

**Solicitation Number: RFP #060624****CONTRACT**

This Contract is between Sourcewell, 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 (Sourcewell) and GTY Technology Holdings Inc., 363 W. Erie St. Floor 7, Chicago, IL 60654 (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 Software Solutions and Related Services for Public Sector and Education Administration from which Supplier was awarded a contract in Category 1.

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.

EXPIRATION DATE AND EXTENSION. This Contract expires October 25, 2028, unless it is cancelled sooner pursuant to Article 22. This Contract allows up to three additional one-year extensions upon the request of Sourcewell and written agreement by Supplier. Sourcewell retains the right to consider additional extensions beyond seven years as required under exceptional circumstances.

B. **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. Supplier shall license the SAAS Offering to the Participating Entity in accordance with this Contract and the End User License Agreement ("EULA"), available at <https://eunasolutions.com/eula/>, which shall be provided directly to the Participating Entity. For the purposes of this Contract, "SAAS Offering" means the software-as-a-service offering, as set out in the applicable Order Form.

All Equipment and Products provided under this Contract must be new and the current model. Supplier may offer close-out or refurbished Equipment or Products if they are clearly indicated in Supplier's product and pricing list. Unless agreed to by the Participating Entities in advance, Equipment or Products must be delivered as operational to the Participating Entity's site.

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

B. WARRANTY.

- a. Warranties for Professional Services. Supplier warrants that it shall perform the Professional Services: (a) in accordance with the terms and subject to the conditions set out in the respective Statement of Work or Order Form and this Agreement; (b) using personnel of commercially reasonable skill, experience, and qualifications; and (c) in a timely, workmanlike, and professional manner in accordance with generally recognized industry standards for similar services.
- ii. Warranties for the SAAS Offering. Supplier warrants that during the Term, the SAAS Offering will conform in all material respects to the Documentation when accessed and used in accordance with the Documentation. Supplier does not make any representations or guarantees regarding uptime or availability of the SAAS Offering unless specifically identified in the applicable Service Level Agreement. In the event that the SAAS Offering does not meet the foregoing warranty, Supplier's sole obligation and Participating Entity's exclusive remedy shall be for Supplier to perform the remedies set forth in the Service Level Agreement. THE FOREGOING WARRANTY DOES NOT APPLY, AND SUPPLIER STRICTLY DISCLAIMS ALL WARRANTIES, WITH RESPECT TO ANY THIRD-PARTY PRODUCTS.

C. DEALERS, DISTRIBUTORS, AND/OR RESELLERS. Upon Contract execution and throughout the Contract term, Supplier must provide to Sourcewell a current means to validate or authenticate Supplier's authorized dealers, distributors, or resellers relative to the Equipment, Products, and Services offered under this Contract, which will be incorporated into this

Contract by reference. It is the Supplier's responsibility to ensure Sourcewell receives the most current information.

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 Equipment, Products, and Services that are operational for their intended purpose, and includes all costs to the Participating Entity's requested delivery location.

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

Sourcewell may declare the Supplier in breach of this Contract if the Supplier intentionally provides substandard or inferior Equipment or Products.

A. **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.

B. **HOT LIST PRICING.** At any time during this Contract, Supplier may offer a specific selection of Equipment, Products, or 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. Equipment, Products, or 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.

Hot List program and pricing may also be used to discount and liquidate close-out and discontinued Equipment and Products as long as those close-out and discontinued items are clearly identified as such. Current ordering process and administrative fees apply. Hot List Pricing must be published and made available to all Participating Entities.

4. PRODUCT AND PRICING CHANGE REQUESTS

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, 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 or its authorized dealers, distributors, or resellers, as applicable. Any negotiated additional terms and conditions must never be less favorable to the Participating Entity than what is contained in this Contract.

C. SPECIALIZED SERVICE REQUIREMENTS. In the event that the Participating Entity requires service or specialized performance requirements 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 FOR CAUSE. 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. TERMINATION OF ORDER FOR CONVENIENCE. In addition to Section D of this Contract, Participating Entities may also terminate for convenience, in accordance with Supplier's EULA. For the avoidance of doubt, Participating Entities may terminate an order without cause by giving sixty (60) days advance written notice to EUNA of its election to terminate the order. In the event of such termination, Participating Entity agrees to pay a "SaaS Recovery Amount"

equivalent to 50% of the subscription fees for the remainder of the initial term of the Order Form. The SaaS Recovery Amount is not an early termination fee.

