



Solicitation Number: RFP #071321

CONTRACT

This Contract is between Sourcewell, 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 (Sourcewell) and CDW Government LLC, 230 N. Milwaukee Avenue, Vernon Hills, IL 60061 (Supplier).

Sourcewell is a State of Minnesota local government unit and service cooperative created under the laws of the State of Minnesota (Minnesota Statutes Section 123A.21) that offers cooperative procurement solutions to government entities. Participation is open to eligible federal, state/province, and municipal governmental entities, higher education, K-12 education, nonprofit, tribal government, and other public entities located in the United States and Canada. Sourcewell issued a public solicitation for **IT Managed Service and Staff Augmentation Solutions** from which Supplier was awarded a contract.

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

1. TERM OF CONTRACT

- A. EFFECTIVE DATE. This Contract is effective upon the date of the final signature below.
- B. EXPIRATION DATE AND EXTENSION. This Contract expires September 10, 2025, unless it is cancelled sooner pursuant to Article 22. This Contract may be extended one additional year upon the request of Sourcewell and written agreement by Supplier.
- C. SURVIVAL OF TERMS. Notwithstanding any expiration or termination of this Contract, all payment obligations incurred prior to expiration or termination will survive, as will the following: Articles 11 through 14 survive the expiration or cancellation of this Contract. All other rights will cease upon expiration or termination of this Contract.

2. EQUIPMENT, PRODUCTS, OR SERVICES

- A. EQUIPMENT, PRODUCTS, OR SERVICES. Supplier will provide the Equipment, Products, or Services as stated in its Proposal submitted under the Solicitation Number listed above.

Supplier's Equipment, Products, or Services Proposal (Proposal) is attached and incorporated into this Contract.

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

B. **WARRANTY.** Supplier warrants that the Services will be performed in a good and workmanlike manner. Participating Entity's sole and exclusive remedy with respect to this warranty will be, at the sole option of Supplier, to either (a) use its reasonable commercial efforts to reperform any Services not in substantial compliance with this warranty, or (b) refund amounts paid by the Participating Entity related to the portion of the Services not in substantial compliance; provided in each case, Participating Entity notifies Supplier in writing within thirty (30) business days after performance of the applicable Services. This warranty is voided if the Services are altered by anyone other than Supplier or any of its affiliates or its or their personnel. Except as otherwise agreed in a Statement of Work, the Participating Entity shall be solely responsible for daily back-up and other protection of its data and software against loss, damage or corruption during the performance of Services and for any necessary reconstruction thereof. EXCEPT AS OTHERWISE PROVIDED HEREIN, SUPPLIER AND ITS AFFILIATES HEREBY EXPRESSLY DISCLAIM ALL OTHER WARRANTIES EITHER EXPRESS OR IMPLIED, RELATED TO SERVICES, INCLUDING, BUT NOT LIMITED TO, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

C. **DEALERS, DISTRIBUTORS, AND/OR RESELLERS.** Intentionally Omitted.

3. PRICING

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

When providing pricing quotes to Participating Entities, all pricing quoted must reflect a Participating Entity's total cost of acquisition. This means that the quoted cost is for delivered services, and includes all costs to the Participating Entity's requested delivery location.

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

A. **SHIPPING AND SHIPPING COSTS.** Intentionally Omitted.

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

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

Current ordering process and administrative fees apply. Hot List Pricing must be published and made available to all Participating Entities.

4. PRODUCT AND PRICING CHANGE REQUESTS

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

- Identify the applicable Sourcewell contract number;
- Clearly specify the requested change;
- Provide sufficient detail to justify the requested change;
- Individually list all Equipment, Products, or Services affected by the requested change, along with the requested change (e.g., addition, deletion, price change); and
- Include a complete restatement of pricing documentation in Microsoft Excel with the effective date of the modified pricing, or product addition or deletion. The new pricing restatement must include all Equipment, Products, and Services offered, even for those items where pricing remains unchanged.

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

5. PARTICIPATION, CONTRACT ACCESS, AND PARTICIPATING ENTITY REQUIREMENTS

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

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

Entity's use of this Contract is at the Participating Entity's sole convenience and Participating Entities reserve the right to obtain like Equipment, Products, or Services from any other source.

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

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

6. PARTICIPATING ENTITY USE AND PURCHASING

A. ORDERS AND PAYMENT. To access the contracted Equipment, Products, or Services under this Contract, a Participating Entity must clearly indicate to Supplier that it intends to access this Contract; however, order flow and procedure will be developed jointly between Sourcewell and Supplier. Typically, a Participating Entity will issue an order directly to Supplier or its authorized subsidiary, distributor, dealer, or reseller. If a Participating Entity issues a purchase order, it may use its own forms, but the purchase order should clearly note the applicable Sourcewell contract number. All Participating Entity orders under this Contract must be issued prior to expiration or cancellation of this Contract; however, Supplier performance, Participating Entity payment obligations, and any applicable warranty periods or other Supplier or Participating Entity obligations may extend beyond the term of this Contract.

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

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

C. SPECIALIZED SERVICE REQUIREMENTS. In the event that the Participating Entity requires service or specialized performance requirements not addressed in this Contract (such as e-commerce specifications, specialized delivery requirements, or other specifications and

requirements), the Participating Entity and the Supplier may enter into a separate, standalone agreement, apart from this Contract. Sourcewell, including its agents and employees, will not be made a party to a claim for breach of such agreement.

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

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

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

7. CUSTOMER SERVICE

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

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

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

8. REPORT ON CONTRACT SALES ACTIVITY AND ADMINISTRATIVE FEE PAYMENT

A. **CONTRACT SALES ACTIVITY REPORT.** Each calendar quarter, Supplier must provide a contract sales activity report (Report) to the Sourcewell Supplier Development Administrator assigned to this Contract. Reports are due no later than 45 days after the end of each calendar quarter. A Report must be provided regardless of the number or amount of sales during that quarter (i.e., if there are no sales, Supplier must submit a report indicating no sales were made).

The Report must contain the following fields:

- Participating Entity Name (e.g., City of Staples Highway Department);

- Participating Entity Physical Street Address;
- Participating Entity City;
- Participating Entity State/Province;
- Participating Entity Zip/Postal Code;
- Participating Entity Contact Name;
- Participating Entity Contact Email Address;
- Participating Entity Contact Telephone Number;
- Sourcwell Assigned Entity/Participating Entity Number;
- Item Purchased Description;
- Item Purchased Price;
- Sourcwell Administrative Fee Applied; and
- Date Purchase was invoiced/sale was recognized as revenue by Supplier.

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

The Supplier will submit payment to Sourcwell one percent (1%) multiplied by the total sales of all Equipment, Products, and Services purchased by Participating Entities under this Contract during each calendar quarter, with the exception of sales for services delivered via Supplier's third-party network of diverse and disadvantaged businesses (Minority, Woman-Owned, Socially Disadvantaged, Small, Veteran-Owned, or other certified disadvantaged vendors) in such instances the administrative fee will be one quarter percent (.25%) of total sales. Payments should note the Supplier's name and Sourcwell-assigned contract number in the memo; and must be mailed to the address above "Attn: Accounts Receivable" or remitted electronically to Sourcwell's banking institution per Sourcwell's Finance department instructions. Payments must be received no later than 45 calendar days after the end of each calendar quarter.

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

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

9. AUTHORIZED REPRESENTATIVE

Sourcewell's Authorized Representative is its Chief Procurement Officer.

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

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

A. **AUDIT.** Pursuant to Minnesota Statutes Section 16C.05, subdivision 5, the books, records, documents, and accounting procedures and practices relevant to this Agreement are subject to examination by Sourcewell or the Minnesota State Auditor for a minimum of six years from the end of this Contract. Sourcewell may not conduct such an audit more than one time per twelve month period during the term, and will provide thirty day advance written notice of the audit to Supplier. This clause extends to Participating Entities as it relates to business conducted by that Participating Entity under this Contract.

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

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

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

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

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

11. INDEMNITY AND HOLD HARMLESS

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

EXCEPT FOR INSTANCES OF GROSS NEGLIGENCE OR WILLFUL MISCONDUCT, UNDER NO CIRCUMSTANCES, AND NOTWITHSTANDING THE FAILURE OF ESSENTIAL PURPOSE OF ANY REMEDY SET FORTH HEREIN, WILL SUPPLIER, ITS AFFILIATES OR ITS SUPPLIERS, SUBCONTRACTORS OR AGENTS BE LIABLE FOR ANY INCIDENTAL, INDIRECT, SPECIAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOSS OF PROFITS, BUSINESS, REVENUES OR SAVINGS AND LOSS, DAMAGE OR CORRUPTION OF DATA OR SOFTWARE, EVEN IF SUCH PARTY HAS BEEN ADVISED OF THE POSSIBILITIES OF SUCH DAMAGES OR IF SUCH DAMAGES ARE OTHERWISE FORESEEABLE. EXCEPT IN THE EVENT OF GROSS NEGLIGENCE OR WILLFUL MISCONDUCT, SUPPLIER'S AGGREGATE LIABILITY HEREUNDER WILL NOT EXCEED THE TOTAL DOLLAR AMOUNT PAID BY SUPPLIER TO SOURCEWELL IN ADMINISTRATIVE FEES UNDER ANY SOURCEWELL CONTRACT DURING THE PRECEDING TWENTY-FOUR MONTH PERIOD.

12. GOVERNMENT DATA PRACTICES

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

13. INTELLECTUAL PROPERTY, PUBLICITY, MARKETING, AND ENDORSEMENT

A. INTELLECTUAL PROPERTY

1. *Grant of License.* During the term of this Contract:
 - a. Sourcewell grants to Supplier a royalty-free, worldwide, non-exclusive right and license to use the trademark(s) provided to Supplier by Sourcewell in advertising and promotional materials for the purpose of marketing Sourcewell's relationship with Supplier.
 - b. Supplier grants to Sourcewell a royalty-free, worldwide, non-exclusive right and license to use Supplier's trademarks in advertising and promotional materials for the purpose of marketing Supplier's relationship with Sourcewell.

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

3. *Use; Quality Control.*

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

b. Each party agrees to use, and to cause its Permitted Sublicensees to use, the other party's trademarks only in good faith and in a dignified manner consistent with such party's use of the trademarks. Upon written notice to the breaching party, the breaching party has 30 days of the date of the written notice to cure the breach or the license will be terminated.

4. Participating Entity's rights to Work Product (meaning materials and other deliverables to be provided or created individually or jointly in connection with the Services, including but not limited to, all inventions, discoveries, methods, processes, formulae, ideas, concepts, techniques, know-how, data, designs, models, prototypes, works of authorship, computer programs, proprietary tools, methods of analysis and other information, whether or not capable of protection by patent, copyright, trade secret, confidentiality, or other proprietary rights, or discovered in the course of performance of this Contract that are embodied in such work or materials) will be, upon payment in full, a non-transferable, non-exclusive, royalty-free license to use such Work Product solely for Participating Entity's internal use. Participating Entity obtains no ownership or other property rights thereto. Participating Entity agrees that Supplier may incorporate intellectual property created by third parties into the Work Product and that Participating Entity's right to use such Work Product may be subject to the rights of, and limited by, agreements with such third parties. As applicable, Supplier agrees to indemnify and hold harmless Sourcewell and its Participating Entities against any and all third-party suits, claims, judgments, and costs instituted or recovered against Sourcewell or Participating Entities by any person on account of the use of any Services or Work Product by Sourcewell or its Participating Entities supplied by Supplier in violation of applicable U.S. patent or copyright laws.

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

B. **PUBLICITY.** Any publicity regarding the subject matter of this Contract must not be released without prior written approval from the Authorized Representatives. Publicity includes notices,

informational pamphlets, press releases, research, reports, signs, and similar public notices prepared by or for the Supplier individually or jointly with others, or any subcontractors, with respect to the program, publications, or services provided resulting from this Contract.

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

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

14. GOVERNING LAW, JURISDICTION, AND VENUE

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

15. FORCE MAJEURE

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

16. SEVERABILITY

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

17. PERFORMANCE, DEFAULT, AND REMEDIES

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

1. *Notification.* The parties must promptly notify each other of any known dispute and work in good faith to resolve such dispute within a reasonable period of time. If necessary, Sourcewell and the Supplier will jointly develop a short briefing document that describes the issue(s), relevant impact, and positions of both parties.
2. *Escalation.* If parties are unable to resolve the issue in a timely manner, as specified above, either Sourcewell or Supplier may escalate the resolution of the issue to a higher level of management. The Supplier will have 30 calendar days to cure an outstanding issue.

3. *Performance while Dispute is Pending.* Notwithstanding the existence of a dispute, the Supplier must continue without delay to carry out all of its responsibilities under the Contract that are not affected by the dispute. If the Supplier fails to continue without delay to perform its responsibilities under the Contract, in the accomplishment of all undisputed work, the Supplier will bear any additional costs incurred by Sourcewell and/or its Participating Entities as a result of such failure to proceed.

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

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

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

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

18. INSURANCE

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

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

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

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

Minimum limits:

- \$500,000 each accident for bodily injury by accident
- \$500,000 policy limit for bodily injury by disease
- \$500,000 each employee for bodily injury by disease

2. *Commercial General Liability Insurance.* Supplier will maintain insurance covering its operations, with coverage on an occurrence basis, and must be subject to terms no less broad than the Insurance Services Office ("ISO") Commercial General Liability Form CG0001 (2001 or newer edition), or equivalent. At a minimum, coverage must include liability arising from premises, operations, bodily injury and property damage, independent contractors, products-completed operations including construction defect,

contractual liability, blanket contractual liability, and personal injury and advertising injury. All required limits, terms and conditions of coverage must be maintained during the term of this Contract.

Minimum Limits:

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

\$1,000,000 Personal and Advertising Injury

\$2,000,000 aggregate for Products-Completed operations

\$2,000,000 general aggregate

3. *Commercial Automobile Liability Insurance.* During the term of this Contract, Supplier will maintain insurance covering all owned, hired, and non-owned automobiles in limits of liability not less than indicated below. The coverage must be subject to terms no less broad than ISO Business Auto Coverage Form CA 0001 (2010 edition or newer), or equivalent.

Minimum Limits:

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

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

Minimum Limits:

\$2,000,000

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

Minimum limits:

\$2,000,000 per occurrence

\$2,000,000 annual aggregate

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

B. CERTIFICATES OF INSURANCE. Prior to commencing under this Contract, Supplier must furnish to Sourcewell a certificate of insurance, as evidence of the insurance required under this Contract. Prior to expiration of the policy(ies), renewal certificates must be emailed to the Sourcewell Supplier Development Administrator assigned to this Contract. The certificates must be signed by a person authorized by the insurer(s) to bind coverage on their behalf.

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

C. **ADDITIONAL INSURED ENDORSEMENT AND PRIMARY AND NON-CONTRIBUTORY INSURANCE CLAUSE.** Supplier agrees to include Sourcewell and its Participating Entities, including their officers, agents, and employees, as an additional insured under the Supplier's commercial general liability insurance policy with respect to liability arising out of activities, "operations," or "work" performed by or on behalf of Supplier, and products and completed operations of Supplier. The policy provision(s) or endorsement(s) must further provide that coverage is primary and not excess over or contributory with any other valid, applicable, and collectible insurance or self-insurance in force for the additional insureds.

D. **WAIVER OF SUBROGATION.** Supplier waives and must require (by endorsement or otherwise) all its insurers to waive subrogation rights against Sourcewell and other additional insureds for losses paid under the insurance policies required by this Contract or other insurance applicable to the Supplier or its subcontractors, except Crime. The waiver must apply to all deductibles and/or self-insured retentions applicable to the required or any other insurance maintained by the Supplier or its subcontractors. Where permitted by law, Supplier must require similar written express waivers of subrogation and insurance clauses from each of its subcontractors.

E. **UMBRELLA/EXCESS LIABILITY/SELF-INSURED RETENTION.** The limits required by this Contract can be met by either providing a primary policy or in combination with umbrella/excess liability policy(ies), or self-insured retention.

19. COMPLIANCE

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

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

20. BANKRUPTCY, DEBARMENT, OR SUSPENSION CERTIFICATION

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

Supplier certifies and warrants that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from programs operated by the State of Minnesota; the United States federal government or the Canadian government, as applicable; or any Participating Entity. Supplier certifies and warrants that neither it nor its principals have been convicted of a criminal offense related to the subject matter of this Contract. Supplier further warrants that it will provide immediate written notice to Sourcwell if this certification changes at any time.

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

Participating Entities that use United States federal grant or FEMA funds to purchase goods or services from this Contract may be subject to additional requirements including the procurement standards of the Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards, 2 C.F.R. § 200. Participating Entities may have additional requirements based on specific funding source terms or conditions. Within this Article, all references to “federal” should be interpreted to mean the United States federal government. The following list only applies when a Participating Entity accesses Supplier’s Equipment, Products, or Services with United States federal funds.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

22. CANCELLATION

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

Sourcewell

CDW Government LLC

DocuSigned by:
Jeremy Schwartz
C0FD2A139D06489...

DocuSigned by:
David Hutchins
9CF4A8C1BBA446C...

By: _____

By: _____

Jeremy Schwartz

David Hutchins

Title: Chief Procurement Officer

Title: Vice President Strategic Programs and Sales Enablement

11/13/2021 | 8:13 AM CST

11/13/2021 | 12:01 PM CST

Date: _____

Date: _____

Approved:

DocuSigned by:
Chad Coquette
7E42B8F817A64CC...

By: _____

Chad Coquette

Title: Executive Director/CEO

11/13/2021 | 12:34 PM CST

Date: _____

RFP 071321 - IT Managed Service and Staff Augmentation Solutions

Vendor Details

Company Name: CDW Government LLC
Address: 230 N. Milwaukee Ave
Vernon Hills, IL 60061
Contact: Mark Ellis
Email: markeli@cdwg.com
Phone: 732-982-0390
HST#: 36-4230110

Submission Details

Created On: Wednesday June 02, 2021 08:37:52
Submitted On: Monday July 12, 2021 15:27:21
Submitted By: Cailee Filkin
Email: cailfil@cdw.com
Transaction #: af68af16-367c-458d-9d4e-cc76bef70226
Submitter's IP Address: 165.225.217.52

Specifications

Table 1: Proposer Identity & Authorized Representatives

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

Line Item	Question	Response *
1	Proposer Legal Name (one legal entity only): (In the event of award, will execute the resulting contract as "Supplier")	CDW Government LLC
2	Identify all subsidiary entities of the Proposer whose equipment, products, or services are included in the Proposal.	CDW Canada Corp.
3	Identify all applicable assumed names or DBA names of the Proposer or Proposer's subsidiaries in Line 1 or Line 2 above.	N/A
4	Proposer Physical Address:	CDW Government LLC 230 N. Milwaukee Avenue Vernon Hills, IL 60061 CDW Canada Corp 185 The West Mall, Suite 1700 Etobicoke, ON M9C 5L5
5	Proposer website address (or addresses):	www.cdwg.com www.cdw.ca
6	Proposer's Authorized Representative (name, title, address, email address & phone) (The representative must have authority to sign the "Proposer's Assurance of Compliance" on behalf of the Proposer and, in the event of award, will be expected to execute the resulting contract):	Name: David Hutchins Title: Vice President Strategic Programs and Sales Enablement Address: 75 Tri-State International, Lincolnshire, IL 60069 Email address: david.hutchins@cdwg.com Phone: 847.968.9782
7	Proposer's primary contact for this proposal (name, title, address, email address & phone):	Name: Cailee Filkin Title: Manager, Proposal Teams Address: 75 Tri-State International, Lincolnshire, IL 60069 Email address: caifil@cdw.com Phone: 312.547.2516
8	Proposer's other contacts for this proposal, if any (name, title, address, email address & phone):	Name: Jen Schrock Title: Senior Manager, Business Development Address: 185 The West Mall, Suite 1700, Etobicoke, ON M9C 5L5 Email address: jen.schrock@cdw.ca Phone: 647.406.4234

Table 2: Company Information and Financial Strength

Line Item	Question	Response *
9	Provide a brief history of your company, including your company's core values, business philosophy, and industry longevity related to the requested equipment, products or services.	<p>History</p> <p>Celebrating 36 years of growth, success, and leadership in the technology industry, CDW LLC's (CDW) customer-focused philosophy dictates that everything we do revolves around the customer. We understand that customer satisfaction is not a single event but rests on the quality of service provided throughout the life of the relationship – from solutions to quotes, orders to invoices, issues to resolutions, and returns to technology refresh and training. Our dedicated account teams are always available to their customers. Those customers include small, medium, and large businesses; federal, state, and local governments; civilian, defense, and intelligence agencies; K-12 and institutes of higher learning; healthcare providers; non-profits, research entities, and quasi-governmental organizations in the United States, Canada, and the United Kingdom. Our guiding business strategy keeps us looking long-term when building relationships, measuring success by the number of repeat customers year after year.</p> <p>Customers know we are never satisfied with past successes and actively work to provide advanced solutions and services in cloud computing, mobility, security, networking, virtualization, and an ever-changing landscape of innovation including drone technology, augmented reality, and eSports.</p> <p>CDW Government LLC, (CDW•G), a wholly-owned subsidiary of CDW, was formed in 1998 to create a company exclusively focused on the public sector as we recognized public agencies have unique challenges and opportunities. Our teams are broken down by segment, with separate teams serving State and Local, K-12, Higher Education, and Federal customers. Sourcewell members are served by specialized teams of Account and Program Managers, Solution Architects, and Engineers. CDW•G delivers technology solutions and services meeting the unique needs and challenges of Sourcewell members with unparalleled customer service and satisfaction.</p> <p>Along with unwavering customer focus, we are committed to technology solutions delivering the best possible service and support with one-stop shopping for customized solutions. Some benefits Sourcewell members will realize when partnering with CDW•G are:</p> <ul style="list-style-type: none"> • Integrated technology solutions designed, implemented, and managed by highly specialized solution architects • Lifecycle technical and customer support from presales consultations to post-implementation issue resolution

- Robust solution development from experienced and knowledgeable engineers
- Award winning Staff Augmentation able to supplement members IT staff quickly
- High retention of quality coworkers motivated to maximize performance and productivity, which allows for a strong partnership by individuals Harris County knows and trusts

Business Philosophy

When it comes to our philosophy, we take a customer-centric focus. Everything we do revolves around determining and addressing the needs of our customers. This philosophy is tied into our core values, our methodology, our culture – you could say it's the backbone of life at CDW•G. From our frontline sales teams to our service engineers, what truly brings us together as a company of more than ten thousand coworkers is our focus on our customers and the experience members receive no matter their size or location. Our philosophies of success include:

- It's only good if it's win/win.
- Good luck many times comes disguised as hard work.
- People do business with people they like.
- Perfection is unattainable. If you strive for perfection, you'll achieve excellence.
- Pay attention to your weaknesses. If you dwell on your successes, you will suffocate on your weaknesses.
- Success means never being satisfied

Core Values

Our Core Values, driven by our Business Philosophies can be summed up in what we call the CDW•G Way. The CDW•G Way is driven by 7 main points.

