple hiring/staffing list selections (*up to 2 Hiring Strategies per sta ng group*)
 - Linked Hiring/Staffing Lists with sorting criteria for each list (*up to 3 Hiring Lists per sta ng group*)
 - Fatigue Rule (*1 Fatigue Rule if necessary per sta ng group*)
- **Dynamic/Static Issues**
 - To support Work Code management and Roster management (roster moves)
- **Workflow notifications**
 - To support Work Code management
- **Report Management**
 - Standard reports
- **Export Management**
 - Standard payroll export configuration variable length flat file
 - Roster Type report export for downstream RMS and CAD systems
- **SSO Configuration**
- **Outbound Functionality**
 - SMS - Twilio Account Required
- One production cutover upon successful user acceptance testing
- One-time data import of customer-supplied person data in UKG standard format
- JKS will provide two, remote Education sessions
- Integrations: 180-degree / Export
 - WFM: UKG Pro WFM

METHODOLOGY AND APPROACH

- **Remote Services:** All services will be provided remotely
- **Project Management:**
 - Creation and maintenance of a project plan, issues and risks management, and necessary status calls (no more than 1x/week) and reports.
 - Jointly run project: JKS Project Manager will work with the **Client** Project Manager.
 - Transition to UKG Global Support after the first deployment Go-Live.
- **Upgrade approach:**
 - Initial Discovery Session with JKS and **Client** with all necessary personnel including Project Sponsor.
 - JKS plans to discuss the basic TeleStaff setup, Custom Reports, confirm access, identify any known goals/pain points/needs for future planning, discuss the project plan, and map out the proposed timeline (and expectations).
 - JKS performs the “Current System Review”, review documents, and document necessary configuration settings.
 - UKG, JKS, and **Client** discussion regarding the UKG Google Cloud (overview)
 - Installation of UKG TeleStaff Cloud (1) PROD and (1) DEV
 - System Validation and Overview – UKG, JKS, and **Client**
 - Technical Testing and Testing Support – UKG, JKS, and **Client**
 - **Client** is responsible for testing. **Client** team will conduct one testing cycle to accept the solution (JKS and UKG will provide support for up to one week of testing). **Client** and JKS: sign off on Testing.
 - Go/No-Go Decision (Meeting with JKS and **Client**, UKG optional)
 - UKG prepares Production Go Live (JKS supports).
 - JKS will support up to two payroll cycles
 - JKS Transitions **Client** to UKG Support upon completion of two payroll cycles or four (4) weeks, whichever comes first (unless otherwise mutually agreed upon).

CONSIDERATIONS

- **Educational Services:**
 - Recommendation: if an older version of TeleStaff (v7.2 or below) or Client has turnover issues
 - **Client** conducts online education by UKG through University, with additional information and toolsets to train end-users.
 - JKS recommends **Client** evaluate creating customized education (can be guided by JKS but not included in SOW).
- **Upgrade Timeline:**
 - The project will commence within 10-14 business days upon receipt of a signed contract by both UKG and JKS.
 - JKS Fixed Fee Packages are designed to deliver value quickly to your organization. Project timelines can span up to 6 months.
 - Upgrade support for this period is included in the package with a target date within 16-20 weeks.
 - Extended project timelines and/or scope beyond this must be supported with additional services agreed via Change Order.
- **Change Orders (CO):**
 - Once Discovery is complete and signed off, no more changes will be permitted unless a CO is initiated and time permits.

Note: the timeline is an outline (not binding) and depends upon many factors: including but not limited to UKG technical resources, timely decision-making, allocated Client resources, providing data timely and accurately, adequate and speedy testing and testing practices, timely responses, and overall leadership oversight.

GENERAL PROJECT ASSUMPTIONS

The following general assumptions have been made in the development of JK Seva's SOW and associated fee estimates. All estimates and expenses set forth in this SOW are, therefore, contingent upon the accuracy of these assumptions, and are subject to change should any assumption turn out to be incorrect. The following assumptions should be carefully reviewed by the **Client** to verify accuracy:

- **Client** provides appropriate assistance, adequate resources allocated, and a project sponsor during the project period.
- Tasks that are not included in the pricing are assumed to be performed by the **Client** or not needed.
- This SOW does not include or override any existing contracts currently in place between JK Seva and **Client**.
- JK Seva's SOW does not include customizations, modifications, or extensive configuration changes of the UKG software; it is assumed the functionality provided by UKG's software purchased is sufficient.
- If there are data discrepancies, **the Client** will provide the required resources for data cleansing. **Client** will ensure prompt attention to this matter to not impede the project scope and timeline.
- JK Seva will be assisting with application testing and data validation, but the ultimate responsibility is **Client**.
- **Client** and JK Seva will work together to expedite any escalation and/or decisions to be made by management and/or executive management.
- **Client** will provide access to all applicable project tools.
- **Client** will make JK Seva aware of any blackout dates, holidays and resource absences within the first 10 days of the project which may affect JK Seva's ability to meet the timelines in the project plan.
- **Client** has access to University and UKG Community.
- UKG product licensing/SaaS agreement and support will be maintained by the **Client**.
- Methodology: 1 Prod/1 Non-Prod environment; 1 discovery, solution design created, 1 testing cycle, and 1 production cutover.
 - Testing is to be completed one month before go live.
- **Client** will provide a Project Manager.
- **Client** will purchase and maintain their licensing, Twilio, for any SMS messaging to use as a contact method for scheduling (if SMS messaging is required).
- Communication between **Client** IT (and/or third party), JKS, and UKG Technical Consultants is a potential risk for completion on a timely schedule.
- **Client** to provide accurate data for imports: Data, Accruals, etc. If not, it could affect the timeline and/or additional Change Orders may be necessary.
- **Client's** Integration/Export Tasks: WFM (UKG Pro WFM). 180 Degree / Export Integration.
- One Scheduling Group: scheduling practices and rules between groups may be separate and subject to different configurations.
- Custom Reports: SOW does not include Custom Reports and will require a CO to complete.
- Project re-build to begin after Pro WFM has business structure and people imported/created.

Payment/Payment Terms:

- Will submit invoices to the Client monthly.
- Client agrees to immediately bring to JKS's attention any discrepancy in the invoice upon receipt
- Please provide details below regarding where invoices and information would be submitted, and any other relevant information.