F. 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, except in the event of a medical emergency or other unanticipated event where notice cannot be provided. 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, performance issues, 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;
- Sourcewell Assigned Entity/Participating Entity Number;

- Item Purchased Description;
- Item Purchased Price;
- Sourcewell 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 Sourcewell, the Supplier will pay an administrative fee to Sourcewell 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 Sourcewell for the percentage of administrative fee stated in the Proposal multiplied by the total sales of all Equipment, Products, and Services purchased by Participating Entities under this Contract during each calendar quarter. Payments should note the Supplier's name and Sourcewell-assigned contract number in the memo; and must be mailed to the address above "Attn: Accounts Receivable" or remitted electronically to Sourcewell's banking institution per Sourcewell'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 Sourcewell in auditing transactions under this Contract to ensure that the administrative fee is paid on all items purchased under this Contract.

In the event the Supplier is delinquent in any undisputed administrative fees, Sourcewell 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 Contract are subject to examination by Sourcewell or the Minnesota State Auditor for a minimum of six years from the

end of this Contract. This clause extends to Participating Entities as it relates to business conducted by that Participating Entity under this Contract.

B. ASSIGNMENT. Neither 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

In addition to the IP indemnity set forth in Supplier's EULA, Supplier shall indemnify, defend, and hold harmless Sourcewell and its Participating Entities and its agents, officers, directors and employees ("Indemnified Parties") from and against any and all losses, damages, liabilities, costs, including reasonable attorneys' fees ("Losses") incurred by Indemnified Parties resulting from any third-party claim, suit, action or proceeding ("Third Party Claim") based on Supplier's negligence, gross negligence, willful misconduct or violation of applicable law. Sourcewell's responsibility will be governed by the State of Minnesota's Tort Liability Act (Minnesota Statutes Chapter 466) and other applicable law.

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, 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. *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 liability-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. *Professional/Technical, Errors and Omissions, and/or Miscellaneous Professional Liability.* During the term of this Contract, Supplier will maintain coverage for all claims the Supplier may become legally obligated to pay resulting from any actual or alleged negligent act, error, or omission related to Supplier's professional services required under this Contract.

Minimum Limits:

\$2,000,000 per claim or event

\$2,000,000 – annual aggregate

6. *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 mailed to Sourcewell, 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 or sent 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 list 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. 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 Sourcewell 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 cannot 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 a Participating Entity and is not subject to any obligations or liabilities to the Participating Entity, Supplier, or any other party pertaining to any matter resulting from the 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.

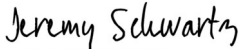
T. DOMESTIC PREFERENCES FOR PROCUREMENTS. To the extent applicable, Supplier certifies that during the term of this Contract will comply with applicable requirements of 2 C.F.R. § 200.322.

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

GTY Technology Holdings Inc.

Signed by:

C0FD2A139D06489...
By: _____
Jeremy Schwartz
Title: Chief Procurement Officer
Date: 11/26/2024 | 2:43 PM CST

Signed by:

212DFFC6F65D4D4...
By: _____
Tom Amburgey
Title: CEO
Date: 11/26/2024 | 2:41 PM CST

RFP 060624 - Software Solutions and Related Services for Public Sector and Education Administration

Vendor Details

Company Name: GTY Technology

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

Address: 363 W. Erie Street
Chicago, IL 60654

Contact: Lynn Leano

Email: lynn.leano@eunasolutions.com

Phone: 925-785-8851

HST#:

Submission Details

Created On: Wednesday May 01, 2024 15:59:35

Submitted On: Wednesday June 19, 2024 15:00:08

Submitted By: Norman Schumann

Email: norman.schumann@eunasolutions.com

Transaction #: e34f1f3f-ac8e-4c61-a4f2-ed44076bf0dd

Submitter's IP Address: 108.170.150.145

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")	GTY Technology Holdings Inc., a Massachusetts corporation, dba Euna Solutions 363 W. Erie St., Floor 7 Chicago, IL 60654 877.707.7755	*
2	Identify all subsidiary entities of the Proposer whose equipment, products, or services are included in the Proposal.	GTY Technology Holdings Inc., dba Euna Solutions ("Euna"), is the parent company to other SaaS companies (such subsidiaries, "Affiliates"). Affiliates include Questica Ltd., CityBase, Inc., eCivis Inc., Ion Wave Technologies, LLC, DemandStar Corporation, EqualLevel, Inc., OpenCounter Enterprise Inc., Sherpa Government Solutions LLC, and GTY Software Inc. in Canada. In addition to the products and services that are the subject of this Agreement, Sourcewell Participating Entities have the option to purchase from either Euna or any Affiliates.	*
3	Identify all applicable assumed names or DBA names of the Proposer or Proposer's subsidiaries in Line 1 or Line 2 above.	Euna Solutions	*
4	Provide your CAGE code or Unique Entity Identifier (SAM):	Questica Ltd., a legal entity of Euna Solutions, holds an active Unique Entity Identifier as follows: IDL2PBFYZLEC42.	*
5	Proposer Physical Address:	363 W. Erie St., Floor 7 Chicago, IL 60654 877.707.7755	*
6	Proposer website address (or addresses):	https://eunasolutions.com/	*
7	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):	Brenna Lenchak, SVP, General Counsel – Euna Solutions 363 W Erie Street, Floor 7 Chicago, IL 60654 877.707.7755 brenna.lenchak@eunasolutions.com	*
8	Proposer's primary contact for this proposal (name, title, address, email address & phone):	Jas Saraw, SVP, Sales – Euna Solutions 363 W Erie Street, Floor 7 Chicago, IL 60654 877.707.7755 jas.saraw@eunasolutions.com	*
9	Proposer's other contacts for this proposal, if any (name, title, address, email address & phone):	Lynn Leano, Senior Director Alliances – Euna Solutions 363 W Erie Street, Floor 7 Chicago, IL 60654 877.707.7755 lynn.leano@eunasolutions.com	