- It's first and foremost listening to our customers – hearing their wants and needs, working together to determine a plan, then hand-crafting a solution rather than merely overwhelming them with a master list of service options and price points.
- It's removing barriers to efficient procurement so that our customers can choose the best solution possible for them easily and at a price they can afford.
- It's being a true trusted advisor to our customer, wholly learning their situation and helping them determine the best solution for their needs – regardless of the sale.
- It's the mentality of "source locally, place nationally", meaning no matter where our customers are, we have the tools to find them the vetted expert service professionals in their area.
- It's establishing a culture of certified professionals with a coworker certification count of more than 6,700 technical certifications held in a vast array of technological sectors.
- It's responding to our customers' requests for support and management after we've already made the sale, ensuring their solutions work for the long term and that the customer satisfaction is a long-standing priority – not just done when the payment is made.
- It's meeting our customers' demands for diversity, equality, and environmental responsibility in the supply chain by partnering with small, local, and diverse businesses, contributing to overall diverse spend in 2020 exceeding \$2.1B, supporting more than 22 thousand jobs through our more than 1,200 certified small diverse partners.

The way we make it great for our customers is by making it great for our coworkers. We commit ourselves to our customers because the culture we have built at CDW•G motivates us to try harder in delivering the CDW Experience. We empower our coworkers to be bold in their careers every single day through many programs and initiatives.

Industry Longevity

CDW debuted on the Fortune 500 in 2001, at No. 435. CDW's rise in the rankings highlights its sustainable, profitable growth over the years, from \$4 billion in sales in 2001 to \$18.5 billion in 2020. CDW now ranks at number 161 on the Fortune 500 list for 2021. CDW ranks at No. 5 on CRN's 2020 Solution Provider 500 list.

Our broad array of offerings ranges from discrete hardware and software products to integrated IT solutions such as mobility, security, data center optimization, cloud computing, virtualization, collaboration, and services. We have evolved through the years as technology has evolved. We are technology "agnostic," with a product portfolio that includes more than 100,000 products from more than 1,200 brands. We provide our products and solutions through our sales and service delivery teams, consisting of nearly 6,000 customer-facing coworkers, including more than 2,000 field sellers, highly skilled technology specialists and advanced service delivery engineers.

Commitment to Diversity

CDW understands the importance of recruiting and retaining a diverse internal workforce. It starts at the top. On January 1, 2019, Christine Leahy, formerly CDW's Chief Revenue Officer and with the company since 2002, succeeded Thomas Richards as CEO, making her one of the fewer than 10% of all female Fortune 500 CEOs. We enable all of our coworkers to make solid, dependable connections in the workplace, with our customers, our supplier partners, and in the communities we serve. We encourage coworkers to take an active role in their own personal and professional development through our many mentoring, technical, and professional development groups, including African Heritage Network, Hispanic Organization for Leadership and Achievement, Women's Opportunity Network, Alliance for Business Leading Equality, and Military & Allies Resource Council networks.

More information can be found here:

<https://www.cdw.com/content/cdw/en/about/overview/diversity-and-inclusion.html>

Community Involvement

As a Fortune 500 company with resources on a global scale, and a widespread presence at the local level, we recognize our responsibility as citizens of our local communities and the world. CDW provides coworkers volunteer opportunities, including paid volunteer time off, and organizes many charitable events, including our annual Fun Drive each July. Beyond our ongoing charitable work, when extraordinary catastrophes have occurred, CDW and our coworkers have been there to support the recovery. We have given our time and support to those in need, including the Indian Ocean Earthquake and Tsunami, Hurricane Katrina, the Haiti Earthquake, the Japan Earthquake and Tsunami, and Hurricane Sandy.

More information can be found here:

<https://www.cdw.com/content/cdw/en/about/overview/community-involvement.html>

Environmental Responsibility

Environmental Responsibility is a big part of our culture. Though CDW does not manufacture products, we continually work to be mindful of our carbon footprint by developing internal efficiencies and policies for waste reduction, and complying with ISO 14001 standards, all of which we describe more in Questions 16 and 41.

More information can be found here:

10	What are your company's expectations in the event of an award?	<p>https://www.cdw.com/content/cdw/en/about/overview/environment-social-governance.html</p> <p>Put simply, we expect to work hand in hand with Sourcewell and Sourcewell members to support mission critical initiatives through driving our large portfolio of services to solve member's organization problems.</p> <p>One of the core benefits of working with CDW•G is our company-wide pride in exceeding expectations. This is due to a long-established culture of discipline, forward-thinking, and teamwork. As exhibited in our relationships with not only Sourcewell itself but the entities that make up Sourcewell, we work to establish working solutions for the long term, creating long lasting relationships regardless of customer size, entity type, and geographical location.</p> <p>We think carefully about what the future will look like for not only ourselves, but all parties involved. This process, and our financial and business success as a company, gives us the confidence to go on record with our projections, knowing we will be held to these standards and expected to deliver. Before looking at the financial expectations and targeted revenue projections of this endeavor, we would like to highlight the growth and volume of the Sourcewell and CDW•G relationship over the years.</p> <p>Expected peak growth for 2020 as described in the CDW•G Sourcewell Technology Catalog Solutions proposal: \$594,930,000</p> <p>Actual growth: We achieved 30% from 2019 to 2020, which shows are commitment to continuously growing this contract for Sourcewell and Sourcewell members alike.</p> <p>While hard to predict the same growth on this type of contract, as we don't hold it currently, we do expect to engage new members and existing members alike, leveraged from our Technology Catalog Solutions relationships, to drive continued and strong growth on this contract. We would expect to be among the top vendors on this contract should we receive an award.</p> <p>Here are five way we believe CDW•G and Sourcewell will get there together:</p> <p>1) Existing relationships with Sourcewell members CDW•G already works with 7,448 unique Sourcewell members, so we are intimately familiar with what Sourcewell members want and needed. We are confident in our ability to leverage our relationships with existing members to see this contract become more widely used across the GPO.</p> <p>2) Canada We expect Canadian performance on this contract will be a key differentiator. We have more than 400 coworkers in Canada to support Sourcewell members across the country. Our recent acquisition of Scalar Decisions Inc., a leading IT solutions provider in Canada, enhances the value that we can deliver to customers. Scalar's expertise is in professional and managed services, infrastructure, and security.</p> <p>3) Diversity We expect to further diverse partnerships to continue ongoing focus on all communities Sourcewell serves. We do this in a number of ways. CDW has achieved membership in the Billion Dollar Roundtable (BDR), joining an exclusive group of U.S.-based companies that have procured more than \$1 billion annually from minority- and women-owned businesses on a first-tier basis. This accomplishment reflects CDW's strong commitment to ensuring a diverse and inclusive supply chain and establishes CDW as a leader in this space.</p> <p>Through its business diversity program, CDW is committed to generating business opportunities that position diverse suppliers for economic sustainability, yield competitive advantages for the company and deliver exceptional technology experiences for customers through innovation. CDW's position in the BDR will enable it to promote and share best practices in supply chain diversity and will support continued growth of its successful supplier diversity program.</p> <p>CDW joins 28 major U.S.-based corporations in the BDR, including: Apple, AT&T, Dell, IBM, Microsoft, and Verizon Communications. A full list of member companies can be found on the BDR website. Internally, we have diverse supplier trainings for our sales force that enable better understanding of customers' diversity goals and initiatives, and CDW•G's diverse spend solutions.</p> <p>4) Existing relationships with Sourcewell We expect to continue our effective partnerships with the Sourcewell organization and other valued Sourcewell vendors. As one of the longest-tenured Sourcewell vendors and one of the largest in terms of sales volume, CDW•G brings tremendous resources to the relationship. We have actively participated in support of Sourcewell leadership and its annual vendor conference for fifteen years. Mark Ellis, from CDW•G's Capture team, has been an active participant on Sourcewell's Vendor Advisory Board, collaborating on past initiatives, such as collecting data from the vendor community on ideas for improved collaboration with Sourcewell, and in Sourcewell's recent transition from NJPA, connecting Sourcewell to CDW•G marketing leaders and executives to review and solicit feedback. In addition, we have a dedicated Program Management team of Anup Sreedharan and Jeff Hagen who are intimately familiar with Sourcewell.</p> <p>5) We expect regular strategy meetings with Sourcewell This will allow us to continually align Sourcewell goals with CDW•G business development and sales leadership to create targeted lists of customers based on membership status, which we're already serving but with less activity than expected, and which we're not serving but should be. For example, CDW•G and Sourcewell's joint success in leveraging our strong public safety offerings to establish a relationship with the National Sheriff's Association is a blueprint for the future. Additionally, we will also work to contribute research on key legislation that impacts technological services.</p>
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11	Demonstrate your financial strength and stability with meaningful data. This could include such items as financial statements, SEC filings, credit and bond ratings, letters of credit, and detailed reference letters. Upload supporting documents (as applicable) in the document upload section of your response.	<p>CDW LLC has a storied history of financial stability. As a subsidiary, CDW•G exclusively serves public sector clients, including Federal, State and Local governments, K-12 school districts, institutes of higher education, public hospital districts, and non-profit organizations throughout the United States. CDW's net sales in 2020 were \$18.47 billion with \$8.14 billion, or 44 percent, contributed from CDW•G. Within CDW•G, the segment breakout was:</p> <ul style="list-style-type: none"> • \$2.98 billion, or 36.6 percent, in Government (Federal, State, and Local); • \$3.46 billion, or 42.49 percent, in Education (K-12 and Hi Ed); and • \$1.70 billion, or 20.9 percent, in Healthcare. <p>Each quarter, our CEO, Christine Leahy, and CFO make public the results of our recent financial performance and the overall health of our company. We are very proud of our financial record. Selected current financial data:</p> <ul style="list-style-type: none"> • Current CDW corporate credit ratings are all stable: <ul style="list-style-type: none"> o Moody's: Ba2 o Standard and Poor's: BB+ o Moody's Outlook: Positive o S&P Outlook: Stable o Our cash plus revolver availability (open agreements to borrow) is at \$1.2B as of March 31, 2020, demonstrating strong financial credit. <p>Though the challenges of the past year were many, CDW•G accomplished an 18.5% overall annual growth when comparing 2019 to 2020 numbers. Additionally, we have uploaded CDW's most recent Annual report showing the last 3 years of financial information to provide Sourcewell with a thorough understanding of CDW's financial health. This can be found in Attachment_CDW Annual Report. Our complete financial portfolio is available at https://investor.cdw.com/</p>
12	What is your US market share for the solutions that you are proposing?	We estimate that our total net sales of approximately \$18.5 billion for 2020 represents approximately 5% of our addressable market, which is estimated at \$360 billion.
13	What is your Canadian market share for the solutions that you are proposing?	<p>We do not break out Canada separately; we have reported sales revenue of \$2.09 billion, or 11.3% in Canada and UK in 2020.</p> <p>Staff Augmentation: Finding the right partner for staffing needs is an important decision. We believe CDW leads the market in Canada based on pricing, track record and performance data. With over 20M in revenue annually (and rapidly growing), companies look to CDW for their IT staffing needs as we are able to comprehensively source, vet and competitively price top talent for our clients in a multitude of environments.</p> <p>Managed Services: Our managed services revenue in Canada is \$5.5M annually or approximately \$460K per month. Our portfolio and market penetration continues to grow rapidly as we expand our scope and competencies in response to or ahead of market needs.</p> <p>Moreover, our Canadian market share for IT Managed Services and Staff Augmentation is estimated at less than 4% however quickly growing as we continue to invest in this area as a strategic focus of our five-year roadmap.</p>
14	Has your business ever petitioned for bankruptcy protection? If so, explain in detail.	To the best of our current knowledge, as of the date of submission, CDW•G has never filed a petition for bankruptcy protection.
15	<p>How is your organization best described: is it a manufacturer, a distributor/dealer/reseller, or a service provider? Answer whichever question (either a) or b) just below) best applies to your organization.</p> <p>a) If your company is best described as a distributor/dealer/reseller (or similar entity), provide your written authorization to act as a distributor/dealer/reseller for the manufacturer of the products proposed in this RFP. If applicable, is your dealer network independent or company owned?</p> <p>b) If your company is best described as a manufacturer or service provider, describe your relationship with your sales and service force and with your dealer network in delivering the products and services proposed in this RFP. Are these individuals your employees, or the employees of a third party?</p>	<p>b) CDW•G can be best described as a service provider. The individual services providers are employees of CDW•G, and as such, reflect the mission-forward culture of the organization. Additionally, CDW•G's sales force, including both inside and field-based personnel in customer-facing sales roles, are employed directly by our company. We do not use dealers, partners, or subcontractors in this role. Our business model offers Sourcewell members the advantage of our strategic, integrated, comprehensive services paired with intelligently curated thoughtful catalog of products. Sourcewell is looking for a vendor that can establish a connection with their member base and determine the best service solutions for the members issues. CDW•G has a unique position in the marketplace that allows for determined solutions through managed, professional, and augmentation services positioned to both assess the issue and determine the proper solution.</p> <p>CDW•G has transformed from primarily a technology products reseller to include services as part of our integrated technology solutions catalog to keep pace with our customers' needs. We have built a services practice that supports more than 35,000 customers in 140 countries. Please visit our website for more information on how CDW•G services deliver innovation. *www.cdw.com/services</p> <p>One example of how Sourcewell members benefit from our innovative services is in K-12. CDW•G provides broad and diverse services such as large volume Chromebook rollouts with White Glove Services, networking implementation under the e-Rate program, onsite deployment of whiteboards/video solutions, physical security upgrades, and Blueprint to Design™, a value-added design service that includes classrooms, media centers, cafeteriums, and STEM/STEAM labs.</p> <p>We can deliver all of the services requested in this RFP by means of our internal coworkers, which includes engineers with precise technical expertise, as well as through a network of trusted service providers with whom we have long-term, ongoing relationships. Many of the services we offer are scoped on a custom basis to meet the customer's specific needs. The ability to use our own coworkers as well as our network of service providers gives us flexibility and deep resources to meet changing workload demands. To make sure we are meeting our customers' needs, we have built a deep services practice that goes above and beyond OEM requirements. For example, Cisco's minimum requirement to be a Gold-Certified Partner is to have 4 Cisco Certified Internetwork Experts (CCIEs) on staff. While other vendors may be able to meet Cisco's minimum threshold to gain the designation, CDW•G takes it further to ensure we are meeting our customers' requirements by staffing our services team with 63 CCIEs.</p>

16	<p>If applicable, provide a detailed explanation outlining the licenses and certifications that are both required to be held, and actually held, by your organization (including third parties and subcontractors that you use) in pursuit of the business contemplated by this RFP.</p>	<p>We recognize that Sourcewell members are made up of government, education, tribal nations, and non-profit members. In our years of experience working with members we've found they themselves don't require many licenses or certifications from IT vendor partners. Separate from this, there are unique state business licenses and tax certificates found at the state, county, and local level. CDW•G holds the applicable licenses and certifications to do business in every state on this contract. When a local agency we haven't worked with before requires a license or certification we may not hold, our account managers work with our Finance or Program Sales team (depending on the requirement) to apply for the license.</p> <p>If the requirement is one we do not qualify for, like a small business certification, we work with our vendor partners to meet the customer's need. We also follow all applicable laws, such as prevailing wage legislation.</p> <p>For the licenses and certifications that are held by CDW•G, these reflect a commitment to stability and security through rigorous quality control standards. Our business succeeds in part due to an understanding with our partners that we can safely procure and implement their IT investments, and protect their critical information.</p> <p>Select quality control and technical certifications held by CDW•G are as follows: International Organization for Standardization (ISO). ISO certified since 2001, CDW•G has a mature, well-defined Quality Management Systems (QMS) that includes continued compliance to the following ISO Standards: - ISO 9001 – Quality Management System: Sales, configuration and support of computer and related technology within both of CDW•G's Configuration Centers. - ISO 28000 – Supply Chain Security Management System: The planning, delivery and oversight of secure supply chain management and supporting activities in the US. - ISO 27001 – Information Security Management System: Provision of product sales to CDW•G customers, including all backbone functions and support of computer and related technology. - ISO/IEC 20243 – Information Technology: Complies with the requirements in the Open Trusted Technology Provider Standard (O-TTPS). - ISO 14001 – Environmental Management System: The environmental activities related to product/service management, inventory control, shipping, returns management, and receiving for computers and related technologies, excluding the office, cafeterias and the lessee area. HIPAA - Health Insurance Portability and Accountability Act: CDW•G complies with all applicable HIPAA regulations, including those related to auditing. SSAE16 Service Organization Controls (SOC) 1 Type 2 – CDW•G Managed Services has had clean, annual PCI and SAS70 Type II (and now Statement on Standards for Attestation Engagements No. 16 (SSAE16)) audits since 2004. PCI Level 1 Compliance – CDW•G Managed Services is audited annually for Level 1 Payment Card Industry (PCI) compliance which attests to the fact that our Managed Services operations and services meet requirements to comply with the standards of the PCI Security Standards Council. Additionally, CDW•G's certifications and knowledge-depth extend to the individual level. Our coworkers hold 6700+ technical certifications to support the diverse service offerings in our catalog.</p> <p>CDW Canada's managed services are built based on the highest standards in the industry; our certifications include:</p> <ul style="list-style-type: none"> • NIST Cybersecurity Framework (CSF): This Framework consists of standards, guidelines and best practices to manage cybersecurity-related risk. • ISO/IEC 27001:2013: security management standard that specifies security management best practices and comprehensive security controls. This Standard specifies the requirements for establishing, implementing, maintaining and continually improving an information security management system (ISMS) within the context of an organization. • PCI DSS: an information security standard administered by the PCI Security Standards Council • Systems and Organization Controls (SOC): CDW has compliance with both the SOC 1 and SOC 2 audits. A SOC 2 Type 2 report is an internal controls report capturing how a company safeguards customer data and how well those controls are operating. These audits are completed annually and validate our commitment to delivering high quality, secure services to our clients. <p>In Canada, we also leverage our Microsoft Azure Global Expert Managed Service Partner (MSP) status as well as Amazon Web Services (AWS) Global MSP status. Although MSP status is not a requirement to support specific OEM technologies, we have the following MSP certifications in progress or planned in roadmap: Cisco, Fortinet and HPE Aruba Managed Switch MSP; Palo Alto, Fortinet and Cisco Managed NextGen Firewall MSP; Palo Alto CloudGenix and Cisco Viptella Managed SD-WAN MSP; Cisco, Fortinet and HPE Aruba Managed Access Point MSP; Google Cloud Managed Cloud MSP; NetApp and HPE Nimble Managed Storage MSP. While some of these certifications are still in progress, we are actively offering managed services for these OEMs and a wider set of OEMs based on the skills, experience and people certifications of our teams, in order to offer Sourcewell members a full-stack of Managed Services. We leverage core platforms such as ScienceLogic and DataDog designed for multivendor/hybrid environments, allowing us to monitor and manage environments that include all of our core vendors' products from a single "pane of glass".</p>
17	<p>Provide all "Suspension or Debarment" information that has applied to your organization during the past ten years.</p>	<p>As of the date of this submittal, and for the prior ten years, CDW•G certifies that to the best of its knowledge and belief, CDW•G has not been listed by any federal or state authority as debarred or suspended, where such debarment or suspension would have a material and adverse ability on our ability to perform hereunder.</p>

Table 3: Industry Recognition & Marketplace Success

Line Item	Question	Response *
18	<p>Describe any relevant industry awards or recognition that your company has received in the past five years</p>	<p>Since inception, CDW•G has been recognized for creating the sort of environment that empowers its coworkers to be successful. By making it great for our coworkers, we make it great for our customers.</p> <p>Recent awards and recognitions that speak to our company and culture include:</p> <ul style="list-style-type: none"> • CDW ranks #161 on the 2021 Fortune 500 list • Fortune named CDW a Best Places to Work in 2020. • 2021 Best Places to Work by Glassdoor • Minority Business News (MBN) Diversity <p>In 2020, MBN Diversity presented CDW with its award for 2020 Supplier Diversity Program of the Decade.</p> <ul style="list-style-type: none"> • National Veteran-Owned Business Association (NVOBA) <p>In 2020, NVOBA bestowed its Best Corporation for Veteran's Business Enterprises Program award on CDW.</p>

- Forbes Magazine Best Employees for Diversity and One of America's Best Large Employers 2021

CDW ranked #84 of 500 companies overall and in the top 5 of the 27 Illinois-based organizations on Forbes' diversity list.

- The Human Rights Council (HRC) Foundation

In 2020, the HRC named CDW one of the Best Places to Work for LGBTQ Equality as CDW earned a 100% on the Corporate Equality Index. Human Rights Campaign. We were recognized with a perfect score of 100 percent on the Human Rights Campaign's 2019 Corporate Equality Index (CEI) and the distinction as a Best Place to Work for LGBTQ Equality.

In July of 2020, CDW acquired IGNW, now known as CDW Digital Velocity Solutions, a leading provider of cloud-native services, software development and data orchestration capabilities. IGNW was named to the top 5 out of 50 companies on Glassdoor's Best Places to Work in 2020 (Employees' Choice) list.

Industry awards and recognition from the recent past include the following:

- Computerworld's One of the Best Places to Work in IT 2020 - 2020 marked the 20th time our company won the Computerworld award, we ranked No. 24 among large companies. The Best Place to Work in IT award recognizes the top 100 work environments for IT professionals each year.
- America's Most JUST Companies 2020 by JUST Capital
- Fairygodboss's Best Companies for Women, Best Technology Companies for Women, and Best Company Where CEOs Support Gender Diversity in 2020

Fairygodboss, the largest career community for women, recognized CDW/CDW•G for our commitment to gender diversity and for both recruiting and retaining female talent.

- Military Times Best for Vets Employer 2020

Military Times placed CDW/CDW•G among the top employers for veterans based on culture, recruiting, policies, and resources related to veterans, service members, and military families.

Other recognition includes:

- 100 Best Places to Work in Chicago
- Best Places to Work in Connecticut
- Top Companies to Work for in Arizona
- Tampa Bay Business Journal Best Places to Work
- Dallas Business Journal Best Places to Work
- Forbes' America's Best Employers
- Military Friendly Employer Award
- Business Equality Network LGBTQ Business Equality Excellence Award
- Workforce 100 and Human Capital Media Research recognized CDW as one of the 2018 Workforce 100

Workplace honors are only part of what makes our company special. We also commit to excellence in the eyes of our partners in order to further our partnerships in delivering best-value solutions to our customers.

A sample of our partner recognition for CDW/CDW•G over recent years is as follows:

- 2021 ServiceNow Global and Americas Elite Segment Partner of the Year
- #1 Partner for ServiceNow Commercial 2020
- Citrix U.S. Public Sector Partner of the Year
- Cisco Collaboration Partner of the Year
- Dell President's Circle Award
- HP Partner of the Year
- HPE North America Network Service Provider (NSP) Partner of the Year Award
- HPI largest partner in Direct Reseller Channel
- HPE North America Network Service Provider (NSP) Partner of the Year Award
- IBM North America Top Strategic Business Partner Leadership Award
- Intel North America Public Sector Partner of the Year
- Lenovo's largest Global Direct Response Channel Partner
- Microsoft Partner of the Year
- Nutanix Global Partner of the Year
- Sophos National Partner of the Year
- VMware Partner Innovation Award

Recognition of our excellence extends beyond and across borders.

- Computer Dealer News (CDN) Top 100 Solution Providers - Every year CDN compiles a list of the Top 100 IT Solution Providers in Canada based on company revenue. CDW Canada ranked No. 2 in 2019 (based on 2018 revenue).
- Canada's Channel Daily News named CDW Canada the No. 2 Solution Provider of the Year, and Scalar, a CDW Company, the Top Storage Provider of the Year.