Table 2: Company Information and Financial Strength

Line Item	Question	Response *
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10	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.	Euna Solutions is a leading provider of purpose-built, cloud-based solutions that power critical administrative and financial functions for the public sector. Established in 2018, Euna Solutions (formerly GTY Technology) brought together best-in-class SaaS companies that delivered purpose-built solutions with a mission to streamline public sector workflow. These technology companies have had proven and repeated success with customers for decades – some as long as 26 years – offering easy-to-use solutions. Collectively, the companies offered solutions to support the following areas within public sector: • Procurement (Bonfire, 2012, Ion Wave Technologies, 2002, and DemandStar, 1999) • Payments (CityBase, 2013) • Grants Management (eCivis, 2000) • Budgeting (Questica, 1998 and Sherpa, 2013) • Permitting (OpenCounter, 2012) • K-12 administration (SpedTrack, 2002) All Euna solutions increase operational efficiency, transparency, collaboration, and compliance. In May 2023, Euna Solutions undertook a corporate-wide rebranding from GTY Technology and embarked upon an organizational transformation to merge nine independent companies into one, bringing together best-in-class technologies to support public sector finance administrators with their day-to-day workflows. With this rebrand initiative, Euna Solutions refreshed its corporate values with feedback and input from the greater employee base to ferment the way in which the team would move forward together to achieve goals: • We Are One – We maintain a team-first attitude, striving for a culture of unity, learning, and shared success. • We Drive Results – We are driven to get things done and to do them well, the first time. We set clear goals, remain focused on the desired outcomes, and take the initiative when it comes to problem-solving and decision-making. • We Are Growth Oriented – We're always looking forward, continuously improving. That means embracing diverse perspectives, engaging in continued learning, and making smart spending decisions. Euna's efforts were recognized and celebrated with a 2023 Stevie Award for Great Employers in the Best Transformation Strategy category, further solidifying our company's sincere commitment to excellence. In 2024, Euna continued to expand its robust procurement offering with the acquisition of EqualLevel, now called Euna Marketplace. Euna's budget solution continued iteration with the enhancement of Budget Book Studio and the launch of Strategic Budgeting. Euna Payments expanded its Cashiering solution with PayLinks, and Euna Grants is leveraging the expertise of partners to explore opportunities to include AI. Today, Euna Solutions is a trusted partner to more than 3,000 government and public sector organizations across North America, empowering digital transformation and streamlining business processes through a relationship-centered, service-focused approach. Furthermore, the team has expanded to nearly 500 passionate employees all dedicated to building trust and enabling transparency in communities. Through the commitment of Euna's employees, the company reached new milestones in 2023: Euna's budget solutions managed over \$400B in public funds; Euna's grants systems delivered over \$25B in funding to local governments and NGOs; and Euna's procurement solutions supported over \$28B in projects, while our payments, permits, and special education tools help millions of residents every year. Euna welcomed more than 350 new customers in 2023, underscoring the trust and reliability Euna has built within the public sector.
11	What are your company's expectations in the event of an award?	Upon receiving an award, Euna Solutions' primary expectation is to establish a long-standing and mutually beneficial relationship with Sourcewell, leveraging its considerable buying power to articulate and enhance our value proposition for its participating entities. We anticipate that partnering with Sourcewell will confirm our existing standing and will provide us with instant added credibility in the marketplace, facilitating our expanded outreach and engagement with public sector entities. Euna Solutions is committed to delivering a best-in-class experience for public sector customers, ensuring that our solutions not only meet but exceed their needs – focusing on providing seamless, efficient, and transparent services that foster trust and accountability within communities. We expect our partnership with Sourcewell will allow us to effectively showcase our specialized software solutions for budgeting, grants, procurement, permits, and payments, ensuring that our offerings are accessible to a broader audience and meet the high standards of Sourcewell's members.
12	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.	Euna Solutions, proudly serving 3,000+ public sector customers, is financially sound. Our recurring revenue growth has averaged 24% over the past 3 years, and our total revenue growth at 20%. To further demonstrate our financial strength and stability, we have uploaded consolidated financial statements as part of our response.
13	What is your US market share for the solutions that you are proposing?	Euna Solutions' comprehensive suite of tools collectively supports over 2,000 public sector entities in the United States, positively impacting millions of residents and managing over \$300B in public funds. Our extensive adoption across local, state, and special district governments demonstrates our leadership and widespread influence in the public sector technology market. • Euna Budget (Questica and Sherpa): Euna Budget solutions manage over \$300 billion in public funds annually in the United States. • Euna Procurement (Bonfire, DemandStar, Ion Wave Technologies, EqualLevel): Euna Procurement tools are used by over 2,000 government entities across the United States, and they are used to manage over \$20B in public procurements. • Euna Payments (CityBase): Euna Payments serves millions of residents each year through our payment platforms across 50+ jurisdictions processing over \$4B in transactions annually. • Euna Grants (eCivis): Euna Grants tools manage over \$25 billion in funding distributed to local governments and NGOs, working with over 300 cities, counties, and states. Grant funding in the U.S. is estimated at \$700B annually, and Euna Grants cover over 3.5% of all public grantmaking. • Euna Special Education (SpedTrack): Euna Special Education tools are trusted by over 800 school districts and 8,300 schools to support over 680,000 students in the United States, and Euna Special Education is the dominant special education compliance software in some states such as Missouri and Texas. • Euna Permit Guide and Event Permits: Our permitting solutions guide and automate permitting processes for 60+ cities, supporting over 10,000 development projects annually.
14	What is your Canadian market share for the solutions that you are proposing?	Euna Solutions' comprehensive suite of tools collectively supports over 1,000 public sector entities in Canada, positively impacting millions of residents and managing over \$100B in public funds and tens of billions in procurements. • Euna Budget (Questica and Sherpa): Euna Budget solutions manage over \$100 billion in public funds annually in Canada. • Euna Procurement (Bonfire, DemandStar, Ion Wave Technologies, EqualLevel): Euna Procurement tools are used by over 500 government entities across Canada. • Euna Payments (CityBase): Euna Payments can serve but do not currently have any Canadian presence. • Euna Permit Guide and Event Permits: Euna Permitting solutions can serve but do not currently have any Canadian presence. NOTE: Euna Grants and Euna Special Education solutions are currently designed for US public sector agencies.
15	Has your business ever petitioned for bankruptcy protection? If so, explain in detail.	No. Euna Solutions nor GTY Technology Holdings Inc affiliates have never petitioned for bankruptcy.

16	How is your organization best described: is it a manufacturer, a distributor/dealer/reseller, or a service provider? Answer whichever question (either a) or b) just below) best applies to your organization. a) If your company is best described as a distributor/dealer/reseller (or similar entity), provide your written authorization to act as a distributor/dealer/reseller for the manufacturer of the products proposed in this RFP. If applicable, is your dealer network independent or company owned? b) If your company is best described as a manufacturer or service provider, describe your relationship with your sales and service force and with your dealer network in delivering the products and services proposed in this RFP. Are these individuals your employees, or the employees of a third party?	Euna Solutions can be best described as a software manufacturer and service provider. We design, build, deliver, and support SaaS solutions specifically tailored for the public sector. Our core team consists of dedicated inhouse sales professionals and a robust professional services team that are deeply integrated into our company's operations and ensures our clients receive unparalleled service and support. We maintain a high standard of quality and consistency in all our engagements. Our commitment to excellence is evident in our seamless delivery and ongoing support of our SaaS solutions, ensuring that our public sector clients can rely on us for their critical software needs. In addition to our internal teams, Euna Solutions strategically leverages resellers and referral partners to extend our market reach and enhance our sales capabilities. These resellers and referral partners are crucial extensions of our sales arm, enabling us to scale our operations and tap into new markets efficiently. While our sales and professional services team members are direct employees of our company, our resellers and referral partners operate as third parties. This collaborative approach allows us to combine our in-house expertise with the extensive networks and local insights of our partners, ensuring that our clients receive the best possible solutions and support, regardless of their location.	*
17	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.	Not applicable. The scope of services provided by Euna Solutions in pursuit of the business contemplated by this RFP do not include required or mandatory licenses or certifications.	*
18	Provide all "Suspension or Debarment" information that has applied to your organization during the past ten years.	None.	*

Table 3: Industry Recognition & Marketplace Success

Line Item	Question	Response *																																																																																																																												
19	Describe any relevant industry awards or recognition that your company has received in the past five years	At Euna Solutions, we pride ourselves on delivering cutting-edge SaaS solutions tailored for the public sector, encompassing budgeting, grants, procurement, payments, and permits software. Our dedication to innovation and excellence has not gone unnoticed. Over the past two years, we have been honored with numerous prestigious awards, reflecting our leadership and commitment to transforming public sector operations. These accolades span a range of categories, including Cloud Computing, Software as a Service, HR Transformation Strategy, Gov Tech, and Financial Management for Strategic Budgeting, underscoring our role as a top-tier provider in the industry. Here is a highlight of our recent achievements: 2024 GovTech 100 Euna Solutions is recognized here. The GovTech 100 is the market-leading curation of the top 100 companies in gov tech released each year by Government Technology magazine. https://eunasolutions.com/resources/euna-solutions-selected-to-2024-govtech-100/ 2024 American business Award Bronze, in the Financial Management Category for Strategic Budgeting by Euna Budget, powered by Questica https://eunasolutions.com/resources/euna-solutions-strategic-budgeting-module-wins-stevie-award-in-the-2024-american-business-awards/ 2023 Big Stratus Award for Cloud Computing Euna Procure, powered by Bonfire was recognized here https://eunasolutions.com/resources/euna-stratus-award-cloud-computing/ 2023 Cloud Awards - Best Software as a Service Euna Budget, powered by Questica was recognized here https://www.cloud-awards.com/2023-2024-cloud-awards-shortlist 2023 Stevie Awards, HR Achievement for Best Transformation Strategy Euna Solutions as a business was recognized here https://eunasolutions.com/resources/euna-wins-stevie-award-great-employers/																																																																																																																												
20	What percentage of your sales are to the governmental sector in the past three years	Euna Solutions sales to the governmental sector over the past three (3) years are as follows: 2023 – 58%, 2022 – 68%, 2021 – 67%																																																																																																																												
21	What percentage of your sales are to the education sector in the past three years	Euna Solutions sales to the education sector over the past three (3) years are as follows: 2023 – 14%, 2022 – 10%, 2021 – 10%																																																																																																																												
22	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?	Euna Solutions state, provincial, or cooperative purchasing contracts include: <table><tr><th>Customer</th><th>2023</th><th>2022</th><th>2021</th></tr><tr><td>Commonwealth of the Northern Mariana Islands</td><td>\$22,326.78</td><td></td><td></td></tr><tr><td>Delaware Office of the Lieutenant Governor</td><td>\$17,448.59</td><td></td><td></td></tr><tr><td>Foundation for Puerto Rico</td><td>\$41,835.65</td><td></td><td></td></tr><tr><td>Government of BC, Ministry of Environment and Climate Change Strategy</td><td>\$5,752.02</td><td></td><td></td></tr><tr><td>Legislative Assembly of Ontario</td><td>\$10,533.53</td><td></td><td></td></tr><tr><td>Ohio Office Budget and Management</td><td>\$104,688.88</td><td></td><td></td></tr><tr><td>State of Arizona Office of Grants and Federal Resources</td><td>\$276,750.68</td><td></td><td></td></tr><tr><td>State of California Department of Forestry and Fire Protection</td><td>\$177,737.84</td><td>\$112,115.94</td><td>\$148,122.64</td></tr><tr><td>State of California Department of Housing & Community Development</td><td>\$277,447.40</td><td>\$402,035.88</td><td>\$410,836.11</td></tr><tr><td>State of Delaware Department of Transportation</td><td>\$28,318.20</td><td>\$18,929.92</td><td>-</td></tr><tr><td>State of Delaware, Department of Technology and Information</td><td>\$38,081.91</td><td>\$12,751.82</td><td>-</td></tr><tr><td>State of Georgia Department of Labor</td><td>\$9,208.99</td><td>\$19,017.91</td><td>\$8,940.72</td></tr><tr><td>State of Idaho</td><td>\$212,078.75</td><td>\$199,771.70</td><td>\$185,398.41</td></tr><tr><td>State of Indiana</td><td>\$1,660,357.63</td><td>\$434,161.56</td><td>-</td></tr><tr><td>State of Minnesota Department of Administration</td><td>\$30,026.41</td><td>-</td><td>-</td></tr><tr><td>State of Montana</td><td>\$26,263.47</td><td>\$25,000.00</td><td>-</td></tr><tr><td>State of New Jersey Office of Information Technology</td><td>\$3,930.46</td><td>\$13,436.96</td><td>-</td></tr><tr><td>State of New Mexico</td><td>\$520,298.59</td><td>\$653,586.75</td><td>\$887,127.05</td></tr><tr><td>State of North Dakota</td><td>\$220,594.54</td><td>\$566,540.50</td><td>\$738,513.47</td></tr><tr><td>State of Rhode Island</td><td>\$534,192.28</td><td>\$1,033,501.59</td><td>\$223,870.00</td></tr><tr><td>State of Sierra Nevada Conservancy</td><td>\$5,553.19</td><td>\$5,175.00</td><td>\$1,276.04</td></tr><tr><td>State of Tennessee Department of Finance and Admin</td><td>\$21,621.55</td><td>\$18,760.83</td><td>-</td></tr><tr><td>State of Wisconsin Investment Board</td><td>\$19,758.66</td><td>\$19,429.07</td><td>\$20,058.35</td></tr><tr><td>State University of New York Plattsburgh</td><td>\$21,423.39</td><td>-</td><td>-</td></tr><tr><td>State University of New York, Cortland</td><td>\$13,273.00</td><td>-</td><td>-</td></tr><tr><td>Texas Department of Insurance</td><td>\$37,300.92</td><td>\$12,232.61</td><td>\$9,928.03</td></tr><tr><td>Carahsoft Cooperative 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23	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?	Euna Solutions GSA contracts or Standing Offers and Supply Arrangements (SOSA) include: <table><tr><th>Customer</th><th>2023</th><th>2022</th><th>2021</th></tr><tr><td>City of Hampton, VA</td><td>\$10,416.03</td><td>-</td><td>-</td></tr><tr><td>City of Richmond, VA</td><td>\$30,731.01</td><td>\$12,778.56</td><td>-</td></tr><tr><td>County of Los Angeles – Public Health</td><td>\$27,359.20</td><td>\$27,359.20</td><td>\$27,359.20</td></tr><tr><td>Riverside County, CA</td><td>\$62,783.98</td><td>-</td><td>-</td></tr><tr><td>State of Indiana</td><td>\$1,660,357.63</td><td>\$434,161.56</td><td>-</td></tr></table>	Customer	2023	2022	2021	City of Hampton, VA	\$10,416.03	-	-	City of Richmond, VA	\$30,731.01	\$12,778.56	-	County of Los Angeles – Public Health	\$27,359.20	\$27,359.20	\$27,359.20	Riverside County, CA	\$62,783.98	-	-	State of Indiana	\$1,660,357.63	\$434,161.56	-																																																																																																				
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Table 4: References/Testimonials