In addition, a sample of some partner designations CDW Canada holds includes:

- Cisco's #1 Ranked Largest Strategic Solutions Provider by Revenue in Canada
- F5 Platinum Partner, #1 Partner by Revenue, CDW/CDW•G is the only Authorized Training Centre in Canada for F5
- NetApp Star Partner, Canadian Partner of the Year 2019
- Fortinet Rank: Platinum Partner, CDW Solution Architect Bin Bing Wang received recognition as Fortinet Engineer Partner of the Year
- Palo Alto Networks #1 Partner in Canada by Revenue. CDW Canada is the only Authorized Training Centre in Canada for Palo Alto Networks and one of few Authorized Managed Security Service Provider (MSSP) in Canada. We are the only Canadian partner on the Palo Alto networks Partner Advisory Committee and one of few Authorized Cortex XDR specialized partners
- Splunk Elite Partner (highest tier status), #1 Partner by Revenue in Canada, Only 1 other partner in Canada certified to deliver professional services on Splunk
- Microsoft Gold Partner
- Commvault MarketBuilder Partner
- Nutanix Master Level Partner
- VMware Premier Partner
- ServiceNow Accredited ServiceNow Elite Level Sales and Services Partner
- Lenovo's largest reseller in Canada
- AWS Advanced Partner in Consulting Partner Program

19	What percentage of your sales are to the governmental sector in the past three years	CDW•G sales percentages: 2020: 36% 2019: 35% 2018: 34% Canada: 14.8% on an aggregate basis over the past 3 years (2018-2020)	*
20	What percentage of your sales are to the education sector in the past three years	2020: 42% 2019: 35% 2018: 38% Canada: 6% on an aggregate basis over the past 3 years (2018-2020)	*
21	List any state, provincial, or cooperative purchasing contracts that you hold. What is the annual sales volume for each of these contracts over the past three years?	CDW•G holds numerous state or cooperative purchasing contracts, including AEPA, TIPS, PEPPM, E&I. Unlike Sourcewell, however, most of our cooperatives that we work with are not public agencies, a decided disadvantage to transparency. While we cannot provide the sales volumes, Sourcewell can find a full list of our publicly available agreements at www.cdwg.com/contracts . CDW Canada also holds a number of cooperative purchasing contracts in the public sector across Canada. These contracts range from province specific, technology hardware, software or services offering, to vertical specialization; healthcare, education (k-12 and higher education), and municipal government.	*
22	List any GSA contracts or Standing Offers and Supply Arrangements (SOSA) that you hold. What is the annual sales volume for each of these contracts over the past three years?	CDW•G holds the GSA Schedule Contract #47QTCA18D004K. This contract is open to all federal and civilian agencies, state and local agencies, and public schools in the United States. Annual sales volume for the past three full years: 2020: \$19,746,853 2019: \$99,020,208 2018: \$142,600,688	*

Table 4: References/Testimonials

Line Item 23. Supply reference information from three customers who are eligible to be Sourcewell participating entities.

Entity Name *	Contact Name *	Phone Number *	
Hydro One (Toronto, Ontario, Canada)	Chenthur Maha, Networks & Infrastructure	Phone Number: 705.229.9538 Email: chenthur.maha@hydroone.com	*
The Ohio State University	Christine Mary Cihon, Business and Finance—Purchasing Manager, Supply Management and eProcurement	Phone Number: 614.688.8285 Email: cihon.2@osu.edu	*
Orange County Government (Florida) Information Systems & Services Division	Mack RiCharde, IT Director	Phone Number: 407.836.8183 Email: Mack.RiCharde@ocfl.net	*
Elk Grove Unified School District	Todd Barber, Desktop Support & Helpdesk Manager	Phone: 916.686.7710, ext. 68051 Email: tabarber@egusd.net	

Table 5: Top Five Government or Education Customers

Line Item 24. Provide a list of your top five government, education, or non-profit customers (entity name is optional), including entity type, the state or province the entity is located in, scope of the project(s), size of transaction(s), and dollar volumes from the past three years.

Entity Name	Entity Type *	State / Province *	Scope of Work *	Size of Transactions *	Dollar Volume Past Three Years *
Elk Grove Unified School District	Education	California - CA	Elk Grove USD (EGUSD) utilizes Sourcewell for all district technology purchases and services. Our Sourcewell contract provides aggressive and competitive pricing to the district. EGUSD has leveraged this contract to procure products such as printers, notebooks, monitors, and networking equipment. We leverage our local partners for certain services including last mile delivery and configuration	Ranges from orders less than \$100 to \$2 million+	\$26,438,483.67
District of Columbia Public Schools	Education	District of Columbia - DC	District of Columbia Public Schools (DCPS) has made extensive hardware and software purchases over the course of our relationship with them utilizing a multitude of manufacturers and partners alike. Since 2020, DCPS has purchased over 30,000 Microsoft Surface Go tablets with extended warranties, Max Cases, AVer carts, and related services. CDW•G utilized our relationship with a local CBE/MBE to increase diverse spend with the customer as well and help them meet their goals.	Ranges from orders less than \$100 to \$6.4 million+	\$24,622,822.97
Sacramento City Unified School District	Education	California - CA	CDW•G utilizes Sourcewell as the preferred contract vehicle for Sacramento City USD (SCUSD) because it provides access to our entire catalog of products and services under the umbrella of one contract vehicle. From small one-off purchases to multi-million-dollar engagements, CDW•G leverages Sourcewell to support SCUSD's initiatives.	Ranges from orders less than \$100 to \$6.4 million+	\$22,103,712.66
Thames Valley District School Board	Education	ON - Ontario	Purchase of end user compute devices and software. Services included Security related engagements such as penetration testing and vulnerability assessment, White Glove services, and configuration of hardware.	Ranges from orders less than \$100 to \$1 million+ projects	\$16,855,408
Regional Municipality of Peel	Government	ON - Ontario	Purchase of data center hardware, Microsoft Software Enterprise License Agreement, and Professional Services relating to ServiceNow design and implementation.	Ranges from orders less than \$100 to \$1million+ Enterprise license agreements plus other services (\$50 – \$500k)	\$13,913,333

Table 6: Ability to Sell and Deliver Service

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

Line Item	Question	Response *

25	Sales force.	<p>As Sourcewell's member base continues to grow in the U.S. and Canada, its ideal partner on this contract will be able to keep up as a valued provider to your diverse membership. Beyond blanketing members with sheer numbers, Sourcewell's ideal partner should also be aligned with the nuances of your members' industry sectors and procurement environments; able to offer specialized support to help members meet their goals; and to fulfill this contract's full potential.</p> <p>As part of the CDW•G/Canada Experience, we organize our sales force differently from other companies in order to best serve our customers. First, we form account teams knowledgeable about the unique public sector customers they support. These account teams serve customers exclusively within their sector, which closely match up with Sourcewell's member base: K-12 Education, Higher Education, State and Local Government, Federal Government, and Healthcare entities. The advantage to CDW•G/Canada's model is that our Account Managers become experts within their sector, able to respond to the very specific needs of each.</p> <p>For example, our Account Managers in education are knowledgeable in FERPA and other privacy laws, our account managers in State and Local Government track applicable laws to the states they serve, Healthcare teams understand HIPAA. Within each sector, CDW•G's sales force is then divided into twelve geographic regions across the United States. To support this model, we have office locations all across the country. This combines our vast resources as a Fortune 500 company with a personalized presence right in the neighborhood – leveraging a national presence on a local scale. As a result, the CDW•G sales force is aware of and prepared to support the local landscape in a way that is unmatched by personnel at both small local companies and national companies.</p> <p>Sourcewell members receive expertise, experience, and strength in numbers with CDW•G. They will have access to the following specialized sales Account Managers in each sector:</p> <p>Our full listing of U.S. sales offices includes markets in : Chandler, AZ; Glendale, CA; Shelton, CT; Tampa, FL; Chicago, IL; Lincolnshire, IL; Vernon Hills, IL; Evansville, IN; Indianapolis, IN; Detroit, MI; Grand Rapids, MI; Minneapolis, MN; Las Vegas, NV; Cherry Hill, NJ; Eatontown, NJ; Cincinnati, OH; Cleveland, OH; Nashville, TN; Dallas, TX; Reston, VA; Bellevue, WA; Appleton, WI; Madison, WI; Milwaukee, WI; Wausau, WI. Within these locations and field, we support the following segments in terms of headcount:</p> <ul style="list-style-type: none"> • Higher Education: ~200 • K-12 Education: ~320 • Healthcare: ~225 • Federal Government: ~200 • State and Local Government: ~240 <p>Each Sourcewell member will receive an account team that maintains overall responsibility for making certain we deliver the unique CDW•G/CDW Canada Experience. One part of the team is made up of the Account Manager, who listens to develop in-depth knowledge of member values, technical environment, and financial objectives, to then offer ways in which we can utilize our Services offerings to meet the Sourcewell member's IT Mission.</p> <p>Supporting the Account Manager, members also may have a Field Account Executive, who will arrange to visit member sites for business reviews, solution and services consultation, white board sessions and other meetings, on a regular basis or as needed.</p> <p>CDW•G provides a team of resources available specifically to scope and deliver the Services we are proposing in our response. These resources include are specifically detailed in the answer to the Service Force section below. And, of course, each Sourcewell members has a dedicated Contract Manager, who ensures Sourcewell pricing is applied to members' Statement of Work, and affirms that the project is conducted in accordance with the requirements of the Sourcewell contract.</p> <p>Where our sales and services overlap, Sourcewell members will benefit from yet another unique advantage of CDW•G's business model. We provide access to incomparable value- added resources and technical expertise while simplifying the process through a single, dedicated point of contact. Sourcewell members' CDW•G Account Managers function as the quarterback here to engage our value-added resources, which include sector-specific support specialists, such as our Public Safety team (law enforcement, fire rescue, emergency medical services, and emergency management organizations) and Education Strategists and Learning Environment Advisors. Highly trained presales specialists who are experts in particular areas of technology, and for specific partner solutions, including more than 100 systems engineers who assist with evaluating products based on unique operational requirements and budgetary constraints.</p> <p>In addition to our U.S. presence, we will support Sourcewell's members in Canada through our mature presence there. Since establishing Canadian headquarters in 2003, CDW Canada has grown significantly, adding coworkers across the country to better serve customers in their regions. Public Sector sales teams are organized by vertical: education, government, healthcare. With a recent strategic acquisition of Scalar Decisions, CDW Canada has coworkers located in most of the major cities across Canada including Ottawa, Calgary, Edmonton, Montreal, and Vancouver.</p> <p>CDW Canada's head office is in Toronto, ON, employing more than 400 coworkers and supporting customers and partners across the country. The number of specialized sales support Sourcewell members in Canada will have access to in each sector:</p> <ul style="list-style-type: none"> - Education: ~14 - Government: ~16 - Healthcare: ~13 <p>All of CDW•G and CDW Canada's salesforce are a Captive Sales Force.</p>
26	Dealer network or other distribution methods.	CDW•G utilizes a Captive Sales Force selling directly to the Sourcewell membership.
27	Service force.	<p>As Sourcewell's member base continues to grow in the U.S. and Canada, its ideal partner on this contract will offer thorough, localized service coverage to meet the high standards of responsiveness that members have to come to expect on our existing Technology Solutions Contract #081419-CDW. Supporting CDW•G's sales force in providing value to Sourcewell members is an extensive service force, made up of in-house service professionals that span coast to coast. Technology procurement goals have evolved since Sourcewell and CDW•G both came into existence decades ago, moving from box pushing to complex solutions made up of different specializations.</p> <p>These complex solutions include the transition from members owning all equipment and services from wanting X-as-a-Service (i.e. SaaS, IaaS, PaaS, etc.) and the need for aging IT staff to be augmented with the support of outside help. Our teams are well positioned to do both and have extensive experience within the SLED and Federal markets to support the needs of our customers.</p> <p>To make sure we are close-by, responsive, and able to understand our customers' evolving needs, CDW•G has built a local services presence across 32 cities in the U.S.</p> <p>CDW•G's full listing of U.S. Services locations is as follows: Phoenix, AZ; Los Angeles, CA; San Diego, CA; San Francisco, CA; Denver, CO; Miami, FL; Tampa, FL; Atlanta, GA; Chicago, IL; Evansville, IN; Indianapolis, IN; Boston, MA; Detroit, MI; Grand Rapids, MI; Minneapolis, MN; St. Louis, MO; Raleigh, NC; Las Vegas, NV; New York City, NY; Cincinnati, OH; Cleveland, OH; Philadelphia, PA; Pittsburgh, PA; Nashville, TN; Dallas, TX; Houston, TX; Seattle, WA;</p>

Washington D.C.; Appleton, WI; Madison, WI; Milwaukee, WI; Wausau; WI

Our Engineers

We have over 1,200 services professionals. Instead of breaking our services professionals into sector, with the exception of the federal sector, which has its own unique clearance requirements, our services professionals are deployed into all segments. We are always thinking about what provides the best value for our customers and the optimal solution outcome, and in services we believe expertise exists within a particular technology, not sector. For instance, when implementing a Unified Communications solution or public cloud infrastructure solution it matters more that the engineer knows those technologies, not whether it's for a school or a county office. And our engineers know those technologies, and a whole lot more.

Our commitment to this ideal has led to nearly 6,700 coworker technical certifications with coverage across all major service areas, i.e. infrastructure, security, applications, etc.

CDW Services Delivery

CDW•G is a full IT Services Provider with turnkey capabilities across all aspects of lifecycle management. We appreciate the opportunity to expand our partnership with Sourcewell members and believe these services can provide additional value to our organization. Our integrated services model covers the full lifecycle of services regardless of how members choose to consume the services (on premise, hybrid, cloud).

Our Service delivery practice, underscored by our dedication to member satisfaction, follow three simple principles: Design, Orchestrate, Manage.

Design

Using a wide breadth of tools, data and years of expertise, we offer guidance and workshops with CDW•G engineers that assess your specific needs and make recommendations to address gaps and optimize growth. For applicable engagements, our team will work with member's staff to understand their Staff Augmentation needs to ensure we find the right candidate, the first time.

Orchestrate

Our expert engineers configure and deploy your solutions to help you implement the right technology and ensure it works the first time. We create a roadmap to ensure you're fully utilizing your technology solutions and receiving expected value.

Manage

Members can save time and money or augment internal IT team bandwidth with our 24/7/365 support and expert management of any aspect of your technology solutions. We follow the IT Infrastructure Library (ITIL) framework for service management. ITIL provides a comprehensive approach to managing IT operations, including guidance on processes, activities, goals, organizational structure, and skill requirements. ITIL is supplier-independent and applies to all aspects of IT infrastructure and applications. CDW•G is a leader in embracing and promoting ITIL best practices. Our Services offerings are built around ITIL best practices.

The quadrants and supporting considerations in CDW•G's IT governance structure, organize our policies, processes, and standards into several categories:

- Changing - Adding or altering production services.
- Operating - Operating production services in an ongoing, technical manner.
- Supporting - Maintaining production services through necessary reactive support.
- Optimizing - Improving production services and continually aligning IT production services with business needs.
- Security - Informing and supporting all of the processes represented through security policies and physical security controls.
- Automation - Providing automation for all of the processes, including implementation task tracking, maintenance process automation, change tracking, incident identification, and problem and incident tracking. This supports both the efficiency of scale to customers and customer requirements for an ongoing audit of CDW's services.

CDW•G's internal Governance Training, a requirement for all Managed Services staff members, is based on the ITIL approach to IT service management. CDW Managed Services has many ITIL-certified employees, including the ITIL Foundation Certification, and the top ITIL certification, the Manager's Certificate in IT Service Management.

Staff Augmentation Delivery

At CDW•G, we provide for all Staff Augmentation Services using our internal teams and do not need to outsource Staff Augmentation requests. Our Staff Augmentation team's only focus is properly staffing IT roles only. We place IT positions through sourcing locally and placing hires nationally depending on the member's need.

Trusted Partner Network

CDW•G has strong alliances with approximately 1,200 services providers, which includes minority, women-owned, and other small, disadvantaged businesses, who provide consultants and engineers to complement CDW services projects. When we feel that a partner can provide the best-value on a given project, we select one based upon their ability to meet the needs of the customer, using such criteria as price, responsiveness, quality, geographic reach, available skill-set, length of project and overall customer satisfaction. We choose our service providers carefully, enabling us to focus on developing strong relationships with only the most competent providers.

Canada

In addition to our U.S. presence, we will support Sourcewell members across Canada. We have services coworkers in the following major cities: Calgary, AB; Edmonton, AB; Vancouver, BC; Winnipeg, MB; Toronto, ON; Ottawa, ON; and Montreal, QC.

These are supported by partner network resources nationwide. A further services coverage breakdown, by services area and resource type. Our Configuration Center Technicians leveraging our distribution partnerships in the following major Canadian metropolitan cities: Greater Vancouver, Calgary, Greater Toronto, Guelph, Montreal and Halifax.

28	Describe the ordering process. If orders will be handled by distributors, dealers or others, explain the respective roles of the Proposer and others.	<p>The ordering process for services is simple. A Sourcewell member will reach out to their dedicated Account Team, who will engage the correct technical resource for scoping purposes.</p> <p>Our service groups, whether that be Professional and Managed Services, Configuration Services, or Staff Augmentation Services, will work with members to fully scope a project. Our team and the member will discuss all aspects of the project, from budgetary restraints to compliance issues to everything in between. Once everything is scoped out, our teams will go to the drawing board and sketch out a solution. This solution is put together in a Statement of Work (SOW). For Staff Augmentation services, the team works to fully understand the request as explained throughout our proposal, will provide candidates for hire to members.</p> <p>The SOW is then sent over to the member for review. Once mutually agreed upon, this document will be signed by both parties, and the engagement can begin.</p> <p>To be put simply, we have a 3-step process for ordering of services.</p> <ol style="list-style-type: none"> 1. Scoping and Design <ol style="list-style-type: none"> a. Account Team orchestrates and manages each project from end to end, bringing in the right experts to properly scope out and design a solution to fit the member's needs 2. Agree and sign Statement of Work <ol style="list-style-type: none"> a. For Staff Augmentation, this translates to building the right talent profile for sourcing of candidates 3. Execute according to plan and against committed SLAs <ol style="list-style-type: none"> a. For Staff Augmentation, this translates to getting a candidate hired 	*
29	Describe in detail the process and procedure of your customer service program, if applicable. Include your response-time capabilities and commitments, as well as any incentives that help your providers meet your stated service goals or promises.	<p>Loyal customers are the backbone of our business. CDW•G understands that loyalty depends on the quality of service provided throughout our company from purchasing to customer relations. Excellence in customer service is a top priority for CDW•G and we actively work to minimize customer issues, with proven processes and controls in place to help ensure a rapid return to optimal performance. We track and monitor a variety of service metrics and ratios daily to ensure that we provide continuous, high-quality customer service. We evaluate and adjust processes as needed when we see high volumes for types of issues.</p> <p>While response time capabilities for Account Managers responding to a request is within 3 business days from receipt, we typically can provide a response within 1 business day.</p> <p>Since 2000, the Customer Feedback Program has run via our Market Research Team where customers are asked to assess key touch points measuring customer satisfaction; general thoughts about CDW•G, and any problem areas. The primary methodology at its start was a semi-annual survey which gathers information on customer-facing departments including shipping, customer relations and the customer's Sales team. In 2016 the Customer Feedback Program began expanding the format of customer feedback and it now executes three weekly feedback surveys in order to provide departments real-time feedback.</p> <p>Customers are selected at random to participate in satisfaction surveys. Customers are asked to rate their experiences on a scale of Excellent, Very Good, Good, Fair or Poor and offered an opportunity to include free text comments. With any response of fair or poor, a specialist from CDW's Quality Assurance team contacts the customer to understand the reason for their response and determine actions to identify and resolve any issues. The comment received most often is a variation on a theme that "CDW•G is extremely customer focused." Results for most recent surveys reported in June 2019 are shared below.</p> <p>Responses of 'Excellent' or 'Very Good' as of June 2019</p> <ul style="list-style-type: none"> • Overall Performance of Account Manager – 91% • Performance of Customer Service Staff – 90% • Delivery Process – 91% <p>CDW•G customer teams are built from the ground up with clearly defined roles, responsibilities, and escalation paths – all sharing a common goal of exceptional customer service and satisfaction.</p> <p>Account Managers address and resolve most customer issues and frequently engage CDW•G Technical Support, Customer Relations Representatives (CRRs) and Site Support to ensure quick and thorough resolution. Customers may choose to raise any concerns with their dedicated Account Manager (State and Local, K-12, Higher Education), their Sales Leaders, or the dedicated Program Manager Jeff Hagen</p> <p>CDW•G's unyielding focus on customer satisfaction empowers all coworkers with a detailed communication plan, clear escalation path, and issue resolution guidelines and practices to address customer issues and concerns. Should an Account Manager be unable to resolve any issue they escalate immediately through the chain of command – first to their Sales Manager, then to their Sales Director, on to Ben Bourbon, VP of Public Sales or Joe Simone VP of Education and ultimately to Bob Kirby, CDW•G President as necessary.</p> <p>At each step additional resources are engaged, and data collected as needed. While it may seem like a drawn-out and labor-intensive process, there are no time requirements or system forms required for escalation. Members can rest assured that each situation is given the immediate level of attention and engagement it demands to ensure immediate identification to help ensure rapid and complete resolution. Following resolution of escalated issues, Root Cause Analysis exercises help determine cause and, when necessary, identify preventative measures such as training or system edits that are put into place immediately.</p> <p>Post-sales issues – tracking lost packages, submitting claims to carriers, and closing the loop on any Return Merchandise Authorizations (RMAs) and dispatching replacements for damaged or defective products, etc. – are resolved through CDW•G's Customer Relations Representatives (CRRs). CRRs available to the State from 7:00 a.m. until 9:00 p.m. CST, Monday through Friday using phone support, email, and live chat to address any post-sales inquiries.</p> <p>Customer Relations Supervisor's execute rolling reviews all CRR activity at the end of the day to ensure that customer issues are handled promptly and thoroughly. To support continuous improvements and identify areas for training, Customer Relations Quality Analysts audit 20 cases per CRR per month to monitor quality metrics, identify and share best practices, and suggest updates to processes or training.</p> <p>Additionally, our Managed Services teams use a Net Promoter score to measure the customer experience. These teams also follow up on feedback from customers as part of the survey. Our ServiceNow Solutions group has a similar Customer Satisfaction rating for their engagements. These types of surveys are also applicable to our Canada Managed Services team.</p>	*
30	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in the United States.	<p>We are willing and able to provide products and services to Sourcewell participating entities in the US through our proven marketing ability on other Sourcewell contracts, our vast breadth and depth of services as explained in tables 14A and 14B, and our dedicated salesforce driven to ensure customer satisfaction on each engagement. Staff Augmentation services are to be performed in the 50 States, not territories at this time.</p>	*
31	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in Canada.	<p>We are also willing and able to provide products and services to Sourcewell participating entities in Canada through our proven marketing ability on other Sourcewell contracts, our vast breadth and depth of services as explained in tables 14A and 14B, and our dedicated salesforce driven to ensure customer satisfaction on each engagement.</p>	*

32	Identify any geographic areas of the United States or Canada that you will NOT be fully serving through the proposed contract.	We provide services in all geographic areas of the United States and Canada.	*
33	Identify any Sourcewell participating entity sectors (i.e., government, education, not-for-profit) that you will NOT be fully serving through the proposed contract. Explain in detail. For example, does your company have only a regional presence, or do other cooperative purchasing contracts limit your ability to promote another contract?	CDW•G/CDW Canada fully intends on servicing all Sourcewell participating entity sectors. Even though we do hold other cooperative purchasing contracts in both the US and Canada, Sourcewell already is and will remain one of our top cooperative contracts. Given our national presence in both the US and Canada, our teams are ready and able to assist all within the Sourcewell network. Additionally, our teams are fully capable of continuing to promote Sourcewell without limitations from other cooperative contracts, subject to applicable laws and regulations CDW Canada is able to service all entity sectors, nationally.	*
34	Define any specific contract requirements or restrictions that would apply to our participating entities in Hawaii and Alaska and in US Territories.	To the best of our knowledge, at the time of submission, there are no specific contract requirements or restrictions that would apply to any participating Sourcewell entities in Alaska, Hawaii, or US Territories.	*

Table 7: Marketing Plan

Line Item	Question	Response *
35	Describe your marketing strategy for promoting this contract opportunity. Upload representative samples of your marketing materials (if applicable) in the document upload section of your response.	<p>Awareness of ever-changing customer needs and emerging technology solutions is critical in establishing a successful cooperative contract and growing its use. Sourcewell's ideal partner needs to fully understand the uniqueness of Sourcewell—from its roots as NJPA to its current and future growth strategies—and how to showcase it, using thoughtful resources and creativity that meet customers where they are.</p> <p>Sourcewell works with over 50,000 government, education, and non-profit organizations and needs their partners to understand the entities they serve. With CDW•G's sole focus on government and education organizations, Sourcewell can rest assured we understand their customers.</p> <p>CDW•G has successfully grown participation in the existing Sourcewell Technology Catalog Solutions Contract by 30% and is now one of the leading vendors under the Sourcewell umbrella. To achieve this, in addition to the day-to-day management of the technology contract, CDW•G's Sourcewell Program Management team collaborates with our marketing department to create awareness campaigns that disseminate key contract information to potential end users. Our deep familiarity with Sourcewell is built upon our participation in Sourcewell's successful rebranding effort from NJPA, our ongoing cadences connecting Sourcewell and CDW•G leaders and executives to review and solicit feedback, and our 18 years serving Sourcewell and Sourcewell members. Recognized industry-wide for its technology solutions campaigns, our marketing team was recently named a finalist for Content Marketing Project of the Year by the Content Marketing Institute, the largest and longest-running international content marketing awards program in the world.</p> <p>Building on our contract experience and understanding from more than seventeen years of successfully working with Sourcewell, CDW•G has a forward-looking multi-step strategy that maximizes our wide-reach to create awareness of Sourcewell in the U.S. and Canada, driving further adoption and spurring increased growth.</p> <p>Member Onboarding CDW•G's marketing plan begins with leveraging our existing successful marketing initiatives aimed at all eligible Sourcewell members. With contract award, CDW•G will immediately reach out to our existing Sourcewell member base of 50,000 members to alert them to the benefits available via the new contract. After contract launch, additional or new member who request being added to this contract will be linked in within five (5) business days of requests.</p> <p>Customer Facing Collateral Customized collateral will be available electronically, on the Sourcewell landing page, and printed for current and potential Sourcewell customers. Topic-driven pieces describe the features and benefits of purchasing through the CDW•G contract as well as offering case studies, detailing best practices, and highlighting trending services and solutions.</p> <p>Sales Enablement/Training A Sourcewell member's first point of contact with CDW•G is typically their dedicated account manager. With contract award, and as part of CDW•G's Contract Launch, account managers across all business units participate in detailed contract training on topic ranging from contract and procurement requirements to solution updates. Ongoing contract training is led by Jeff Hagen and the CDW•G Program Management team with regular communications, small group sessions and recorded presentations to help to educate the account managers and leaders on updates or changes to our program with Sourcewell. Multiple touch points and communication modalities help provide additional ways for the team to gain and retain information that directly relates to a successful program launch, maintaining compliance, and promoting growth of the Sourcewell agreement. CDW•G training topics help support Sourcewell members through the entire solutions and services lifecycle – from project inception, purchase, solution deployment, and ongoing support. Moreover, our account teams share the customer and solution-specific value of the Sourcewell agreement to non-members helping drive continued adoption and contract growth.</p> <p>Regular Customer Email Communications CDW•G produces and regularly distributes Sourcewell-specific emails to Sourcewell members. Emails highlight top public sector solutions and thought leadership topics such as Hyper-Converged Infrastructure (HCI), Mobility and Networking, along with direct links to the CDW•G/Sourcewell landing page. As an example, a recent customer email push is included in our marketing materials document uploads. This is Attachment_Sample Email. With contract award, CDW•G will enable the electronic delivery of interactive messages through Kronologic. These message not only deliver critical information about the scope of the new contract to members; members are also able to schedule meetings with their CDW•G account team and technical experts in real time. Interest in the contract can immediately be turned into a high-value meeting to drive increased utilization and adoption. This is further detailed under Question 2 and the use of technology and digital data.</p> <p>Prescriptive Go-to-Market Strategy Following award, Sourcewell will be added to a 2021 initiative for public sector customers known as Customer-Centric Solutions Playbooks (CCSPs). We understand that the marketplace isn't static and that technology is constantly evolving. To be a trusted advisor to our customers, CDW•G needs to anticipate changes in the market and proactively develop solutions and services to help our customers achieve their goals. The CCSPs were thus designed to take the guesswork out of solving the segment-specific challenges facing our</p>

customers. Each CCSP strategically aligns the best-of-breed, OEMs, products, and services to help transform how public entities operate. By including the new Sourcewell IT Managed Services and Staff Augmentation Contract with our CCSPs, our sellers will be able to quickly bring the contract to market with prescriptive focus.

Publications

CDW•G partners with industry experts to publish sector-specific online and hardcopy magazines for State (StateTech), K-12 (EdTech Focus on K-12) and Higher Education (EdTech Focus on Higher Education) customers. These publications deliver relevant content via print, blog, video case studies, and e-newsletters on topics including classroom design, cloud, data center, hardware, software, security and services. In Canada, CDW has published content in Municipal World Magazine, Financial Post, Canadian Healthcare Magazine, and Teach Magazine, among others. Customers “see themselves” in articles that address current and future challenges, solutions and success stories profiling peers through interviews, “a day in the life” and customer-submitted articles. Cobranded digital events and information combined content from CDW•G, members, and technology partners are delivered to the Sourcewell customers and constituents throughout the year with brief, meaningful information in an easily consumed form.

Social Media

CDW•G meets our customers where they are on today's technology horizon. Our CDW Social Squad platform enables all CDW coworkers to seamlessly share curated and customized content with their customer networks via various social media outlets. Authored by our own subject matter experts, articles are written to help our customers navigate and digest the overwhelming amount of data that comes at them every day as they work to make better decisions for more effective and efficient solutions that meet their individual goals.

Coworkers can select from over 1,700 entries and counting posted across topics including Services, Cloud, Data Center, Digital Workspace, Networking, Security, and Software, CDW's Solutions Blog delivers evocative and relevant content. The social squad platform also filters content by the customer base each coworker serves so that our customers only receive content relevant to their unique needs. Our response to Question 2 below details how social media presence helps generate and increase customer awareness.

Co-Marketing Collaboration Efforts

Prior to COVID-19, CDW•G actively participated in collaborative cobranding and marketing events with Sourcewell. As the world reopens and we move to launch this new agreement, we look forward to continuing to work with the Sourcewell team on these type of events. Once it is safe to do so, CDW•G intends to sponsor, attend, and present at statewide and local events focused across Public Sector with audience specific messaging, training and education opportunities. Event participation will range from single CDW•G and partner co-branded sponsorship with vendor partners, topical round tables, session presentations, and contribution to panel discussions. Our attendees are knowledgeable in CDW•G product and service offerings and align those with customer requirements and Sourcewell contract opportunities.

Advertisements and Cobranding

CDW•G works with internal and external marketing teams to profile CDW•G and partner delivered solutions and services. We build customized flyers that are easily accessed electronically or printed to hand out.

- Quantified examples of CDW•G's experience and approach to serving the members
- Samplings of our breadth and depth of industry partnerships'
- Contract specifics
- Contact details for Account Managers and Field Account Executives
- A CDW•G and Sourcewell branding logo linking customers to the contract landing page is included in the email signatures of Sourcewell focused sellers.

Executive Sponsorship

A pillar of CDW•G's commitment to Sourcewell is our unwavering executive support. We believe executive alignment—internally and with partners—is a key part of a successful contract strategy. Our Program Management team currently conducts quarterly business reviews with CDW•G executive leadership on the performance of the Sourcewell contract portfolio as it continues to be a leader across CDW•G. We look forward to incorporating the new agreement into these sessions to highlight our ongoing success with a strategic partner.

Corporate Communications

Upon award, CDW•G will generate a spotlight media piece at the CDW Newsroom site detailing the CDW•G Sourcewell Agreement. This piece can be shared with select media publications targeting current and potential Sourcewell members as well as corporate and coworker social media channels. For continuity of message and education, CDW Newsroom is part of a daily, internal newsletter to CDW•G coworkers.

36	Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance marketing effectiveness.	<p>To remain competitive in today's online landscape, marketing strategy and implementation must adapt to rapidly evolving changes in technology and society. The phrase Digital Darwinism has been used to explain the unexpected demise of companies, brands and products unable to keep up with the evolution of consumer behavior and expectations. Now more than ever, social media outlets and digital platforms are the leading choice for consumer news and information. Why social media?</p> <ul style="list-style-type: none"> • On average, decision makers consume 5 pieces of content before being ready to take the next step. (Source: cmocouncil.org) • 72% of consumers report feeling more connected when employees share information about a brand, product, or solution online. (Source: Sprout Social, 2019) • From April 2021, Statista reports that the U.S. leads the world with 73.2 million Twitter users and that number pushes to near 81 million with the addition of users across Canada. <p>Omnichannel Marketing Engaging across multiple platforms such as social media, applications, email, and blogs connects us with current and potential customers on more touchpoints. Done well, omnichannel marketing creates an enhanced user experiences and cohesive brand message that drives people to action. As of May 2021, CDW, CDW•G, and CDW Canada are approaching 294,000 followers across LinkedIn, Twitter, and Facebook; and in that month, the content followers engaged with most concerned Collaboration, Digital Workspace, and Software, while Security is another top-engaged and top-clicked topic that resonates with public sector customers.</p> <p>Artificial Intelligence (AI) and Smart Messaging CDW•G's Strategic Initiatives practice leads our AI and smart messaging efforts with the aid of Kronologic. Using AI and scripted messaging strategy, Kronologic bridges the gap between Sourcewell customers and their dedicated account manager to help distribute contract, product and services updates while taking the next step to schedule one-on-one conversations at the convenience of the customer. Working with CDW•G teams in SLG, K-12 and Hi Ed, audience-specific messages are crafted with content, products, solutions and services in line with needs and goals of the recipient. In a study by EmailMonks, it was reported that 'personalized triggered emails are 3x better than batch-and-blast emails.' Using integrated management and reporting tools, Kronologic assists with booking meetings – including scheduling, rescheduling and proposing new times. Realizing that there are times that demand traditional contact, any unclear responses to Kronologic generated messages are directed to the account manager for escalation and resolution.</p> <p>Influencer Marketing and Social Messaging Apps CDW•G leverages a coworker advocacy tool that spans social media. Known as the CDW Social Squad, it engages coworkers across the company and provides access to curated social media content that is ready to share across their personal social media networks, including LinkedIn, Twitter, and Facebook. With just over 11,000 members, our Social Squad members shared 16,355 times in May 2021 generating 35,000 clicks and 28 million impressions. Social Squad members have access via apps available for iOS and Android and share content on a number of topics, including CDW news, products and deals, emerging technologies, product launches, featured partners, and more.</p> <p>Video Marketing Video marketing is one of, if not the most important trend today. In a survey done by Impactbnc.com, 68% of respondents replied that they most preferred to learn about a new product or service via short video. CDW•G is proposing a series of Sourcewell Success Stories featuring CIOs, CTOs, project managers, business unit leads, procurement professionals and other customer specialists. Written, recorded presentation or even a take-off on TED Talks, we envision users highlighting how they worked together with CDW•G using Sourcewell offerings to identify and implement critical solutions. Ideally, Sourcewell with work with CDW•G to help develop the concept and co-promote customer success.</p>
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37	<p>In your view, what is Sourcewell's role in promoting contracts arising out of this RFP? How will you integrate a Sourcewell-awarded contract into your sales process?</p>	<p>Sourcewell and CDW•G</p> <p>Having grown from a small, local purchasing cooperative to its status today as a national leader in public contracts, Sourcewell understands effective messaging. On this contract, we expect Sourcewell to work hand in hand with us to promote the contract to Participating Entities.</p> <p>To achieve this, CDW•G and CDW Canada will work with Sourcewell to:</p> <ul style="list-style-type: none"> • Collaborate on contract launch announcing the new contract award to Sourcewell member entities and include marketing materials created in collaboration with Sourcewell specifically detailing how the combination of this contract and the existing Technology Catalog Solutions contract provides Sourcewell members a full technology solution that meets their IT mission. • Continue to build and strengthen strategic partnerships under the agreement focusing on target customers who require a purchasing vehicle to enable solution success. • Continued attendance in face-to-face and virtual events with the procurement community. • Continue to create and refine seller enablement training programs for account managers at all stages of professional development and expertise. • CDW Canada will work closely with Canoe Procurement (Sourcewell's Canadian extension) to promote the agreement to both existing members and prospective/new customers. The CDW Canada contract launch and marketing plans closely mirror the CDW•G strategy discussed. <p>Sourcewell's ideal partner on this contract will make sure Sourcewell is an active partner in spreading the word of this new contract's benefits and features.</p> <p>Sales Integration</p> <p>As we transition from contract launch into contract integration and implementation, tenured CDW•G Account Managers, who are already actively marketing the current Sourcewell contract to members, will continue to leverage their understanding of Sourcewell to explain how our services for IT Managed Services and Staff Augmentation provide a unique full stack and flexible solution (similar actions and activities to the augmentation of the Technology Catalog Solutions contract to include Dell EMC and AWS). We expect this contract launch and integration to be seamless and efficient.</p> <p>Sourcewell need not worry about member confusion or services projects being held up during training and setup time. Business will continue to flourish, and training time will be used as a refresher, providing contract updates and focusing on strategies to increase adoption.</p> <p>When customers choose CDW•G, they are also choosing to work with dedicated Account Managers. Our Account Teams strive to be trusted advisors and an extension of our customers' procurement and IT teams. In order to do this, we invest significantly in developing a customer-centric, technologically savvy salesforce. We have some of the most tenured Account Managers in the industry, with many of them serving the same customers for over a decade. Fortunately, Account Manager attrition is an infrequent occurrence. We mitigate the frequency of turnover by establishing a rewarding and customer-oriented environment for our sellers.</p> <ul style="list-style-type: none"> • Customer Service Focused Salesforce. CDW•G's Sales Academy equips new sales coworkers (Account Representatives) with the skills and knowledge necessary to be effective and successful Account Representatives. The Sales Academy is a five-and-a-half-month curriculum for Small Business, Corporate, and Public sector sales Account Representatives that creates an onboarding experience for new Account Representatives that focus on real-world skill development and practice. The best-in-class experiential learning curriculum uses a complete blended delivery model including classroom activities, e-Learning, one-on-one coaching and roundtables. Sales team shadowing and real-world assignments prepare Account Representatives for the reality of day one on-the-job. • Continuing Education. CDW•G Account Managers also receive timely solution-specific trainings to make sure they are addressing evolving customer needs. For example, with the recent expedited transition to remote working, CDW•G Account Managers underwent a five-phase work optimization training and have been trained on the following solution categories to best meet what our customers require in the current changed environment: Collaboration, Mobility, Networking, Application Delivery, and Cybersecurity. This led to CDW•G quickly becoming a knowledgeable IT products, services and solutions reseller supporting members in the very early stages of the COVID-19 pandemic. To inform and enhance sales force understanding of the Sourcewell contract and its nuances, within the first 30 days post award, we will conduct a "refresh" training with all account managers and services individuals in collaboration with Sourcewell staff. • Hyper Segmentation: Unmatched Segment and Regional Expertise. We achieve the most success when we adopt our customer's mindset as our own. As part of the CDW•G approach, we organize our sales force differently from other companies, so they are poised to understand the unique perspectives of their customer segment. To further equip our Account Managers to support their customers, CDW•G divides the salesforce into eleven geographic regions across the United States. This ensures that sellers are prepared to support the local landscape in a way that is unmatched by other vendors, both small local and national companies. Each Participating Entity already has a dedicated Account Manager who maintains overall responsibility for coordinating all CDW•G resources to achieve the highest standards of customer service. <p>In summary, we plan to do the heavy lifting when it comes to member engagement, contract growth, and engagement with members and we expect Sourcewell to come alongside us and support in these initiatives.</p>
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38	<p>Are your products or services available through an e-procurement ordering process? If so, describe your e-procurement system and how governmental and educational customers have used it.</p>	<p>We have a team of over 200 IT specialists solely dedicated to our e-commerce website and e-procurement integrations. Our mature e-procurement practice ensures Sourcewell members have access to a fully functional, regularly updated and available website. Sourcewell members also have the advantage of integrating their existing e-procurement system with CDW•G at additional no cost to either Sourcewell or the member. This aligns with Sourcewell's intention of providing a cost-effective, user-friendly digital marketplace to its members. Our Account Managers and e-procurement team work collaboratively with customers through this process to develop and execute an e-procurement system that meets the exact specification and needs requested.</p> <p>CDW•G also provides Sourcewell members with a customized e-commerce portal. The home page of our portal is called our CDW•G Premium Page. The Premium Page serves as the central repository for information on the Sourcewell members agreement and provides secure access to software solutions and a services overview. Available information include:</p> <ol style="list-style-type: none"> 1. Link to signed Master Agreement 2. Available CDW•G's Services 3. Ability to engage with the Program Management team <p>To provide a superior online experience for all participating entities, CDW•G can also build dedicated Premium Pages for specific members. The Premium Page will include the contact information for their dedicated account team as well as any customized information to help their specific users. In addition to a customized Home Page, individual Sourcewell members receive login credentials, which provides access to their secure Account Center housing more detailed, organization-specific information such quotes, order history, product bundles, order status and more. Together, the CDW•G Premium Page and Account Center create a seamless and secure online portal experience.</p> <p>Current Customers CDW•G successfully integrates with customer procurements systems across state and local government, K-12 and higher education. We have integrated with over 9,000 entities representing 13,000 customers working with over 80 marketplace, enterprise resource planning (ERP), and supplier relationship management software (RMS) suites. We have active websites serving our broad customer population, including customized sites for customers in state and local government, K-12, and higher education. Some of our largest customers include:</p> <ul style="list-style-type: none"> · State of Georgia, Department of Administrative Services integrated with Team Georgia Marketplace · Commonwealth of Massachusetts · Chicago Public Schools · Seattle Public Schools · Indiana University · University of Michigan <p>In Canada, our product, software and configuration services catalogue can be made available through an ePro integration. Similar to the United States, due to the SOW-based nature of our Managed Services and Staff Augmentation, e-procurement systems are not commonly used. As it relates to the Premium Page, much of the CDW•G features can be made available from a Canadian landing page or to a mutually agreeable format with Sourcewell.</p>
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Table 8: Value-Added Attributes

Line Item	Question	Response *
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39	Describe any product, equipment, maintenance, or operator training programs that you offer to Sourcewell participating entities. Include details, such as whether training is standard or optional, who provides training, and any costs that apply.	<p>Training and knowledge sharing empower customers in an increasingly complex and diverse technology environment. Network architecture, algorithm, blockchain, hyper automation, enhanced services are built around our customer-centric core value of listening, determining, and addressing the needs of our customers, and that includes providing the knowledge base to properly address the unknown.</p> <p>Sourcewell's ideal partner must have the resources in place to help members fully understand the depth and breadth of their options in order to maximize the solution, and in turn, their investment. CDW•G supports Sourcewell members in a number of different ways. Our Account Managers are well positioned to aid members in taking advantage of all of our programs.</p> <p>In our Technology Solutions contract, Sourcewell members have made good use of our Tech Solutions Library, a resource where our experts have established more than 400 thoughtful recommendations and education videos helping viewers accomplish so many things, from choosing a keyboard to modernizing a classroom.</p> <p>Additionally, our experts are constantly churning out useful content for many, many technology subcategories. The Solutions Blog provides Insights from Experts who, as we like to say at CDW•G, "Get IT". You can visit this link for more: https://www.blog.CDW•G.com/</p> <p>Another way we share knowledge with our customers is by hosting Technology Symposiums. These symposiums bring our best-of-breed partner networks to our customers, where they are able to share key industry updates, product roadmaps, and technical deep dives. Our technical specialists and OEMs conduct service and product roadmap sessions, arrange demo loan product, and facilitate a combination of web and onsite trainings.</p> <p>CDW•G has trainings that include security incident planning, ITIL workshops, and cloud adoption workshops. Our teams can also train members on utilizing our Service portal once onboarded with our Managed Services team. We have certain programs, called jumpstarts and foundational services, that help train the member's IT staff to achieve a particular outcome.</p> <p>As a solution matures, we understand additional implementation and configuration services may be necessary. CDW•G can provide these informally or through a formal training as part of the transition to Day 2 Support. Additionally, CDW•G has a Technology Experience Center located in our Vernon Hills, IL location. This facility offers onsite and remote demos of leading solutions and is managed by our Demo Lab team. The Demo Lab demonstrates how integrated solutions work in a real-world environment and help Sourcewell member institutions determine which solutions best meet their needs. Demonstrations allow customers to:</p> <ul style="list-style-type: none"> • See the newest technologies built as integrated solutions • Compare alternative solutions side by side • See what a proposed back-end infrastructure looks like • See how different components interact <p>Sourcewell members can work with their account managers to arrange a virtual or in- person visit to our Technology Experience Center.</p> <p>CDW•G will work to make as much training as possible through the above options, which are available at no additional cost. On any Professional Services engagements, knowledge transfer is part of our core methodology, ensuring that on-the-spot training is taking place and that IT staff knows how to manage and drive the new technology or environment upon our engineers' departure.</p> <p>Knowledge transfer is fundamental to our belief that we can empower our customers to evolve their IT capabilities and reap significant reward from the intelligent application of the latest generations of technology. Our industry accolades and consistent customer recommendations endorse an impressive track record of delivering customer value -- customer value that is closely related to our ability to transfer knowledge to our clients.</p> <p>Be it a staffing services engagement or a deliverables-based project, engagement start-up, we discuss and, with member approval, build in any necessary steps, processes, timelines and activities in our engagement plans to ensure effective knowledge transfer. Each of our personnel has been selected for their technical capabilities, expertise and experience, as well as their ability to transfer applicable knowledge to member's staff. CDW•G also offers a wide array of in-depth training options that, depending on scope may be offered for purchase by Sourcewell members depending on the scope of a particular engagement.</p>
40	Describe any technological advances that your proposed products or services offer.	<p>CDW•G recognizes that the value we provide is helping your members transform their mission, business, and IT services to meet the evolving needs of their constituents. Digital transformation is here. And it's easy to see why. While most organizations undertake digital transformation to gain operational efficiencies and cut costs, they see additional value as technology improves customer experience. But despite these and other benefits, digital transformation can seem daunting for many organizations. Knowing where to begin, what to execute, and how to extract value are all big questions that organizations must grapple with along their journey. At its core, digital transformation is a business-first approach to helping organizations accelerate the transformation of their business model through the use of technology to achieve the organization's goals.</p> <p>Our leadership recognized these trends and has successfully positioned CDW• G to deliver the next generation of digital transformation services. By helping our customers leverage cloud, the Internet of Things (IoT), big data, analytics, artificial intelligence (AI), and machine language (ML), we are helping them innovate their mission and businesses.</p> <p>All of our service delivery models are built through ITL-centric best practices. Our solution offers a strong user experience for services on any device, a self-service fulfillment of service requests and common incidents, and alert automation and auto ticketing (for those member's that choose to execute SOWs for these types of engagements).</p> <p>We have executed these plans by forming a Research and Development department within our Integrated Technology Services. The primary goal is to develop relevant service offers that are simple for our customers to understand and consume. CDW•G has also augmented our services through the recent acquisition of companies that align with our portfolio, partnerships, delivery capabilities, and values. CDW•G prides itself on strategic acquisitions to better our technology solution offering for customers and increase our technology footprint in the marketplace.</p> <p>These acquisitions include:</p> <ul style="list-style-type: none"> • CDW Canada Corp. acquired Scalar Decisions Inc., a leading IT solutions provider in Canada, in February 2019. This strategic acquisition expanded the CDW Canada solutions and services portfolio, extended our in-market presence across Canada, and enhanced the value that we can deliver to Canadian members. Scalar has deepened CDW Canada's technical expertise and capabilities in professional and managed services, infrastructure, security and cloud as well as extend in-market presence across Canada. • CDW acquired Aprtris, Inc., a distinguished IT service management solutions provider and ServiceNow Elite Partner, in October 2019. ServiceNow is a leader in the IT service management and digital workflow platform space and is increasingly being used by our customers to drive digital transformation across their organizations. Aprtris' talent and expertise further expanded CDW's services capabilities in this fast-growing segment of the IT market and enhanced the value that we can deliver to your members. We have rebranded Aprtris, Inc. and CDW ServiceNow Solutions. • CDW acquired IGW in July 2020, a leading provider of cloud-native services, automated infrastructure, hyperscale application development and architecture, and advanced data orchestration capabilities in July 2020. We have rebranded this as CDW Digital Velocity Solutions (DVS). • CDW acquired assets of Aeritae in December 2020, as a ServiceNow Elite Partner, and Southern Dakota Solutions, and specialist in IT Asset Management design and implementation services • CDW acquired Amplified IT in March of 2021, a leading education-focused consultancy that combines technical skills and knowledge to the K12 and Higher Education markets. Amplified IT brings innovative, highly-skilled talent to CDW•G, and together, we can offer even better support of the increasingly sophisticated

education technology solutions in the market," said Joe Simone, vice president education sales, CDW•G. "With Amplified IT alongside our education team, we have more robust Google Cloud capabilities to help our customers maximize their return on education technology investments, ultimately creating more engaging learning experiences for students."