Line Item 24. Supply reference information from three customers who are eligible to be Sourcewell participating entities.

Entity Name *	Contact Name *	Phone Number *	
City of Garland, TX (Euna Budget Professional, powered by Questica)	Allyson Bell Steadman - Budget Director	abellsteadman@garlandtx.gov 972-205-2000	*
City of Largo, FL (Euna Budget Professional powered by Questica)	Meridy Semones - Performance and Budget Director	msemones@largo.com 727-587-6700 x7600	*
City of Toledo, OH (Euna Permits, powered by OpenCounter)	Rachel Hart - Director of Communications	rachel.hart@toledo.oh.gov 419-344-2353	*

Table 5: Top Five Government or Education Customers

Line Item 25. 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 *	
City and County of San Francisco	Government	California - CA	Payment processing and subscription software	Site license - 482,891 transactions	\$14,666,055.83	*
State of Indiana	Government	Indiana - IN	Grants management and subscription software	590 user licenses	\$2,094,519.19	*
Alabama Power Company	Government	Alabama - AL	Payment processing and subscription software	Site license - 1,244,277 transactions	\$4,610,539.07	*
City of Austin	Government	Texas - TX	Payment processing and subscription software	Site license - 179,611 transactions	\$1,674,027.52	*
City of Chicago	Government	Illinois - IL	Payment processing and subscription software	Site license - 2,348,187 transactions	\$3,279,898.84	*