Digital Transformation and IoT

Digital Transformation includes gathering new information from the environment and physical world that wasn't previously available and using those insights to inform better business decisions. That connecting and instrumenting of everything around us—the melding of the digital and physical worlds—is the Internet of Things. CDW•G has solutions and services for local governments to leverage all the new data that IoT provides to more effectively engage citizens, bolster public safety, and reduce operating costs. Examples of how IoT is transforming education and local government are presented below.

Education Solutions:

Connected buses: Next-generation fleet management solutions powered by IoT and cloud analytics help keep large numbers of buses on schedule while assuring complete, accurate visibility into bus location, driver behavior, dash camera video, and more. <https://CDW•G-prod.adobe.com/content/dam/CDW•G/on-domain-CDW•G/solutions/digital-transformation/new/connected-school-bus.pdf>

Local Government:

Smart-City Technologies: Opelika, Alabama, Coral Gables, Florida, and Las Vegas, Nevada have all successfully implemented smart-city solutions that utilize data to solve their cities' most pressing problems and better the lives of citizens. <https://statetechmagazine.com/article/2018/09/successful-smart-city-projects-emphasize-citizen-rewards-now-growth-future>

Healthcare:

Real-Time Location System: Infusion pumps, wheelchairs, portable scanners are often scattered across facilities or hoarded by departments, driving up costs and wasting staff time. Wireless sensors can track critical healthcare assets and pinpoint their location so that clinical staff can locate the nearest available item instantly. <https://CDW•G-prod.adobe.com/content/dam/CDW•G/on-domain-CDW•G/solutions/digital-transformation/new/real-time-location-tracking-healthcare.pdf#>

Continuous Integration/Continuous Delivery

Many of our customers and your members have already begun migrating their services to public and private cloud infrastructure. Managing and orchestrating workload in the cloud requires a uniquely different approach to deploying, configuring, and managing cloud application workload. We have fully embraced DevOps, CI/CD, and agile methodology for our services running on public clouds from AWS, Azure, or GCP. As an engineering-based IT organization, our customers rely on us to help transform their development and application environments to take full advantage of emerging platforms and software services within the cloud. For example, the onboarding process of Managed Services customers that previously required days of manual labor is now completed in minutes using automation capabilities of CI/CD tools such as Jenkins, Lambda, and GitLab.

Automation

Whether in the cloud or on-premise, automated and software-defined infrastructure makes members' business so much faster and their employees more effective. CDW•G has been doing it longer than anyone and can help organizations shift to software-defined infrastructure technologies that can significantly improve the speed and effectiveness of their operations. Infrastructure as Code (IAC) designs hybrid IT solutions that reduce operating challenges and offer cloud-like agility across an entire infrastructure, whether on or off-premise. Combining automation, workload and application orchestration, and hybrid cloud management to streamline and speed operations, members can finally focus on new projects that quickly deliver new services.

DevOps

DevOps is practical and straightforward, and we don't overthink it _ instead we foster a culture of collaboration and continuous delivery; accelerated by automation. At CDW•G, we have helped some of the largest clients in the world simplify their DevOps initiatives and solve some significant challenges. Public entities need to be agile and respond to changing events conditions in weeks or days. COVID-19 is a perfect example of how many organizations needed to quickly innovate how the workforce, customers, business processes operated during the pandemic. DevOps is quickly transforming the way organizations are developing their next generation of applications—allowing them to make rapid incremental changes, deploy in real-time, and get instantaneous feedback.

41	Describe any "green" initiatives that relate to your company or to your products or services, and include a list of the certifying agency for each.	<p>At CDW•G, we do recognize our part in responsible environmental management and conservation of resources. One of the ways we demonstrate our commitment to environmental management and the principles of sustainable development is through our beGreen program. The beGreen program, which has been around more than 10 years, provides CDW•G coworkers with a platform to reduce, reuse and recycle in an effort to make our operations leaner, more efficient, and more environmentally responsible. We continually develop these efforts to comply with ISO 14001 standards.</p> <p>Since we kicked off beGreen, CDW has seen overwhelming coworker participation. Coworkers have the opportunity to share their ideas with CDW and organize around our sustainability goals. Coworkers have consistently responded to the campaign with suggestions, ideas and questions. The feedback has been positive, and the level of participation has surpassed our expectations. Feedback on improved lighting with better energy control and improved environmental efficiency led to these two actions:</p> <p>Our Las Vegas Distribution center has updated all of their 455 watt metal halide high bay light fixtures with 192 watt LED fixtures with motion control sensors built into the fixtures for improved control, to reduce power usage, and to minimize our impact on the environment.</p> <p>Our Vernon Hills Distribution Center updated the warehouse and parking lot with LED lights containing motion sensors. This allows us to reduce our power usage while minimizing our impact to the environment.</p> <p>Our data centers have performed key updates in our facilities to enhance and measure efficiency. All light bulbs and ballasts have been replaced with high efficiency equivalents. For example, our Minneapolis office location installed a light timer saving just under 20KWh of power daily. Power Usage Effectiveness monitoring has been deployed in both Madison and Minneapolis locations where annual energy cost avoidance savings to date is over \$300,000 and growing. BeGreen is a consideration in everything we do. Our downtown Chicago office has moved locations in order to accommodate our growing company. While we don't build the buildings we work in, we do recognize our part in environmental responsibility and that is why we our future office location is LEED certified for its design and construction.</p> <p>Select beGreen program highlights are below. For our full environmental policy, impact, and commitment, please Attachment_CDW Environmental Responsibility" and Attachment_CDW ESG Report.</p> <p>ISO 14001:2015 Certification</p> <p>CDW•Gs distribution centers are ISO 14001 certified, which is the internal standard for environmental management systems. This certification has been awarded to CDW•G•G's distribution centers located in Vernon Hills, IL, and North Las Vegas, NV.</p> <p>Sustainability at CDW•G</p> <p>Lighting & Energy Management. Our offices and Distribution Centers are outfitted with automated climate control systems that only run when the space is occupied to help ensure we don't waste power after hours.</p> <p>Eco-friendly Alternatives. Our cleaning crews also use natural and vinegar-based cleaners in place of chemical cleaners that can be harmful to the environment.</p> <p>Coworker Engagements. CDW•G's Illinois locations are past winners of the Illinois Governor's Sustainability Award, recognizing private and public Illinois organizations who have implemented outstanding and innovative sustainable techniques or technologies, demonstrating a commitment to sustaining our environmental, social and economic health.</p> <p>Recycling</p> <p>Our Distribution Centers employ programs that are designed to recycle corrugate, shrink wrap, wooden pallets and paper. In 2019, we recycled approximately 1,628 tons of corrugate, 804 tons of wooden and plastic pallets, 645 tons of shrink wrap and other recyclables and 114 tons of paper. While fluctuations vary depending on the volume received each year, our recycling efforts have resulted in a consistent reduction in our waste hauls from a peak of three times a week to only twice a year.</p> <p>Packaging and Transportation</p> <p>Over 95% of our shipments use carriers that are enrolled in the EPA Smart Way Transport Partnership. In 2019, we implemented direct lanes which creates a more efficient shipment of boxes going to the same area. This ensure less stops for resorting and decreases the carbon footprint.</p> <p>We use manufacturer packaging when possible, with more than 50% of our shipments being sent in the original manufacturer packaging, instead of being repackaged in new boxes.</p> <p>We have also redesigned our box estimation program to use the least amount of packaging necessary, while achieving industry best-in-class levels and ensuring customer satisfaction. Today, our systems consider the dimensions and weight of product to maximize the amount of product put into each box.</p>
42	Identify any third-party issued eco-labels, ratings or certifications that your company has received for the equipment or products included in your Proposal related to energy efficiency or conservation, life-cycle design (cradle-to-cradle), or other green/sustainability factors.	<p>Given the nature of third party issued eco-labels, ratings, and certifications, CDW•G is not currently able to hold any that are exclusively tied to our services. However, we are able to provide reporting on invoiced and purchased products regarding EPEAT and Energy Star designations. This can be found in the Full Product Details section on all applicable products.</p> <p>More details regarding these designations can be found at the links below:</p> <ul style="list-style-type: none"> • EPEAT: https://www.epeat.net/ • Energy Star: https://www.energystar.gov/ • EPA Link: https://www.epa.gov/fec/federal-green-purchasing-electronics-epeat-energy-star-and-femp <p>Additionally, when it comes to life-cycle design, conservation, and other green/sustainability favors, we offer the following programs to Sourcewell members:</p> <ul style="list-style-type: none"> • NEC Program: https://www.necdisplay.com/communications/0418_TradeIn_TradeUp_Program.html • Panasonic: http://panasonic.anythingit.com/ • ClearCube: https://www.clearcube.com/upgrade • PlanITROI: https://planitroi.com/ <p>None of the products we sell are manufactured by CDW•G, which is a benefit to Sourcewell members as this allows us to be more objective about what's right for each member's initiatives.</p> <p>Since green products, energy efficiency, life-cycle design, and other sustainability factors are important to Sourcewell members, our Account Managers compare the various solutions we sell and determine which products are needed to support their goals.</p> <p>These are some of the programs we offer Sourcewell members:</p> <ul style="list-style-type: none"> • NEC Program: https://www.necdisplay.com/communications/0418_TradeIn_TradeUp_Program.html • Panasonic: http://panasonic.anythingit.com/ • ClearCube: https://www.clearcube.com/upgrade • PlanITROI: https://planitroi.com/
43	Describe any Women or Minority Business Entity (WMBE), Small Business Entity (SBE), or veteran owned business certifications that your company or hub partners have obtained. Upload documentation of certification (as applicable) in the document upload section of your response.	<p>Sourcewell members in the public sector promote diversity and local business initiatives through their procurement requirements. There are many types of diverse supplier requirements, including minority- and woman-owned, small business, veteran-owned businesses, and LGBT-owned businesses. Sourcewell's ideal partner on this contract will empower all types of diverse suppliers in the marketplace, not just one or two. CDW•G does not hold any WMBE, SBE, or veteran-owned business certifications. Our focus lies in creating a meaningful sourcing plan with minority, small, local, veteran-owned, and other diverse suppliers. We have the privilege, opportunity, and responsibility to partner with diverse suppliers and bring them with us to the Sourcewell opportunity.</p> <p>In 2020, our diversity efforts have created a production impact of \$4.5 billion as purchases from small and diverse businesses supported purchases in their supply chains and local economies. Additionally, our efforts have supported 25,325 jobs and \$41.6 billion in wages through these suppliers, helping generate additional spending in their communities and creating the need for our suppliers to expand their workforce to support</p>

additional sales. All of these efforts combined have generated \$1.3 billion in tax revenue for the respective government, which is redeployed into local spending and investment.

One of our greatest prides at CDW•G is that in 2019, our efforts were recognized and CDW•G was formally inducted into the Billion Dollar Roundtable, an exclusive group of US-based companies that procure more than \$1 billion annually from minority- and women-owned businesses. To read more about this group, please see <https://www.billiondollaroundtable.org/>.

Also, in our experience customer diversity initiatives are not always met by one or two specific certifications. Each customer has different goals and CDW•G is an ideal partner because our diverse supplier network contains partners with the following certifications:

- Minority Business Enterprise (MBE)
- Women Business Enterprise (WBE)
- Lesbian Gay Bisexual Transsexual Business (LGBT)
- Veteran Business Enterprise (VBE)
- Disability Business (USBLN)
- Women Owned Small Business (WOSB)
- Small Disadvantaged Business (SDB)
- Veteran-Service Disabled Veteran
- Small Business
- HUBZone

CDW/CDW•G launched our Supplier Diversity program over a decade ago. Our leader in Supplier Diversity, Kristin Malek, was named one of DiversityPlus Magazine's Top 25 Women in Power Impacting Diversity 2019. Kristin and CDW•G coworkers participate in workshops designed to help diverse suppliers learn about contracting opportunities. Recently they attended an event with the City of New York that attracted over 60 diverse suppliers.

In recent years, CDW•G has seen continued increases in diverse spend since the program's inception. 2018 overall reported diversity spend exceeded \$2B, equating to 12% of our organization total spend with suppliers. In the same year, we were named a Finalist by the National Minority Supplier Development Council for Corporation of the Year. In 2019, we were named US Veterans Magazine Best of the Best Supplier Diversity Program.

CDW•G can offer Sourcwell members partnerships in one of two ways, via a Tier 1 or Tier II program:

The Tier I Program

CDW•G is continuously developing other diverse partnerships to meet customers' Tier I needs, which is where customer spend goes directly to the diverse firm. In fact, we offer an online registration tool where businesses can register for future opportunities with CDW•G. Our growing list of suppliers means that customers can count on CDW•G to deliver against their diversity spending targets. CDW•G has also partnered with MBE/WBE leasing companies that can support member's Tier I spend requirements.

The Tier II Program

In an effort to foster even more opportunities for small, diverse businesses, CDW launched a Tier II Supplier Diversity Program in 2009 for its key manufacturing, distribution and logistics partners. The program's goal is simple: to further opportunities for competitive diverse companies to supply goods and services to CDW•G and deliver them to our customers. CDW•G also provides Tier II reporting to customers that track their spending (typically for tax incentives), ensuring that suppliers meet contract compliance and obligations. Our Tier II reports show the items that CDW•G purchased from diverse suppliers, all items that our customers purchased from CDW•G, and all items that CDW•G purchased from diverse suppliers to fulfill customer orders directly.

One more important aspect of the CDW•G Supplier Diversity program is our support and participation in various organizations and events focused on developing relationships and business opportunities within diverse communities. CDW•G is a National Corporate Member of the National Minority Supplier Development Council, Inc. and The Women's Business Enterprise National Council. CDW•G supports other organizations, such as the Chicago Minority Business Development Council, Inc., the Women's Business Development Center of Chicago, the Minority Business Development Agency of Chicago, the National Veteran Owned Business Association, and the National Gay & Lesbian Chamber of Commerce. Not only does CDW•G contribute financially to these organizations, we also engage on advisory councils, attend and host events, and provide resources to support the organizations' focus on continued growth and success.

In addition, 50% of our Executive Council, which is our C-Suite executive board (i.e. CEO, COO, CFO, CIO, etc.) members are women.

Supplier DiversITy at CDW Canada – Leveraging the learnings and best practices of our US organization to launch and grow our Canadian Supplier DiversITy program

Recognizing the incredible contributions of our U.S. counterparts, the CDW Canada organization established a CDW•G Canada Supplier DiversITy taskforce in late 2020. In early 2021, working closely with our U.S. counterparts, we're working through the process of becoming corporate members of:

- CAMSC – Canadian Aboriginal & Minority Supplier Council
- CCAB – Canadian Council for Aboriginal Business
- WBE Canada – Women's Business Enterprises Canada
- WEConnect International

While we're still finalizing paperwork with some of the above organizations, WBE Canada has announced our participation, here: <https://wbcanada.ca/news-release/CDW•G-joins-wbe-canada-as-a-corporate-member/>

Our GM & VP of CDW Canada, Ginette Adragna, has shared these celebratory words: "We are thrilled to join WBE Canada and its growing network of organizations working to collectively improve the access to supply chains for Canadian women-owned businesses. At CDW•G, driving inclusion, diversity, equity and belonging for all CDW•G coworkers is our top priority. We look forward to working with WBE Canada and its members." Further, we will be proudly participating as a member panelist at the WBE March 3rd Women's International Day event.

At present, we are laying the foundations of our program, including establishing our goals and roadmap for the short term, medium term and long term, alongside formulation of comprehensive project plan to achieve the same. Overall, our focus would be on following:

- Short term goals – Laying foundations, completing memberships of Supplier Diversity Certifying organizations such as CCAB, CAMSC, WBE Canada, WEConnect and many more, identification of diverse suppliers whose solutions fit well for our own supply chain and for opportunities identified for our customers' business requirements, partnering with diverse suppliers, organization wide training on supplier diversity
 - Medium- & long-term goals – Expanding our memberships and new partnership agreements, establish more meaningful and intentional relationships with our existing diverse suppliers, develop a mechanism to track and report on diverse spend, and measure overall economic impact (mentoring, coaching, jobs created etc.)
- Our Canadian supplier diversity program is one that is new and emerging; however, we have mindfully selected our taskforce participants from each of the functional areas of our business, such that they will be ambassadors and change agents in each of their teams, to yield faster results. As we proceed, we will be pleased to work more closely with the Sourcwell procurement team to align on supporting supplier diversity initiatives.

44	<p>What unique attributes does your company, your products, or your services offer to Sourcewell participating entities? What makes your proposed solutions unique in your industry as it applies to Sourcewell participating entities?</p>	<p>Our customers are the center of all we do at CDW•G and the fuel behind our initiatives, solutions, and services. Part of our dedication to our customers is a sales and service force best suited to the needs of our customers. With a local presence and international reach through all the provinces in Canada, our team is ready to continue serving Sourcewell members. Our success on the current Technology Contract will be invaluable to the success of CDW•G on this contract. We can utilize our proven marketing skills and trusted network to build on this contract quickly.</p> <p>CDW•G has over 20 years of experience in delivering IT services for our public sector customers. During that time, we have made a substantial investment in training our services personnel, maintaining our OEM certifications, and developing new services. Our Services Offerings are supported by over 130 coworkers in our Research and Development (R&D) division. R&D works closely with customers, OEM partners, and our sales team to maintain the relevance of our current offerings while developing the next generation of services the market expects from a leading provider. Our quarterly updated Service Catalog is an ever-growing document showcasing our vast range of services offered to customers. As technology is constantly changing, CDW•G is refreshing and adding new services.</p> <p>While many providers are offering Managed Services, very few offer the full lifecycle of services from assessment to design and implementation, ultimately leading to a managed service. Our Managed Services is staffed and supported by our own badged engineers using tools and intellectual property we have developed in our innovation labs. We do not rely on reselling another MSP's offerings, nor do we resell our services to other providers to gain revenue. Our focus is on helping your members innovate and realize the total value from their IT investments. We can only deliver on that goal if there is a working intimacy between our service engineers and our customers.</p> <p>Our Professional and Managed Services engineers provide a single integrated delivery model for helping our customers continue to innovate while supporting their operations. Our services engineers use our ServiceNow instance to orchestrate all of the design, implementation, and managed services for our customers, allowing CDW•G to automate the workflows, tasks, and resources for an improved customer experience and seamless delivery service.</p> <p>We take great pride in our service quality, and customer satisfaction is a top priority. Our organization utilizes Net Promoter Score (NPS) to track customer feedback and acceptance of our Managed Services. During 2020, our NPS score averaged 58.8. In contrast, the industry average measured by the Technology and Service Industry Association (TSIA) was 38.0. It's important to note that NPS ratings are based on a scale of -100 to +100, with the following rating categories:</p> <ul style="list-style-type: none"> • -100 to 0: Poor • 0 to 30: Good • 30 to 70: Great • 70 to 100: Exceptional <p>Many small public sector organizations have limited budgets and in-house resources to execute their IT initiatives. CDW•G offers many low-cost assessments, workshops, and implementation services to help organizations navigate those initial steps. Our Jumpstart Services are a low-cost alternative for your members to engage a CDW•G engineer to build a proof of concept, test environment, or accelerate the adoption of existing technologies. Our Security Services is one of the few public sector providers to offer a zero-dollar retainer for Security Incident Response. Many educational and healthcare customers subscribe to this service since there is no upfront retainer to have our Security Response team on call in a security or data breach.</p>
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Table 9: Performance Standards or Guarantees

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

Line Item	Question	Response *
45	<p>Describe any performance standards or guarantees that apply to your services</p>	<p>CDW•G Performance Standards & Guarantees</p> <p>Our team delivers performance and quality standards tailored to meet each client's needs and the needs of each individual solution or project. Our approach to ensuring high performance standards starts by providing a base level of performance and quality standards managed by our project management organization, ITIL-based processes, ISO quality management and facility standards. To further safeguard the success of each individual project, we then assign a unique process for each project based on the service level objectives. The result is exceptional performance and quality standards that are custom-fit for each project.</p> <p>Our approach also ensures no project or budget is burdened by excessive performance and quality management standards beyond those appropriate for the service provided. In short, we apply proactive quality management standards that are appropriate for the service provided.</p> <p>Project-specific standards are incorporated in a mutually executed Statement of Work (SOW). These standards include:</p> <ul style="list-style-type: none"> • Milestones, • Acceptance criteria, • Quality of personnel, • Delivery timeframes, etc. • Service level agreements (SLA), and • Service level objectives (SLO). <p>Other sample measures included in the SOW document include definitions such as service availability measurement, exclusions and maximum SLA credit terms.</p> <p>For staff augmentation services, performance standards are unique to each sourcing engagement; however, we pride ourselves on our screening process that validates a candidate's skills, experience and quality-focused against the customer's explicit needs. CDW•G provides a 3 month guarantee for Full Time Employee (FTE) placements. Should the candidate leave or be let go by the member during this time period we will find a suitable replacement or issue a full refund.</p> <p>Customer Success Manager</p> <p>Another way that CDW•G ensure performance standards is with our Customer Success Manager (CSM). CDW•G will provide a named CSM to serve as a liaison between CDW•G's Managed Services and the member in order to facilitate communication and achieve operational excellence. The</p>

CSM's responsibilities include:

- Relationship Management – Earn member's trust and develop a strong working relationship, ensure member's business goals are known and verify how CDW can assist with obtaining these goals.
- Customer Portfolio Management – Verify the member's annual IT objectives and plan CDW•G's strategy to accommodate member's projects and operational needs.
- Communication Management – Communicate status and reports as needed to the customer and CDW•G staff.
- Operations and Security Management – Refine processes to meet member's needs; hold status meetings at agreed upon intervals with the customer; manage issues and communicate issue resolution or process improvements; maintain communication with all points of contact to ensure a common understanding of the customer's issues and processes.
- CDW Resource Management – Ensure CDW•G resources have the tools to optimally perform their tasks, provide feedback to staff and their respective CDW•G managers, and ensure the correct type and number of CDW•G staff are working on the projects and any open member issues. CSMs are charged with maintaining the best possible customer service by acting as the member's advocate to CDW•G.

Certified Performance

CDW holds the following certifications providing assurance that our processes align with industry-held standards of quality:

- SSAE16 SOC1 Type 2 - CDW Managed Services has had clean, annual PCI and SAS70 Type II (and now SSAE16) audits since 2004.
- ISO Certification - ISO is the International Organization for Standardization. CDW holds two ISO certifications:
 - ISO 9001:2015 recognizes our Quality Management System (QMS). Our QMS includes our Quality Policy, processes, work instructions and records. Our QMS ensures that we follow guidelines in performing our responsibilities and record keeping, providing continuous improvement while reducing cost.
 - ISO 14001:2015, based on an international standard, recognizes our environmental consciousness as measured by the types and amounts of wastes and discharges we create.
 - HIPAA - CDW complies with all applicable HIPAA regulations, including those related to auditing.
 - PCI Level 1 Compliance – CDW Managed Services is audited annually for Level 1 Payment Card Industry (PCI) compliance which attests to the fact that its Managed Services operations and services meet requirements to comply with the standards of the PCI Security Standards Council.

CDW Canada Performance Standards & Guarantees

Should a candidate be hired and subsequently leave a customer's employment through resignation or non-performance, CDW Canada will replace the candidate at no extra charge, provided that:

1. The candidate was in the customer's employment for 90 days or fewer. Client will receive a credit for candidate replacement representing 100% of the placement fee (the "Credit")
2. Payment has been received in full within 30 days of invoice submission date.
3. CDW Canada is notified in writing within 72 hours of a termination of service.
4. No deviation from the defined fee schedule has occurred.

CDW Canada will provide the replacement candidate within 120 days of the original placed candidate's last day of employment. If a suitable replacement cannot be found within 120 days of the original placed candidate's last day of employment, the member will be entitled to convert 50% of the Credit into a refund. Suitability of a replacement candidate remains at the discretion of the member.

For contract-based resources, CDW Canada will always replace the candidate immediately if it is deemed that he/she is not performing to the standards that are expected or if the requirements have changed. Our members will receive a detailed copy of timecards to ensure they know where time is being spent by CDW Canada candidates.

Further, CDW Canada will use reasonable care and skill in the sourcing and introduction of candidates for Sourcewell Members for contract or Permanent Placement. "Permanent Placement" shall mean a position or role for which a candidate presented by CDW Canada to member and is employed by member on a permanent and full-time basis.

46	Describe any service standards or guarantees that apply to your services (policies, metrics, KPIs, etc.)	<p>CDW Canada Service Standards CDW Canada strives to exceed all member expectations in all scenarios. We can commit to providing SLAs once an engagement is fully scoped out.</p> <p>Please see Attachment_CDW Canada Sample SLO describes a sample Service Level Objectives (SLO) which CDW Canada strive to meet in certain scenarios related to Managed Services</p> <p>CDW•G is not committing to any service standards or guarantees. Project-specific standards are incorporated in a mutually executed Statement of Work (SOW).</p> <p>CDW•G Service Portal CDW•G's Services Portal is designed to provide a comprehensive, real-time view of your managed environment that allows members to directly engage with their purchases. CDW•G's Managed Service practice has several processes and tools in place to help maintain the high level of services customers have come to expect from CDW•G. The following CDW•G Service Standards are a representative sample we strive to achieve. Actual SLAs are determined by engagement as previously stated.</p> <p>Change Management Managing operational changes is among the most important processes performed by CDW•G's Managed Services Practice. Any addition, modification, or removal of supported configuration items is considered a change. The purpose of change management is to:</p> <ul style="list-style-type: none"> • Maintain the quality of operational changes • Uphold Service Level Agreements • Minimize downtime • Manage risk to business services <p>CDW•G's change management process is based on standards that identify the type of operational change needed, ensure change approval, and assign the change to appropriate staff to schedule, implement, and notify customers of the change. CDW•G categorizes changes as described in Attachment_CDWG Change Types.</p> <p>Service Catalog and Operation Handbook CDW•G provides each member with detailed documentation around our processes, procedures, service levels, and change and incident management.</p> <ul style="list-style-type: none"> • Managed Services Service Catalog. This document is the authoritative and detailed guide to the operational tasks we provide for each level of service and for each Supported Technology. • Managed Services Client Operations Handbook. This document provides detail around the many processes and procedures that CDW leverages in delivery of its managed services. These include important processes such as Change Management, Incident Management, etc. <p>Gold Level of Service CDW•G provides an 99.9% device availability SLA with our Gold level of service for our Managed Services. We consistently exceed our response and resolution objectives for Incident Management.</p> <ul style="list-style-type: none"> • Priority 1 – 30 minute response; 4 hour resolution targets • Priority 2 – 120 minute response; 24 hour resolution targets • Priority 3 – 360 minute response; 120 hour resolution targets <p>Configuration Services As it relates to standard configuration services, typical SLA is 48 hours through our configuration center for all in-stock products, submitted prior to the local order entry cutoff.</p>
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Table 10: Payment Terms and Financing Options

Line Item	Question	Response *
47	Describe your payment terms and accepted payment methods?	<p>CDW•G's standard payment terms are net 30 days from the date the invoice is issued.</p> <p>CDW•G accepts payment through:</p> <ul style="list-style-type: none"> • Credit Cards* (American Express, Discover, MasterCard, Visa) • Checks • EDI • EFT (Electronic Funds Transfer) <p>*With a credit card order, CDW•G requires the credit card information at the time you place the order. Please note that we do not accept credit cards for term accounts.</p>
48	Describe any leasing or financing options available for use by educational or governmental entities.	<p>Members have access to a diverse portfolio of financial companies that can help them secure the leasing terms that best fit their specific needs and budget requirements. Leasing options are only available for products, and not services.</p> <p>CDW•G offers 16 premier and preferred leasing partners, including Arrow Capital Solutions, Cisco Capital, Dell Financial Services, HP Financial Services, and VAR Technology Finance. Leasing partners may vary in Canada, though the rest of this response is applicable for both entities.</p> <p>Sourcewell members will also receive a value-added resource in CDW•G's Financial Solutions Team. This is an internal team of unbiased financing work in conjunction with the account manager to align payment options with the member's financial goals.</p> <p>CDW•G's approach to leasing and financing solutions mirrors our approach to technology solutions in this way: listen, advise, assist, and present the best options.</p> <p>This collaborative process includes the following specific steps:</p> <ol style="list-style-type: none"> 1. An initial discovery session to understand member goals, requirements, and budget 2. An assessment review of members' existing environment and definition of project requirements 3. Detailed vendor evaluations, recommendations, future design, and proof of concept 4. Procurement, configuration, and deployment of the solution. Our diverse portfolio offers Sourcewell members the option to lease virtually any IT product at favorable rates and terms. These options can be available on a per-deal-basis, or in many cases, as a primary billing option. If a member has a preferred leasing company that is not currently one of our 16 partners, the Account Manager can work to accommodate that solution.
49	Describe any standard transaction documents that you propose to use in connection with an awarded contract (order forms, terms and conditions, service level agreements, etc.). Upload a sample of each (as applicable) in the document upload section of your response.	<p>Prior to initiation of any project, a mutually agreed upon Statement of Work (SOW), including this contracts terms and conditions, SLAs, etc. will need to be signed. We have included several Sample SOWs with our submission.</p> <p>These files include: Attachment_CDWG Sample SOW Attachment_CDW Canada Sample SOW Attachment_CDW Canada Prof Services Sample SoW Attachment_CDW Canada SOW-Cloud Managed Services</p>
50	Do you accept the P-card procurement and payment process? If so, is there any additional cost to Sourcewell participating entities for using this process?	<p>Yes, CDW•G and CDW Canada accept P-card procurement and payment process. There is no additional cost to Sourcewell participating entities for using this process.</p>

Table 11: Pricing and Delivery

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

Line Item	Question	Response *
51	Describe your pricing model (e.g., line-item discounts or product-category discounts). Provide detailed pricing data (including standard or list pricing and the Sourcewell discounted price) on all of the items that you want Sourcewell to consider as part of your RFP response. If applicable, provide a SKU for each item in your proposal. Upload your pricing materials (if applicable) in the document upload section of your response.	<p>CDW•G is proposing a combination of Line-item Pricing and Percentage discount from Catalog Pricing covering a wide range of services for Sourcewell members. This includes:</p> <ul style="list-style-type: none"> • Professional and Configuration Services • Managed Services • Staff Augmentation Services • Amplified IT Services • Digital Velocity Solutions <p>The CDW•G pricing model with rates and discounts can be found in our attachments: Attachment_CDWG Pricing</p> <p>CDW Canada is proposing a combination of Line-Item pricing and Percentage Discount from Catalog Pricing covering a wide range of services for Sourcewell members. This includes:</p> <ul style="list-style-type: none"> • Professional and Configuration Services • Managed Services • Staff Augmentation Services <p>Our pricing model with rates and discounts can be found in our attachments: Attachment_CDW Canada Pricing</p> <p>We are proposing a 3% Year over Year escalation rate for all rates, except where otherwise specified within the submission attachments.</p>
52	Quantify the pricing discount represented by the pricing proposal in this response. For example, if the pricing in your response represents a percentage discount from MSRP or list, state the percentage or percentage range.	<p>For the majority of Services offered, we are provided a not to exceed line item price.</p> <p>Amplified IT Services CDW•G is offering a 3% discount off MSRP for Amplified IT Services which can be found at this link: https://www.amplifiedit.com/MSRP</p> <p>For CDW Canada, we are offering a mix of pricing offerings similar to the U.S. For Canadian Managed Services, we are offering a 3% discount off our list price.</p>

53	Describe any quantity or volume discounts or rebate programs that you offer.	We are not offering volume or rebate discounts currently.
54	Propose a method of facilitating "sourced" products or related services, which may be referred to as "open market" items or "nonstandard options". For example, you may supply such items "at cost" or "at cost plus a percentage," or you may supply a quote for each such request.	One of the biggest advantages working with CDW•G is our ability to source internal dedicated pool of technical resources, and leverage third party resources. For certain specific custom services including some third party delivered services and Staff Augmentation services (not included in our rate card), CDW•G and Sourcewell member will execute a mutually executed SOW or similar document. There are certain offerings which have specialized requirements or specifications, consumption-based offerings, and not addressed in this solicitation as technology evolves. For those services, we will offer those items at invoiced or quoted price. In this case, CDW•G proposes the member and CDW•G enter into a separate, standalone agreement, apart from this Contract. Sourcewell, including its agents and employees, will not be made a party to a claim for breach of such agreement.
55	Identify any element of the total cost of acquisition that is NOT included in the pricing submitted with your response. This includes all additional charges associated with a purchase that are not directly identified as freight or shipping charges. For example, list costs for items like pre-delivery inspection, installation, set up, mandatory training, or initial inspection. Identify any parties that impose such costs and their relationship to the Proposer.	<p>All additional fees are calculated on a per project basis that is dependent on the scope and details of the contract and statement of work.</p> <p>Professional and Configuration Services</p> <p>For our professional and configuration services, the application of service contracts can be iterated in either fixed-cost or time-and-material contractual terms. The following costs specifically regarding professional and configuration services are not included in pricing submitted with our response:</p> <ul style="list-style-type: none"> For time-and-material contracts, additional fees regarding travel, including but not limited to travel time, lodging, airfare, are applied on a per charge basis to the statement of work agreement. Travel expenses are passed through at cost. In addition, for on-site work where team members are coming in from out of market, an hourly travel rate of \$85/hour may apply within the US. Based on the wide-ranging geography, travel charges will vary across Canada. Additional fees for specific certification requirements such as specific background checks for service personnel may incur additional charges, <p>Managed Services</p> <p>Unscheduled after hours support for out of scope engagements will be subject to charge at 2 (two) times the rate specified in our rate card, with a minimum of 2 (two) hours engagement.</p> <p>Staff Augmentation Services</p> <p>Additional fees associated with Staff Augmentation Services that are not included in our offering or detailed in prior sections of the response.</p> <p>CDW Canada</p> <p>Fees for our Permanent Placement services as described in Table 9 Question 46, are 20% of the candidate's first year base salary, exclusive of bonuses, stock options and other benefits of employment (the "Fee"). The Fee is applicable should you hire a candidate presented by CDW Canada on a Permanent Placement basis, within one (1) year of the candidate being presented to member by CDW Canada. Member will be invoiced on the candidate's first day of work. Payment for Permanent Placement services will be due within 30 days from the invoice date.</p>
56	If freight, delivery, or shipping is an additional cost to the Sourcewell participating entity, describe in detail the complete freight, shipping, and delivery program.	Freight, shipping, and delivery terms are not applicable for the scope of services. All travel for resources is included in the rates provided unless specifically noted. As stated earlier, for on-site work where team members are coming in from out of market, an hourly travel rate of \$85/hour may apply within the US. Based on the wide-ranging geography, travel charges will vary across Canada.
57	Specifically describe freight, shipping, and delivery terms or programs available for Alaska, Hawaii, Canada, or any offshore delivery.	<p>Freight shipping, and delivery terms are not applicable for the scope of services. All travel for resources is included in the rates provided unless specifically noted. In Canada, all travel costs will be detailed in each custom Scope of Work document.</p> <p>For related hardware needs, freight and delivery charges may apply.</p>
58	Describe any unique distribution and/or delivery methods or options offered in your proposal.	<p>Unlike other vendors who do not have a large in-house pool of skilled resources, we can deliver all services contained within our offering with CDW•G badged resources along with 3rd party vetted and approved providers. We can also leverage remotely delivered service engagement which help contains costs and provide a deep bench of personnel and alleviates availability issues for time sensitive projects. This remote monitoring and management uses a secure encrypted connection to access remote IT infrastructure and services regardless if they are on premise, colocation facility, or in a public or hybrid cloud All tools can be deployed remotely with the assistance of the customer's IT and security team. CDW•G manages all of our Managed Services as a complete integrated solution that includes updates to the integrated ITSM system, monitoring tools, service portal, administration, and infrastructure services.</p> <p>CDW•G's inclusive philosophy in driving increased opportunities to collaborate with minority and other disadvantaged small business provides Sourcewell members with a talented, diverse resource pool. We enjoy supporting our customers diverse initiatives. We maintain responsibility on performance of all subcontractors throughout the engagement, and we have best practices in place for Subcontractor Management.</p>

Table 12: Pricing Offered

Line Item	The Pricing Offered in this Proposal is: *	Comments
59	d. other than what the Proposer typically offers (please describe).	<p>For the U.S., the services contemplated under this contract are an evolving and complex set of offerings which are unique to each customer's needs and requirements. CDW•G's recent acquisitions as described in Table 8 provide us with a unique opportunity to provide an extensive catalog to a large GPO, like Sourcewell.</p> <p>The Canadian pricing offered in this proposal in Attachment_Canadian Pricing is most similar to answer b.</p>

Table 13: Audit and Administrative Fee

Line Item	Question	Response *

<p>60</p>	<p>Specifically describe any self-audit process or program that you plan to employ to verify compliance with your proposed Contract with Sourcewell. This process includes ensuring that Sourcewell participating entities obtain the proper pricing, that the Vendor reports all sales under the Contract each quarter, and that the Vendor remits the proper administrative fee to Sourcewell. Provide sufficient detail to support your ability to report quarterly sales to Sourcewell as described in the Contract template.</p>	<p>CDW•G has been serving government customers for over 23 years. Our dedicated Program Management team manages numerous public sector contracts, including our current Technology Solutions agreement with Sourcewell, and we take our adherence to compliance seriously.</p> <p>Our compliance strategy is process oriented, systematically driven and multi-faceted. We begin early in the sales lifecycle by training our sales force on the Sourcewell agreement to make sure every coworker understands the responsibilities around the various requirements and obligations related to each coworkers' role and are selling the right solutions at the correct rates for Sourcewell members. This ensures that all parties remain in compliance with the contract.</p> <p>CDW•G has a highly experienced Program Management team led by Jeff Hagen. Jeff's team is intimately familiar with Sourcewell, tightly integrated into the contract requirements and understands the importance of compliance to the entire Sourcewell membership. They are responsible for managing reporting and administrative fees, ensuring contract deliverables are met and ensuring pricing compliance, taking corrective action when needed.</p> <p>The Program Management team is responsible for ensuring that Sourcewell members have the ability to access the Sourcewell agreement; to do so, they utilize the online Sourcewell membership list (https://www.sourcewell-mn.gov/member-lookup) and access regular updates provided to CDW•G from Sourcewell's contract administrator, Lindsey Meech.</p> <p>Additionally, our transparent partnership with the Sourcewell membership team allows our Sourcewell program to be nimble and use real-time information to ensure members have access to the agreement to drive both sales and compliance.</p> <p>The CDW•G Program Management team utilizes custom contract management tools and enterprise contract management system which streamlines the service engagements, process and positions us to strictly adhere to the agreement. This major differentiator allows:</p> <ul style="list-style-type: none"> • Customer ease and expedient access to contract • Accuracy in Contract pricing • Meeting Contract commitments • Contract fee and other compliance requirements <p>This information ensures our reports are submitted quarterly and on time.</p> <p>Any vendor hoping to be successful in executing this contract should clearly demonstrate the ability to manage a complex contract deliverables of this size and scope with all of the necessary detail, cross-referenced to Sourcewell's membership database and in compliance with all of the contractual obligations. Before we submit our contract sales report to Sourcewell, the CDW•G Program Management team quality checks the report. We are committed to accuracy and our team performs rigorous quality control checks. This thorough review also ensures pricing is sold at or below the agreed upon contract price, the proper administrative fee is remitted to Sourcewell, and confirms all of the available value-adds we've negotiated for Sourcewell members, as applicable.</p> <p>CDW•G has consistent cadences with Sourcewell under an existing contract to address any areas of improvement.</p> <p>Our Program Management team is similarly structured in Canada and utilizes the same strong governance processes. In Canada, the assigned Program Management team will be led by Jennifer Lau, including support from Contract Analyst, Preston Hughes.</p>
<p>61</p>	<p>If you are awarded a contract, provide a few examples of internal metrics that will be tracked to measure whether you are having success with the contract.</p>	<p>If awarded a contract, it's important to measure success. However, just as important, we need to define what success means to us. Success to CDW•G means Sourcewell Members are satisfied with their services, that Sourcewell itself sees its membership growing year over year with new members and seeing increased spend year over year.</p> <p>In addition, we will work closely with the Sourcewell Category Manager to ensure CDW•G is responsive to member requests and provide a consultative approach to meet the needs of members' diverse requirements under this Contract.</p> <p>A representative sample of internal metrics CDW•G has found to be good indicators for a successful partnership are customer spend, number of customers utilizing the contract, growth of contract, customer satisfaction, etc. These metrics are crucial to ensuring all parties are satisfied with engagements.</p>

62	Identify a proposed administrative fee that you will pay to Sourcewell for facilitating, managing, and promoting the Sourcewell Contract in the event that you are awarded a Contract. This fee is typically calculated as a percentage of Vendor's sales under the Contract or as a per-unit fee; it is not a line-item addition to the Member's cost of goods. (See the RFP and template Contract for additional details.)	CDW•G recommends a 1% administrative fee for Sourcewell facilitating the resulting contract. In addition, we recognize the needs that many of Sourcewell members have around diversity utilization and initiatives. CDW•G believes in providing an inclusive offer by leveraging our diverse and nationwide 3rd party network. This network consists of hundreds of organizations which are disadvantaged business including but not limited to Minority, Woman Owned, Socially Disadvantaged, Small Business, Veteran Owned, and other certified disadvantaged business vendors. CDW•G would like to propose an exemption of Administration Fee for these engagements involving these 3rd parties.
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Table 14A: Depth and Breadth of Offered Equipment Products and Services

Line Item	Question	Response *
63	Provide a detailed description of the equipment, products, and services that you are offering in your proposal.	<p>CDW•G has been delivering IT services for our government, education, and healthcare sectors for over 20 years. We understand that our customers ability to deliver value for their customers, constituents, and employees rests on their ability to leverage their IT investments. While we may be best known for providing leading IT solutions, our Integrated Technology Services (ITS) division plays an equally important role in continually helping our customers manage, optimize, and transform their IT services.</p> <p>Benefits and Value of CDW•G's Services</p> <p>CDW•G differentiates itself from many other Managed Service Providers (MSPs) who only offer staffing services to fill critical roles in a customer's organization. Our services are outcome-based, which means we have defined project deliverables, service objectives, and key performance indicators (KPIs). The benefit for the customer is the delivery of a successful project that focuses on the value of the outcome; timely delivery, high-quality service, cost-effective delivery, increased availability and user satisfaction.</p> <p>Sourcewell is interested in providers with a solutions-based approach to supporting your customers. CDW•G's Services are designed to provide a continuum of turnkey solutions from initial design, planning, and implementation to ongoing operational support. We achieve this by using our deep industry knowledge, solutions expertise, and innovative technologies to help our client's through each step of their IT services maturity. For example, our technical engineers can help your members successfully migrate legacy services to a new cloud platform, increase their security posture to protect against data breaches, or help maintain the 7x24 (7 days a week, 24 hours per day) operational integrity of existing services. CDW•G understands each customer is unique in their IT consumption, so we have designed our service offerings to help customers regardless of where they are in their IT service journey.</p> <p>Our success in delivering services for our public customers in the U.S. and Canada is attributed to our large local presence with over 1,100 engineers and consultants across 32 cities in the U.S. and nine offices in Canada. Our Managed Services has three 7x24 Enterprise Command Centers (ECCs) located in Vernon Hills, IL, Madison, WI, and Ontario, Canada. Our engineers are professionally trained and certified in their specialization across end user computing, data center, security, network, and cloud. When a Sourcewell member needs to engage CDW•G Services, they only have to contact their Account Manager, who will engage our Services Experts to discuss the scope of their project.</p> <p>CDW AMPLIFIED™ Services Portfolio</p> <p>Sourcewell members will benefit from accessing a comprehensive set of services that offer an unparalleled breadth of services. Our portfolio of services includes data center, networking, hybrid cloud, end user workspace and collaboration, application development, data analytics, and technical support and service desk services. Our services are purpose-built, with pre-defined service descriptions, statements of work, deliverables, service level objectives, and pricing. The benefit for your members is the ease they can transact with CDW•G from solution planning to service startup.</p> <p>A summary of our entire Services portfolio is presented below, with our complete Service Catalog included as Attachment CDWG Service Catalog.</p> <p>CDW AMPLIFIED™ Infrastructure Services provide the expertise, tools, and resources to scale and future-proof Members' critical data center and network architecture. For example, our service engineering can help scale and optimize an existing on-premise data center to meet increasing application workload or design and implement a solution for migrating applications and infrastructure to a hybrid cloud solution. With the acquisition of Aprtis, CDW now provides ServiceNow services for the design, orchestration, and management of customer's ServiceNow applications, including ITSM, ITOM, SecOps, CSM, and HR Management. Our entire Infrastructure Services portfolio includes:</p> <ul style="list-style-type: none"> - Networks: Enterprise Data Center Networking, Software Defined Networks (SDN), Wireless Networking - Hybrid Cloud: Hyperconverged/Private Cloud Deployments and Public Cloud solutions for Azure and AWS Services - Operating System (OS): Management administration of virtual/physical server and OS, Infrastructure Application support, Database Services, and ServiceNow Services. - Data Center: Power/Cooling, Storage, Compute, Data Protection, Virtualization, Software-defined Data Center and Networking <p>CDW AMPLIFIED™ Workspace Services provide a comprehensive approach for end users, educators, and students to work from anywhere, on any device, at any time. Our two configuration centers can support complex deployments, including staging, imaging, integration, kitting, and deploying up to 10,000 devices per day. Workspace Services also provides integrated solutions for managing the security risks to endpoint devices to remain productive and secure. Workspace Services includes:</p> <ul style="list-style-type: none"> - Collaboration: Voice, Video, Messaging, Conferencing, Contact Center, Productivity Applications, and Content Management. - Endpoint Services: End User Compute, Mobility, Unified Endpoint Management & Security, and Managed Print Services <p>CDW AMPLIFIED™ Security Services help customers with ever-evolving security threats and maintains compliance with their industry and regulatory standards. Cybersecurity risks are higher than ever, and organizations require continuous defense, detection, and dynamic responses against evolving threats while maintaining industry compliance. CDW Amplified™ Security services provide independent evaluations of a customer's security posture and help fortify against identified weaknesses. Our security engineers can design comprehensive strategies and solutions for protecting critical IT resources and data. Our security engineers hold certifications in CISSP, CISA, CISM, CIPP, Ethical Hacking, ISO Auditing, and ITIL.</p> <p>Our Professional Services can orchestrate advanced network defense techniques such as next-generation firewalls, advanced endpoint protection, content security, and access management. Security Services includes:</p>

- Information Security: Risk and compliance assessment, penetration testing, and comprehensive security assessments, vCISO advisory services

- Detect and Respond: Security Incident Response services, Log aggregation and Correlation, Security Incident and Event Management (SIEM)

- Physical Security: Physical access controls, Video Surveillance, Environmental Sensors

- Secure Platform: Managed Next-Generation Firewall (NGDW), Intrusion Protection System (IPS), Identity and Access Management (IAM), and Network and Managed Zero-Day Endpoint Protection

- Managed Cloud SIEM with vulnerability and threat intelligence, advanced analytics, prioritized alerting and reporting, and end-to-end incident response

In addition to the ECC in Ontario, we have a Security Operations Center (SOC) in Canada. The SOC handles business context, advanced analytics, and continuous validation through certified incident handlers and forensics analysts. We publish an annual Security Study—showcased to our customers across Canada—highlighting the attacks, changing patterns, and recommendations on keeping their technology landscape safe.