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 *	
26	Sales force.	Euna has 4 office locations, including our headquarters in Chicago, IL. The other 3 Euna locations include Oakville, Ontario (Canada), Springfield, MO, and Rockville, MD. Euna has a total of 488 full-time employees across North America, most of whom work remotely, and others with a hybrid work arrangement if they are local to an office. Our employee breakdown is as follows: • Sales - 60 Canada, 40 US • Marketing – 20 Canada, 4 US • Customer Experience – 38 Canada, 44 US • Product Management – 16 Canada, 21 US • Developers – 66 Canada, 58 US • Integrations – 2 US • Professional Services – 39 Canada, 41 US • IT – 4 Canada, 4 US • Other – 19 Canada, 12 US We have 36 Independent Contractors across the organization.	*
27	Dealer network or other distribution methods.	Euna Solutions utilizes a multi-faceted distribution approach that includes referral partners, resellers, and cooperative contracting partnerships to effectively market and sell our SaaS solutions. We actively collaborate with a network of resellers and referral partners to broaden our reach and ensure our solutions are accessible to a wide range of public sector clients. Notably, our existing cooperative contract partnerships include agreements with Carahsoft, Infor, and SHI. These strategic alliances enhance our ability to deliver high-quality, reliable SaaS solutions efficiently and effectively, ensuring that our clients benefit from streamlined procurement processes and robust support.	*
28	Service force.	Euna puts customer health, outcomes, and success as our highest priority. As such, we have a collective team of 175 individuals focused on supporting our customers. This is roughly one-third of the overall Euna employee population focused on helping customers implement our tools, managing customer onboarding, supporting day-to-day and strategic use of Euna tools, and realizing the value of the software and the overall relationship. Our Professional Services teams, Support Services teams, and Customer Success team are all part of one organization, reporting to our Chief Customer Officer, and collaborating every day on supporting our customers' success.	*
29	Describe the ordering process. If orders will be handled by distributors, dealers or others, explain the respective roles of the Proposer and others.	As an Independent Software Vendor, Euna Solutions relies almost exclusively on a direct selling motion with our clients. In other words, the entire ordering process is managed by Euna. Once an order is placed, the customer receives a confirmation email, and the software is provisioned either instantly or within a few hours for cloud-based services, or a license key is provided for installed software. Payments are processed via EFT (via ACH payment), bank-to-bank money transfer, wire or paper check, and subscription management systems handle any recurring billing. New customers are guided through onboarding with setup resources and support contacts, while post-sale Customer Success Representatives ensure customer satisfaction and promote renewals. Our team also manages renewals and upgrades, maintaining a seamless experience from purchase to ongoing service. No third parties are engaged in the order process as part of any Sourcewell contracts.	*