CDW AMPLIFIED™ Development Services help customers address their growing technical debt in their legacy application stacks and software delivery processes. Development Services provides modern, cloud-native technologies and industry-leading best practices to allow customers to develop applications that revolutionize their infrastructure and solve business issues. CDW Amplified™ Development Services help our customers modernize and streamline their application delivery with the following services:

- Software Engineering: Custom Software Design and Consulting, Application Architecture, Agile Development using DevOps, and software engineering utilizing Continuous Integration/Continuous Development (CI/CD) methodologies.

- Application Modernization: Refactoring legacy applications to modern application principles using containers, microservices, and event-based architectures.

CDW AMPLIFIED™ Data Services help customers make data-driven decisions by leveraging the benefits of a modernized data warehouse. Data Services also provides Artificial Intelligence (AI) and Machine Learning (ML) services for clients to develop actionable insights and realize the full benefit of their data warehouse. Data Services includes:

- Data Modernization: Builds solutions to modernize Data Warehousing applications using multiple vendor platforms

- Data Analytics: Creates advanced data visualizations and analytics solutions utilizing vendor platforms from Microsoft, AWS, Google, Splunk, and Tableau

- AI and ML: Builds and deploys AI/ML solutions for operationalizing customer data that can help predict and proactively respond to emerging market trends and demand

CDW AMPLIFIED™ Support Services deliver custom warranty, maintenance, and technical support services that augment a customer's IT staff so they can focus on maximizing business outcomes. Support Services includes:

- CDW Technology Support Service (CTS): Provides a 7x24 single point of contact support for technical and maintenance support on Cisco, Microsoft, and Palo Alto Networking products. Our expertise provides faster response times and more cost-effective solutions when compared to OEM branded technical support.

- E-Learning Technical Support: Our IT and AV support professionals provide a highly responsive Level 1 service desk for Educational institutions that rely on hybrid or remote learning for their student's educational needs.

Staff Augmentation Services:

Many managed service providers offer IT staff augmentation as part of their service offerings. What differentiates CDW•G's Technical Resourcing is our 20+ years of experience providing IT services and solutions and our sole focus on Information Technology and Engineering resourcing. As an IT engineering company that provides advanced Application Services, DevOps, Cybersecurity, Cloud Architecture, and Big Data, we understand the skill sets and experience a member needs. Members can be confident in CDW•G's ability to identify candidates that meet the technical requirements of the role. This level of technical acumen uniquely positions us to help Members fill their most challenging IT staffing requirements seamlessly and expediently.

We use the same recruiting team to attract candidates for internal postings and customer positions. This provides us a competitive edge compared to other staffing firms that do not have the domain knowledge or bench of proven candidates. Our strength and value lies in providing a white-glove experience compared to other staffing MSPs. Our recruiters do not just gather and forward resumes from job postings. Instead, each recruiter discusses the role with the hiring manager to understand both the client culture and the soft and hard skills needed for a successful placement. Our goal is to respond with one to two quality candidates within a week of meeting the hiring manager. Our experience is we can fill 81% of the openings with one or two candidates, cutting down on time spent in multiple interviews .

Project Management Services

CDW•G's Project Management Office's (PMO) mission is to drive excellence and leadership in Project and Program Management for all of our customers. We leverage a proven methodology based on the Project Management Institute's (PMI) standards and best practices while tailoring projects to meet business outcomes and requirements. Our PMO is an active member of the PMI Global Executive Council whose role is to lead and direct the future of the project management profession and ensure its continued growth and success. We have over 160 customer-facing Project and Program Managers, with over 70 being PMP Certified.

Our project methodology is scalable to any project size, customer-value driven, and flexible enough to integrate with your member's methods as needed. By being PMI aligned, we focus on communication, quality management, and continual improvement during all phases of the project. More information on these phases is described below.

- Project Initiation confirms the initial contract, the scope of work, resource requirements, prepares the kickoff meeting.
- Planning focuses on discovering and understanding requirements and stakeholders, communication plans, and delivers the project plan.
- Execution manages the design, implementation, testing, and migration of services, coordinating CDW engineers and the member's project resources.
- Closure finalizes the handoff to operational support, project closure documentation, and final project closure meetings. The closeout meeting is also the opportunity to review the customer's perspective of success and lesson's learned during the project.
- Monitor and Control occur throughout the project's lifecycle to ensure that the project status, budget, and milestones are monitored and reported on a timely basis.

64	Within this RFP category there may be subcategories of solutions. List subcategory titles that best describe your products and services.	CDW Amplified™ Infrastructure Service CDW Amplified™ Workspace Services CDW Amplified™ Security Services CDW Amplified™ Application Services CDW Amplified™ Data Services CDW Amplified™ Support Services Staff Augmentation Services Project Management Services Managed Services
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Table 14B: Depth and Breadth of Offered Equipment Products and Services

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

Line Item	Category or Type	Offered *	Comments
65	Information Technology Managed Service Provider	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>CDW•G Managed Services provides 7x24 operational and administrative support for a customer's entire IT infrastructure, hardware, applications, and services. Our goal is to ensure the availability of the customer's IT resources so that their users, customers, and constituents can remain productive. This is a significant benefit for members that face growing technical debt, have limited IT staff, or struggle with the complexities of managing complex IT environments. Managed Services provides a comprehensive set of solutions for managing the availability of a member's critical IT systems. The services follow Information Technology Information Library (ITIL) best practices for Service Delivery of alert, incident, change, and configuration management from our three Enterprise Command Centers in the U.S. and Canada. These services are industry-tested, with proven practices and methodologies that we have successfully deployed across all commercial, government, and education sectors for over 20 years. Additional benefits of our managed services include:</p> <ul style="list-style-type: none"> • Purpose built, state-of-the-art Command Centers with the ability to failover support between centers. • The Centers are staffed 7x24 with over 250 Level 1 through Level 3 engineering resources dedicated to supporting our Managed Services customers. • As a CDW•G owned and operated service for our customers and Sourcewell members, we do not rely on third-party MSP partners to deliver our Managed Services. We also do not resell our Managed Services through other providers. • Securely managed IT services in remote data centers, colocation facilities, or public cloud providers such as Azure and AWS. We deploy our advanced monitoring tools using industry best practices for secure access. • Availability management of IT devices and services, including system administration, patching and updates management, and restoration of services in the event of an outage. • Service Level Agreement of 99.9 % availability for devices covered under our Gold Service. We also have Response Time Objectives for Incident management based on the priority of the incident. These range from 30 minutes for Priority One to 360 minutes for Priority Three. • Utilization of ServiceNow's leading Cloud IT Service Management (ITSM) system to deliver an ITIL-based Service Management experience. ServiceNow provides a single pane view into the member's managed service environment, including complete visibility to Incidents, Problems, Configuration Items, and Service Requests. In addition, members have an option to integrate our ServiceNow system with their ITSM system, giving them visibility of CDW•G's services without having to swivel between systems. • Structured approach to onboarding their IT environment to our Managed Services. This includes configuring the tools, monitoring and planning the transition of service operations to CDW•G. Our Transition Manager and

			<p>onboarding engineers collaborate with the customer's IT staff to set up connectivity, firewall rules, and credentials to support the environment. We also hold knowledge transfer sessions for our engineers to learn specific customer architecture and security requirements within their environment. Before the project go-live, we provide customer training on our complete service, reviewing our operations runbook, service portal, reporting, and ITIL practices. A final review is completed using an operational checklist to ensure all onboarding tasks have been completed and signed off.</p> <ul style="list-style-type: none"> • Because our customers rely on our systems to process or store sensitive data, we take considerable care in designing our systems for the highest levels of security, reliability, and scalability. CDW•G Managed Services holds SSAE 18 SOC2 Type 2 certification and has held clean annual PCI and SAS 70 Type II (now SSAE) audit since 2004. • Access to a dedicated Customer Success Manager (CSM) who acts as a liaison between our Managed Services delivery team and the member's IT team. The CSM owns the customer relationship and delivery experience, ensuring that the individual customer's goals are known and achieved. The CSM ensures our CDW•G delivery team has the knowledge and intimate understanding of each customer's operations and security requirements to deliver our Managed Services successfully. • Access to a Members own Service Portal for real-time access to dashboards and reporting, device availability, incident status, change updates, and communication with their CSM.
66	Information Technology Staff Augmentation Services	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>CDW•G can provide Information Technology Staff Augmentation Services for both U.S. and Canada Sourcewell members. Additional details are provided in question 63. We source locally and place staff nationally across all 50 United States and Canada. Hiring options include Contract, Contract to Hire (CTH), and Full-Time Employee (FTE) recruitment. CTH resources can be converted after six months to an FTE at no additional cost, which allows the contractor and hiring manager to evaluate a long-term role. After filling a position, our Contracting Care Managers continue working with the contractor, helping them with their subsequent placement, or potentially converting them to an FTE.</p> <p>We offer staffing in all 50 states and are able to provide the following levels:</p> <ul style="list-style-type: none"> • Contract: These engagements must last 1-24 months, and candidates must work a 32-hour work week. At the end of the project, there is no obligation to hire. • Contract to Hire: These engagements require a six-month minimum, after six months of fulltime work, clients can convert contractors to Full Time Employees (FTE) at no additional cost. To identify these contractors, we identify candidates who will be good long-term fits for our customers and vice versa. As a result of this preparation, we have 90% conversion rate. • Full Time Employees: With our Full Time Employee (FTE) engagements, we provide a three-month guarantee—if an employee quits or is let go, we will find a suitable replacement or provide a refund to the hiring Member. <p>Our clients trust us more with their most important searches because we have walked thousands of miles doing what they do.</p>
67	Services related to the offering of the solutions described in Line 64 and 65	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>CDW•G offers an entire lifecycle of services that include implementation, installation, integration, customization, maintenance, recruitment, training, and support. The benefit to Members is that no matter where they are in their IT maturity and strategy, there is a CDW•G service to meets their needs. Our Professional Services focuses solely on implementing project-based services with defined outcomes delivered to an agreed</p>

schedule. With over 1,200 field engineers across the U.S. and Canada, CDW•G provides a broad array of OEM and partner solutions from each of our 32 offices, giving Members access to local and regional engineers for each phase of the project. Details of our services related to solutions are included in the Attachment_Service Catalog. A few examples of how we deliver these services are included below.

Design Services

Using a wide breadth of tools, data, and years of expertise, we offer guidance and workshops with CDW•G engineers that assess a Member's specific needs and make recommendations to address gaps and optimize their growth. Our design services can help Members gain confidence that a proposed solution will help them solve their most pressing business or technical problems.

Advisory Services provide workshops to educate and validate readiness for advanced solution deployments, helping members be better positioned to make educated decisions on their go-forward strategy. This may include software-defined data centers, hybrid cloud services, or application refactoring. Advisory services can also help member organizations understand, plan, and build the critical IT skills necessary to support their mission and business evolution.

Assessment services include IT health checks, compliance and controls testing, and audit reviews that help customers understand their current state and our recommendations to meet industry best practices. Our Professional Services engineers can evaluate a member's systems and provide a gap analysis and roadmap for improvements in operations, availability, and information security. CDW•G technical planning services offer architecture, site surveys, and integration strategies necessary to successfully implement system upgrades, software migrations, or large-scale IT transformations.

Orchestration Services

Your members can engage our expert field engineers to configure, deploy, and integrate their solutions—helping to implement the right technology and ensure it works the first time. Orchestration services deliver the technical device and service configurations for implementing, managing, and maintaining a service. Orchestration means more than just implementing new technology. For example, our service engineers can build a private cloud, integrate monitoring and cloud governance, and migrate workload to the new environment.

Orchestration also provides adoption services that help customers realize the total value of leveraging an existing technology within their business. For example, our ServiceNow consultants can provide ITIL training to end users, IT staff, and management during a ServiceNow ITSM system implementation. As another example, our security consultants lead training workshops that help can help member organizations with setting standards, policies, and procedures in the event of a security incident or data breach. These workshops include active participation with staff and are designed to inform and build skills within member organizations.

Configuration Services

CDW•G's two configuration centers at our Vernon Hills and North Las Vegas Distribution Centers help members orchestrate their complex deployments at scale. The configuration centers produce over 2.6M configurations each year, more the 10K per day. With over 75K square feet of space, the configuration center can manage custom and complex configurations ranging from mobility and end user deployments to entire data center buildouts. By providing a turnkey solution that addresses all of the configuration tasks in our ISO 9001 facilities, we can simplify, reduce cycle time and costs, and remove the risk associated with accelerated

		<p>deployments. These services include integration, custom build, software configuration, OS imaging, rack buildouts, cabling, testing, asset tagging, device burn-in, and customized packaging.</p> <p>Support Services CDW-G Technology Support (CTS) provides a single point of contact to maintain critical infrastructure from key vendors, including Microsoft, Cisco, and Palo Alto. CTS provides an improved customer experience over traditional OEM technical and maintenance services.</p> <p>For example, our Command Center is staffed with engineers with the skills to troubleshoot many of the common issues your members may encounter in the first call. As an approved OEM maintenance provider, we receive priority handling from the OEM for any technical problems, software updates, or device repair that we cannot resolve in the first call. Another example is our 7x24 end user Service Desk, which supports end user connectivity, operating system, productivity applications, and collaboration tools under Microsoft O365, Teams, SharePoint, and Cisco WebEx. See Attachment_CDWG Technology Support for a bit more information.</p>
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Table 15: Industry Specific Questions

Line Item	Question	Response *
68	Describe your contractor candidate recruitment, screening, selection, and retention capabilities and processes.	<p>CDW Staff Augmentation Services The market for qualified resources is more competitive than ever – and finding reliable talent can be extremely difficult. CDW's Digital Velocity Solutions (DVS) Staff Augmentation services take the hassle out of resourcing. We maintain relationships with thousands of qualified resources and provide organizations with the best candidates the first time around. Whether members need a resource for just a few weeks, several months or the long haul, our critical TTM (Time to Market) solutions will help members scale up or down rapidly depending on where they are in the project lifecycle.</p> <p>Recruitment Upon receipt of initial customer request, a DVS business development manager (BDM) schedules an intake call with the member's hiring manager to understand the position requirements, candidate profile, length of engagement and ideal start date. Our BDMs also review factors including soft skills, technical skills, nice-to-have skillsets and experiences, non-negotiables and organizational culture. In this way, we can best align members with the correct talent. The alignment fostered during the intake call ensures a more cohesive candidate experience and hiring process.</p> <p>Screening After the intake call, the BDM screens potential candidates from our Applicant Tracking System which contains over 110,000 candidates qualified for all different types of roles. We understand the quality of people in an organization creates the ultimate competitive advantage. We are dedicated to getting members the right resources quickly and efficiently. Our BDMs are IT professionals who deliver solutions themselves allowing relationships to transcend the normal recruiter-candidate-company interaction. Due to their technical experience, our BDMs are acutely aware of the technical requirements needed for roles. As a result, we can typically find one to two specialized candidates that aligns with our customers' needs within one week after the intake call.</p> <p>Selection Once the BDM identifies one or two strong candidates, they are presented to the customer's Hiring Manager for review and selection. We coordinate the interviews, the background checks, and start dates (including getting first day instructions).</p> <p>We are typically able to staff contract, contract-to-hire, and fulltime employees throughout the US in the following configurations:</p> <p>Contract</p> <ul style="list-style-type: none"> • Term Length: 1-24 months • Commitment from Candidate: Candidate must work 32hr/wk (full time) • Commitment from Member: No obligation to hire <p>Contract to Hire</p> <ul style="list-style-type: none"> • Term Length: 6 months minimum • Conversion Cost: Can convert to Full Time Employee at no additional cost o When a company requests someone for a full time hire position, we have a 90% conversion rate <p>Full Time Employee (FTE)</p> <ul style="list-style-type: none"> • Guarantee: We provide a 3-month guarantee, if within the first 3 months of a staffing the person staffed leaves, CDW-G will find a suitable replacement, or we will provide a refund. <p>Based on our intake methodology and technical acumen, 81% of our staffing engagements have been satisfactorily fulfilled by the first or second candidate, cutting down on time spent in multiple interviews and enables the candidates to get to work.</p> <p>Retention We continue to grow and foster our talent pool with our "Make the Switch" Program, which offers learning credits, healthcare benefits and a Contract Care Manager (CCM). The CCM is responsible for all contractors and contracts. The CCM maintains contact with our valued contractors and the customers dedicated Account Manager to ensure seamless integration, satisfaction, and retention. Additionally, we have a 90% conversion rate for contract to hire positions.</p>

CDW Canada Resource Augmentation Solutions
 We take pride in delivering real customer value and a solution unmatched by other providers. CDW Canada has a three-pronged approach to Staff Augmentation solutions. This is known as our CDW Canada Sourced, Validated, Supported approach, which is underpinned by a comprehensive recruitment process that is a well-documented, proven effective, and provides a consistent and concise workflow.

We track each staff augmentation opportunity and engagement through various stages—from an initial opportunity assessment through a series of approvals, validation steps and customer feedback points—to ensure we deliver consistent service on every engagement. This methodology allows us to accurately source and engage the right candidates.

Recruitment
 Our dedicated team of industry-recognized Staff-Augmentation and Resource Management experts develop, manage and innovate our Staff Augmentation solutions in Canada. This team is branded as CDW Canada's Resource Augmentation solution. These experts are positioned all throughout Canada and know the specifics of each diverse market and customer base. The team provides an end-to-end service, supporting hundreds of active consultants from the onboarding stage to specific invoicing and timesheet solutions required by our customers.

CDW Canada's internal recruiting expertise coupled with our Consultant Partner Network and vast database delivers virtually unlimited resource capabilities (For all intents and purposes, the term consultant and candidate is used interchangeably within CDW Canada). Additionally, our unique relationships with some of North America's largest IT consultant networks, agencies and independent contractors help us connect with the right resources quickly and seamlessly.

Screening
 As Canada's leading IT services company focused on Infrastructure, Security, Cloud, and Digital Transformation, CDW Canada has the in-house capability to validate every candidate we deliver. We take on the heavy lifting with screening, involving our customers when and where necessary without overburdening them with an onslaught of candidates that do not meet their requirements.

Unlike the traditional IT Agency approach that underlies other Staff Augmentation Providers that simply matches key words on a resume, CDW Canada performs technically focused, deep-dive skill assessments on each of our candidates. The skill assessment is led by CDW's own industry-recognized Subject Matter Experts (SME's). We then systematically match the assessment results with the specific customer requirement and the goals of each of their projects.

On average, we can source proven IT consultants within a 48-hour window (or quicker). In cases where this is not possible as a result (due to an issue like skill scarcity), we promptly notify the client and develop a mutually agreeable course of action and timeline.

Members can be assured that a validated candidate meets or exceeds the required expertise and experience. Where possible, CDW Canada utilizes its relationships with our Technology Partners to pre-validate and confirm the certification levels of our candidates.

CDW Canada will perform professional reference checks and other types of verification documentation when requested.

Selection:
 Similar to our U.S. selection process, CDW Canada supports interviews and screenings to ensure we place the right candidates the first time. While the contract position has similar term lengths and commitments, the following two methods vary slightly between U.S. and Canada.

Contract to Hire

- Term Length: 6 month minimum
- Conversion Cost: Convert full time employees with a standard fee of 20%
- Other terms are specified in Table 9, Performance Standards and Guarantees

Full Time Employee (FTE)

- Guarantee: We provide a 3-month guarantee, if within the first 3 months of a staffing the person staffed leaves, CDW Canada will find a suitable replacement.

In-House Skill Validation
 As Canada's leading IT services company focused on Infrastructure, Security, Cloud and Digital Transformation, CDW has the in-house capability to perform skill validations for every consultant we deliver. Unlike the IT Agency approach that underlies all other "Staff-Aug Providers", that simply matches key words on a resume, CDW performs technically focused "deep-dive" skill assessments on each of our consultants with CDW's own, industry-recognized, Subject Matter Experts (SME's). We then systematically match the deep-dive results with the specific customer requirement and the goals of each of their projects. Our customers can be assured that a "CDW-augmented" consultant meets or, in most cases, exceeds the required expertise and experience. Where possible, CDW utilizes its relationships with our Technology Partners to pre-validate and confirm the certification levels of our consultants.

Support & Retention
 Our Staff Augmentation team is fully aligned with our Professional Services and Managed Services teams to ensure our customers get the same approach and quality, whether they engage CDW Canada for a Fixed Fee Services project or a Time and Materials Resource Augmentation engagement.

Our candidates are also supported by our Professional Services and Managed Services teams should they run into a complex issue they cannot resolve on their own. Our customers enjoy the peace of mind of having the entirety of CDW Canada technical experts available to support them when necessary, as opposed to only being supported by a single individual. This is not something a classic recruiting agency can boast.

Our candidates are a part of a much larger team of experts and every candidate we source has an escalation path back to CDW Canada's team should any potential issue arise. Not only does the customer have support being their candidate, the candidate feels supported by the entirety of CDW Canada. This support methodology, coupled with competitive salaries, and all-around pleasant working atmosphere helps retain our candidates for continued customer engagements.

69 Describe your process for development of participating entity statements of work, service levels, quality control plans, and performance

Developing a Statement of Work
 From roadmaps to adoption to project deployment and lifecycle management, the experts at CDW•G bring years of experience to help Sourcewell member's design, orchestrate and manage their technology

standards (as applicable).	<p>environments.</p> <p>During a typical engagement, our project managers, solution architects and technical engineers will engage directly with customers through a series of in-depth discussions. These experts assess the customer's specific needs and make recommendations to address gaps, optimize growth and meet business objectives. Our project managers and engineers work directly with customers to design and implement every facet of your IT solution. After assessing your current environment and business objectives, they'll produce a detailed project blueprint. In conjunction with our dedicated team of service contract specialists and service contract negotiators, a Statement of Work (SOW) is drafted. Each CDW•G SOW details the underlying business purpose, services to be delivered, general responsibilities and assumptions, project scheduling, designated locations and expected value. An executable SOW is then provided to the customer for review and signature. Upon mutual agreement and signature by both parties, and work can commence as detailed in the SOW.</p> <p>At times, we will hold a Client Kickoff Meeting to promote a thorough understanding of project objectives, success criteria, key roles and responsibilities, target schedule, key risks across all project participants. The kickoff meeting aligns expectations for service levels, quality control plans, and performance standards, which carries value over the entire project lifecycle. The outcome of this session will be to:</p> <ul style="list-style-type: none"> • Review current requirements and preliminary proposal • Understand the goals for the project, and ensure that the entire project team is in agreement • Identify and define the roles and responsibilities of the project core team • Define and clearly articulate project objectives, success criteria, priorities, technologies being deployed and key deliverables • Identify the work required to achieve the project goals • Establish a high-level schedule for the project • Identify and develop strategies for coping with major project risks • List major project deliverables, including their definitions and completion criteria • Create a high-level project schedule based on the major project deliverables • List key project risks, as well as the risk management plan for the critical ones • List key project issues and assumptions • Evaluate scheduling constraints (launch freezes, exercises, facility modifications) • Identify other business constraints (work hours, outage sensitivity) • Identify third party requirements/involvement (power, racks, etc.), if known • Assess risks involved with implementation • Review approach to knowledge transfer • Identify additional resources required • Identify processes required to implement (for example, integration checklists) • Review the parameters for customer acceptance • List "next steps" for the project team <p>This process ensures the proper information is contained within the SOW and agreed upon by both parties.</p> <p>Please see Attachment_CDWG Sample SOW for an example.</p> <p>Performance Management</p> <p>While scoping out a solution is crucial to the development of a SOW, it's just as crucial to ensure we have structures in place to ensure an engagement is carried out on time and according to that plan. Customers may choose to raise any concerns with their dedicated Account Manager (State and Local, K-12, Higher Education), their Sales Leaders, the dedicated Program Manager, or the resource engaged on their project who will engage the proper resources to quickly remedy situations</p> <p>Quality Control</p> <p>CDW•G takes specific steps to ensure quality and reliability throughout the entire process. As is relates to our deployment services we have developed several processes to ensure quality. These processes are continually refined based on the results of programs put in place. Some of the areas of focus are as follows:</p> <ul style="list-style-type: none"> • Bid assurance • Peer review • Project debrief • Quality assurance during project • Customer satisfaction surveys upon completion of projects and periodically throughout the year <p>Performance Standards</p> <p>We understand that a well-defined project structure is important and key to the success of an engagement. CDW's Project Management Methodology provides a roadmap to the processes, roles, and checkpoints that govern work with our customers from proposal development through service delivery. CDW's Project Methodology offers flexibility and judgment yet provides a clear path for the engagement to follow. We draw upon best practices derived from the IT Infrastructure Library (ITIL) framework. Our methodology enables us to support each customer engagement "The CDW Way." A dedicated CDW Project Manager will provide a single point of contact and escalation point to ensure the success of the entire project.</p> <p>CDW Canada SOW Development</p> <p>Similar to the U.S, CDW Canada has best practices in place for developing SOWs, service levels, quality control plans, and performance standards. Creating entity SOWs, service levels, Quality Control (QC) plans, and performance standards is an iterative process that is customer-driven and executed by the CDW Canada Account Team. Our SOW creation process starts with understanding customer's business requirements – functional, technical, pricing and legal aspects. Our subject matter experts also conduct workshops to gain in-depth understanding of our customer's requirements. We leverage ITIL and PMO methodology to ensure our SOW framework is compliant and effective</p> <p>We make every effort to exceed the customers expectation, especially from a timeliness standpoint.</p> <p>CDW Canada has multiple Statement of Work (SOW) templates as well depending on the type of engagement. These sample Canadian SOWs included in our response as: Attachment_CDW Canada Sample SOW Attachment_CDW Canada Prof Services Sample SoW Attachment_CDW Canada SOW-Cloud Managed Services</p> <p>Quality Control</p> <p>Our resource quality standards are incredibly high for CDW Canada employees and our dedicated TASK team is mandated to maintain that same high standard for the resources we provide. They apply our workflow and process consistently for every opportunity and never sacrifice resource-quality for any other</p>
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		<p>metric.</p> <p>Documentation Development for CDW Canada We have several core documents designed specifically for Staff Augmentation Services engagements. These documents contain appropriate terms and conditions for both our customers and our candidates. Every candidate we source holds a contract directly with CDW Canada, rather than with another subcontractor. Each candidate executes a Contractor Services Agreement and a CDW Canada Non-Disclosure Agreement (NDA) This NDA is specifically written to protect both CDW Canada and the member against all standard legal liabilities regarding confidentiality of information. Each candidate is paid directly by CDW Canada. Our teams manage candidate timesheets and reports which can be customized based on individual customer requirements. We believe that the model used by other Staff Aug Providers (reselling subcontractors engaged through multiple layers and agencies) adds additional risks, contractual complexities, and additional margin overlaps that simply result in lower quality consultants at higher process for the end client. Our model allows us to provide the best possible candidates and justifiable pricing.</p>
70	<p>Describe the range of IT MSP or Staff Augmentation service contracts (as applicable) that you have completed in the government sector (smallest, largest, average).</p>	<p>CDW•G has completed numerous IT Managed Services and Staff Augmentation service contracts for state and municipal governments across the U.S. Below are success stories that showcase our range of service offerings and our ability to service organizations of all sizes with a relentless focus to optimize the customer's environment.</p> <p>Organization Size: Large; 10,000,000+ population Organization Type: State Housing & Urban Development Agency Project Location: Southeast U.S. Project Scope: IT Managed Services</p> <p>A state housing and urban development agency in the Southeast U.S. exists to provide safe and affordable housing, local government assistance, and community and economic development for the State. CDW•G assisted this agency with the implementation of several professional service projects. In 2019, the customer shared that they were looking to upgrade/migrate from their existing phone systems to provide additional features and functionality while reducing expenses.</p> <p>In response, CDW•G Account Managers and Solution Architects evaluated several possible solutions, including Microsoft's Cloud Phone System and the Cisco Unified Communications Manager platform. Given the agency's workflow requirements and some limitations with the Microsoft platform, the agency opted for the Cisco solution. CDW•G's solution architects then met with various business units at the customer site to gain an understanding of the day-to-day use of their existing phone system and contact center solution.</p> <p>Based on these discovery sessions, CDW•G architected a solution wherein we would host and manage the necessary Cisco infrastructure for the customer in our redundant data centers, reducing the need for on-premise hardware, and eliminating the need for the customer to hire specialized staff to support the new phone system.</p> <p>Due to the events surrounding the COVID-19 pandemic and the limited availability of the customer's staff, the design phase of this solution lasted approximately five months. Once complete, however, CDW•G staff configured and tested all the necessary equipment to support the customer's existing Cisco platforms. Our engineers also provided end user training and adoption services for the customer's end users and the customer went live with the solution in November of 2020.</p> <p>Today, 625 customer staff utilize the Cisco Unified Communications Manager and Contact Center Express solutions from both their office location, and at remote sites through Cisco's softphone offering. CDW•G's Managed Services team provides complete management and administration of the solution, including moves, adds, and changes, troubleshooting, patching, and version upgrades, eliminating the need for the customer to hire additional staff.</p> <p>Organization Size: Average; 4,000,000+ population Organization Type: State Employment Agency Project Location: Northwest U.S. Project Scope: IT Managed Services</p> <p>A U.S. State Department of Employment in the Northwest is dedicated to supporting the economic stability for its constituents and communities during times of unemployment through the payment of unemployment benefits, and their business is crucial to the success of the state's entire workforce system. At the start of 2020, the Department was utilizing legacy hardware and applications to manage their workflows. As the economic impact of the COVID-19 pandemic gripped the state, the Department became unable to process PDFs in their legacy applications fast enough to keep pace with their Pandemic Unemployment Assistance (PUA) applications.</p> <p>Starting in May 2020, CDW•G was able to quickly build, deploy, and manage a secure, scalable, extensible, and flexible cloud platform utilizing Application Modernization, Hybrid Cloud, Managed Services, DevOps, and Project Management.</p> <p>This solution enabled the Department to go from processing 10,000 applications a week to 500,000 applications in the first full week of deployment. As a result, all eligible state residents were paid before the PUA deadline. CDW•G continues to manage and maintain the entire process ensuring that the State can continue to provide critical services to all citizens with employment needs.</p> <p>Organization Size: Small; 100,000+ population Organization Type: City Government Project Location: Western U.S. Project Scope: IT Managed Services</p> <p>In June 2018, CDW•G learned that the city government planned to migrate from ServiceNow Express to Enterprise Edition. A ServiceNow implementation is a major organizational undertaking and upgrading can feel like an uphill climb. Configuration and go-live are just one consideration. Proper testing, training, documentation and knowledge transfer is necessary for success. While some organizations have the internal resources to carry a large part of the load and get the most out of the new platform, many do not.</p> <p>In order to successfully transition from ServiceNow Express Edition to the Enterprise Edition, the City required assistance from a capable system integrator to setup additional modules within the platform (Hardware Asset Management, Discovery, CMDB, etc.) to provide better overall visibility into their citywide assets.</p>

		<p>As one of the highest ranked partners in the ServiceNow partner community, CDW•G had the expertise and experience to help the City plan, prepare and successfully migrate environments to the next sequential release of ServiceNow.</p> <p>The CDW•G Account Team brought in our local Client Engagement Manager to discuss our ServiceNow Solution capabilities and proven six-phase approach with the City's Client Services Manager.</p> <p>Using this methodology our delivery experts guided the City through the entire implementation process effectively and efficiently.</p> <p>CDW•G also provided our Continuous Improvement Planning (CIP) services along with our initial project-based work to ensure the city's ServiceNow solution received continued development and support from ServiceNow-certified developers. These resources provide best practice consulting with an eye toward the future and a focus on utilizing the ServiceNow platform to its fullest potential. As a result, the city has had the benefit of a dedicated CDW•G SNS delivery engineer to assist them with their ongoing CIP.</p> <p>CDW•G was initially awarded a 12-month services contract. Due to the success the City has recognized with a dedicated CDW•G ServiceNow delivery engineer they have extended our contract to 24 months.</p>
71	<p>Describe the range of IT MSP or Staff Augmentation service contracts (as applicable) that you have completed in the education sector (K-12 and/or Higher Ed - smallest, largest, average).</p>	<p>CDW•G has completed numerous IT Managed Services and Staff Augmentation service contracts for K-12 and Higher Education institutions across the U.S. Below are a few success stories that showcase our range of service offerings and our ability to service organizations of all sizes with a relentless focus on optimizing the customer's environment.</p> <p>Organization Size: Large; 30,000+ students Organization Type: Unified K-12 School District Project Location: Western U.S. Project Scope: IT Managed Services</p> <p>In 2020, a unified school district serving nearly 30,000 students was looking to drive efficiencies and decrease the time to incident resolution within their support model. CDW•G built out a dual-pronged approach featuring our Gold Level Managed Services and CDW•G Technology Support for all of the school district's critical IT infrastructure.</p> <p>Our Gold level of service is designed to minimize, or even eliminate, the need for time and materials-based engineering support and consultation. In a nutshell, CDW becomes the 24 x 7 expert system administrator for the server or device. All engineering fault diagnosis and break-fix relative to operational uptime and availability—regardless of complexity of time expended by CDW—is included with this level of service.</p> <p>Our CDW Technology Support (CTS) is CDW's warranty support service offering backed by our top OEM partners. CDW will take the first call for our client to help resolve their issue and, if needed, provide an engineer onsite to perform a hardware replacement. If escalation to the OEM is required, CDW will do that on the client's behalf. Due to CDW's depth of service offering and breadth of expertise, we sourced a top-level engineer faster than if the customer tried to hire an engineer, resulting in quicker incident resolution.</p> <p>This twofold solution provides both the day-to-day management for their critical IT systems as well as top priority incident resolution and escalation. CDW•G was awarded a 3-year service contract in June 2020, and the school district has already realized a significant decrease in their average time to incident resolution.</p> <p>Organization Size: Small; 5,000 students Organization Type: Public K-12 School District Project Location: Midwest U.S. Project Scope: IT Staff Augmentation Services</p> <p>The district's Technology and Innovation Department supports district staff, students, and families by providing access to devices and a strong network, as well as guidance on selecting and using digital resources effectively and responsibly. In order to keep pace with the rapid expansion of IT devices and infrastructure to support, a 1:1 device rollout and the shift to remote learning, the school district required assistance maintaining their critical IT infrastructure.</p> <p>The CDW•G Account Team recommended CDW's Technology Support (CTS) service so that CDW•G could provide around-the-clock, end-to-end ownership of all incidents, service requests and support for maintenance the district's wired, wireless and voice hardware on their behalf.</p> <p>The district is currently receiving the following benefits from the CTS offering:</p> <ul style="list-style-type: none"> • A single point of contact for incident resolution. • Top priority for incident resolution and escalation. • A constantly monitored CTS Performance Dashboard • Weekly internal calls to review any and all CTS cases to ensure quick resolution, case closure and client satisfaction and delight. • CDW manages and RMA and device replacements, and in many cases, dispatches an engineer to meet that part and swap out the device. • A support partner contract is purchased from the OEM so you do not lose the ability for upgrades, updates, etc., and may be provided software download access to those contracts if requested. <p>Organization Size: Average; 11,000+ students Organization Type: Public Community College Project Location: Pacific Northwest U.S. Project Scope: IT Staff Augmentation Services</p> <p>A public community college serving 11,500 students sought a PeopleSoft staff augmentation resource to assist with a backlog of work. The college was working under a tight timeline and needed a resource as soon as possible.</p> <p>The CDW•G Account Team introduced the College's CIO and IT Director to our Digital Velocity Solutions Business Development Manager (BDM). The BDM was able to conduct an intake call the same day, and quickly identified and screened two qualified candidates for the customer.</p> <p>The CIO selected one of the candidates for immediate employment on a 3-month contract. The contractor began working in May 2021 and due to their exceptional performance, the CIO is in the process of extending the contract.</p>

	<p>Organization Size: Large; 35,000+ students Organization Type: Technical Community College Project Location: Midwest U.S. Project Scope: IT Managed Services</p> <p>A two-year vocational-technical college in the Midwest needed assistance upgrading their current Cisco Unified Communication environment. They sought a solution that would augment their internal technical expertise and improve their ability to manage an upgraded production environment.</p> <p>CDW•G migrated and implemented a new Cisco Voice Over IP (VoIP) solution, enabled ongoing support, and managed through our UC Advantage service offering. UC Advantage allowed the college to leverage CDW's technical expertise using pre-paid hours for 24x7, immediate-response, reactive, remote engineering support for their Cisco VoIP system, video, conferencing and messaging, and contact center applications.</p> <p>CDW•G was awarded the service contract in 2015 and continues to provide this managed service today. The college utilizes our services to repair voice system outages, troubleshoot end user technical issues, manage version upgrades and patches for enhanced security, and more.</p> <p>UC Advantage continues to provide the IT operations team with a support safety net of collaboration experts. This helps limit downtime while meeting their business needed during planned or unplanned outages.</p>
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Exceptions to Terms, Conditions, or Specifications Form

Only those Proposer Exceptions to Terms, Conditions, or Specifications that have been accepted by Sourcewell have been incorporated into the contract text.

Documents

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

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

- [Pricing](#) - Pricing Documents.zip - Monday July 12, 2021 15:22:04
- [Financial Strength and Stability](#) - Attachment_CDWG Annual Report.pdf - Monday July 12, 2021 15:22:18
- [Marketing Plan/Samples](#) - Attachment_Sample Email.pdf - Monday July 12, 2021 15:22:28
- WMBE/MBE/SBE or Related Certificates (optional)
- [Warranty Information](#) - Attachment_Warranty_CDW Technology Support.pdf - Monday July 12, 2021 15:22:48
- [Standard Transaction Document Samples](#) - Standard Transaction Document Samples.zip - Monday July 12, 2021 15:23:02
- [Upload Additional Document](#) - Additional Documents.zip - Monday July 12, 2021 15:23:27

Addenda, Terms and Conditions

PROPOSER AFFIDAVIT AND ASSURANCE OF COMPLIANCE

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

1. The Proposer is submitting this Proposal under its full and complete legal name, and the Proposer legally exists in good standing in the jurisdiction of its residence.
2. The Proposer warrants that the information provided in this Proposal is true, correct, and reliable for purposes of evaluation for contract award.
3. The Proposer, including any person assisting with the creation of this Proposal, has arrived at this Proposal independently and the Proposal has been created without colluding with any other person, company, or parties that have or will submit a proposal under this solicitation; and the Proposal has in all respects been created fairly without any fraud or dishonesty. The Proposer has not directly or indirectly entered into any agreement or arrangement with any person or business in an effort to influence any part of this solicitation or operations of a resulting contract; and the Proposer has not taken any action in restraint of free trade or competitiveness in connection with this solicitation. Additionally, if Proposer has worked with a consultant on the Proposal, the consultant (an individual or a company) has not assisted any other entity that has submitted or will submit a proposal for this solicitation.
4. To the best of its knowledge and belief, and except as otherwise disclosed in the Proposal, there are no relevant facts or circumstances which could give rise to an organizational conflict of interest. An organizational conflict of interest exists when a vendor has an unfair competitive advantage or the vendor's objectivity in performing the contract is, or might be, impaired.
5. The contents of the Proposal have not been communicated by the Proposer or its employees or agents to any person not an employee or legally authorized agent of the Proposer and will not be communicated to any such persons prior to Due Date of this solicitation.
6. If awarded a contract, the Proposer will provide to Sourcewell Participating Entities the equipment, products, and services in accordance with the terms, conditions, and scope of a resulting contract.
7. The Proposer possesses, or will possess before delivering any equipment, products, or services, all applicable licenses or certifications necessary to deliver such equipment, products, or services under any resulting contract.
8. The Proposer agrees to deliver equipment, products, and services through valid contracts, purchase orders, or means that are acceptable to Sourcewell Members. Unless otherwise agreed to, the Proposer must provide only new and first-quality products and related services to Sourcewell Members under an awarded Contract.
9. The Proposer will comply with all applicable provisions of federal, state, and local laws, regulations, rules, and orders.
10. The Proposer understands that Sourcewell will reject RFP proposals that are marked "confidential" (or "nonpublic," etc.), either substantially or in their entirety. Under Minnesota Statutes Section 13.591, subdivision 4, all proposals are considered nonpublic data until the evaluation is complete and a Contract is awarded. At that point, proposals become public data. Minnesota Statutes Section 13.37 permits only certain narrowly defined data to be considered a "trade secret," and thus nonpublic data under Minnesota's Data Practices Act.
11. Proposer its employees, agents, and subcontractors are not:
 1. Included on the "Specially Designated Nationals and Blocked Persons" list maintained by the Office of Foreign Assets Control of the United States Department of the Treasury found at: <https://www.treasury.gov/ofac/downloads/sdnlist.pdf>;
 2. Included on the government-wide exclusions lists in the United States System for Award Management found at: <https://sam.gov/SAM/>; or
 3. Presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from programs operated by the State of Minnesota; the United States federal government or the Canadian government, as applicable; or any Participating Entity. Vendor certifies and warrants that neither it nor its principals have been convicted of a criminal offense related to the subject matter of this solicitation.

By checking this box I acknowledge that I am bound by the terms of the Proposer's Affidavit, have the legal authority to submit this Proposal on behalf of the Proposer, and that this electronic acknowledgment has the same legal effect, validity, and enforceability as if I had hand signed the Proposal. This signature will not be denied such legal effect, validity, or enforceability solely because an electronic signature or electronic record was used in its formation. - David Hutchins, Vice President Strategic Programs and Sales Enablement, CDW Government LLC

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

Yes No

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

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

File Name	I have reviewed the below addendum and attachments (if applicable)	Pages
Addendum_16_IT_MSP_Staff_Augmentation_RFP_071321 Mon July 5 2021 12:18 PM	<input checked="" type="checkbox"/>	4
Addendum_15_IT_MSP_Staff_Augmentation_RFP_071321 Fri July 2 2021 10:01 AM	<input checked="" type="checkbox"/>	1
Addendum_14_IT_MSP_Staff_Augmentation_RFP_071321 Tue June 29 2021 06:05 PM	<input checked="" type="checkbox"/>	2
Addendum_13_IT_MSP_Staff_Augmentation_RFP_071321 Mon June 28 2021 05:20 PM	<input checked="" type="checkbox"/>	1
Addendum_12_IT_MSP_Staff_Augmentation_RFP_071321 Fri June 25 2021 03:26 PM	<input checked="" type="checkbox"/>	1
Addendum_11_IT_MSP_Staff_Augmentation_RFP_071321 Thu June 24 2021 04:11 PM	<input checked="" type="checkbox"/>	1
Addendum_10_IT_MSP_Staff_Augmentation_RFP_071321 Tue June 22 2021 04:50 PM	<input checked="" type="checkbox"/>	3
Addendum_9_IT_MSP_Staff_Augmentation_RFP_071321 Fri June 18 2021 05:25 PM	<input checked="" type="checkbox"/>	1
Addendum_8_IT_MSP_Staff_Augmentation_RFP_071321 Thu June 17 2021 06:57 PM	<input checked="" type="checkbox"/>	3
Addendum_7_IT_MSP_Staff_Augmentation_RFP_071321 Wed June 16 2021 06:14 PM	<input checked="" type="checkbox"/>	3
Addendum_6_IT_MSP_Staff_Augmentation_RFP_071321 Mon June 14 2021 09:42 AM	<input checked="" type="checkbox"/>	3
Addendum_5_IT_MSP_Staff_Augmentation_RFP_071321 Fri June 11 2021 09:10 AM	<input checked="" type="checkbox"/>	2
Addendum_4_IT_MSP_Staff_Augmentation_RFP_071321 Wed June 9 2021 04:03 PM	<input checked="" type="checkbox"/>	4
Addendum_3_IT_MSP_Staff_Augmentation_RFP_071321 Mon June 7 2021 04:39 PM	<input checked="" type="checkbox"/>	2
Addendum_2_IT_MSP_Staff_Augmentation_RFP_071321 Thu June 3 2021 05:13 PM	<input checked="" type="checkbox"/>	1
Addendum_1_IT_MSP_Staff_Augmentation_071321 Tue June 1 2021 08:46 AM	<input checked="" type="checkbox"/>	2