30	Describe your strategy related to implementation, integration, and use of implementation partners.	The Euna implementation team (Professional Services) combines extensive experience with industry-standard best practices to deliver a successful customer onboarding methodology. We employ a Predictive Life Cycle approach, utilizing a linear, plan-based model, ideal for projects with well-defined scopes and clear stakeholder agreements. Our traditional waterfall methodology ensures accurate project timelines and precise resource estimations, leveraging expert judgment to ensure reliability and predictability. For projects with evolving scopes, we can integrate an incremental life cycle or a phased stage-gate approach, ensuring adaptability and responsiveness to specific project requirements. At project initiation, we prioritize customer collaboration, facilitating a bi-directional transfer of knowledge that aligns project teams, identifies dependencies, reveals the critical path, and solidifies commitment to the project timeline. Effective communication strategies are pivotal to our methodology, encompassing regular status meetings, maintaining comprehensive risk registers, and delineating time-bound action items to ensure transparency and stakeholder engagement. Euna's certified project managers navigate customers through the five critical phases of project management: - Initiation and Planning: Establishing project objectives, reviewing scope, and developing a detailed project plan. - Requirements Gathering and Design: Conducting thorough discovery sessions to capture requirements and designing configuration solutions. - Build and Configure: Building and configuring the solution according to the agreed-upon specifications. - User Acceptance Testing (UAT): Facilitating testing to ensure the solution meets business needs and quality standards. - Deployment and Go Live: Executing a seamless deployment process and transitioning to full operational status. We recognize that success is defined by each customer. Our disciplined project management techniques ensure rapid time to value and deliver solutions that consistently exceed customer expectations. By adhering to these methodologies and emphasizing effective communication and collaboration, Euna commits to a seamless and successful implementation, instilling confidence that customer projects will meet and surpass expectations.	*
31	Describe in detail the process and procedure of your customer service program, if applicable. Include your response-time capabilities and commitments, as well as any incentives that help your providers meet your stated service goals or promises.	Euna Support Services Organization Summary The Euna Support Services organization provides comprehensive support services, including technical support, customer service, troubleshooting, and maintenance. We are committed to ensuring the highest standards of service through a customer-centric approach and a robust support model. Support Model Our support model is structured around tiered support levels, allowing us to efficiently manage and resolve issues based on their complexity and urgency. Among these tiers of support, we have agents dedicated to maintaining high quality of knowledge through multiple products. Also included are the collaborative efforts of other departments such as Development, Product, or Technical Solutions. We continue to develop more self-service options to empower our clients to find solutions independently. Support is offered via multiple channels, including phone, email, and a user portal, ensuring that our clients can reach us through their preferred method. Methodology and Consistency While we do not adhere strictly to standard frameworks like ITIL or Agile due to the application-specific nature of our support, we prioritize consistency and quality through rigorous processes. We use best-in-class ticket tracking software to monitor our Service Level Agreements (SLAs) meticulously, ensuring that we meet or exceed expectations. Every ticket undergoes a quality assurance process before it is closed internally, guaranteeing that our clients receive the highest quality support. Philosophy of Empowerment At Euna, we pride ourselves on our customer-centric philosophy. This means placing the needs and satisfaction of our clients at the forefront of everything we do. To align our support staff with this philosophy, we conduct frequent training sessions on best practices and emphasize clear, open communication both internally and externally with our clients. We also hold regular group working sessions to learn from challenging tickets, fostering a culture of continuous improvement. Success Metrics We measure the success and effectiveness of our support services using a range of key performance indicators (KPIs) such as resolution times, customer satisfaction surveys (CSAT), and first reply times. These metrics are tracked within our ticket ecosystem and reviewed weekly to identify areas for improvement and ensure we maintain our high standards. Customer Engagement and Feedback Engaging with our customers is vital to our continuous improvement efforts. We periodically send out CSAT surveys following ticket completions to gather feedback on our performance. This feedback is analyzed and used to refine our processes, either by providing direct feedback to the agent involved or by offering insights to our product team for broader enhancements. Tools and Technology While we strive to always utilize the best tools available to support our services, we remain flexible and iterate as necessary to stay ahead. Our commitment to leveraging top-tier technology helps us maintain efficiency and effectiveness in our support operations.	*
32	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in the United States.	Euna Solutions is willing, capable, and equipped to provide products and services to Sourcewell participating entities in the United States. At Euna Solutions, we inspire trust and confidence by helping agencies run smoother, connect with people, and keep their workforces and communities thriving – all aspects that perfectly complement Sourcewell's vision to provide leading solutions that empower community success. With vast proven public sector expertise, intuitive user experiences, automated processes, and a focus on powering critical functions, we offer forward-thinking strategies and innovative solutions that enhance processes and deliver exceptional value to Sourcewell's diverse and expansive network.	*
33	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in Canada.	Euna Solutions is fully prepared and enthusiastic about providing products and services to the Canadian market. As noted above, Euna Solutions excels in fostering trust and confidence by streamlining agency operations, enhancing connectivity, and supporting vibrant workforces and communities—key factors that align perfectly with the needs of Canadian public sector organizations. When these organizations partner with us, they will gain access to cutting-edge solutions designed to drive innovation, optimize processes, and deliver exceptional value across the public sector.	*
34	Identify any geographic areas of the United States or Canada that you will NOT be fully serving through the proposed contract.	Not Applicable. Euna Solutions will provide products and services to Sourcewell participating entities all across the US and Canada.	*
35	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?	Not applicable. Euna Solutions agrees to serve ALL Sourcewell participating entity sectors.	*
36	Define any specific contract requirements or restrictions that would apply to our participating entities in Hawaii and Alaska and in US Territories.	Euna Solutions applies no specific contract requirements or restrictions that apply to Sourcewell's participating entities in Hawaii, Alaska, and in US Territories	*

Table 7: Marketing Plan

Line Item	Question	Response *
37	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.	To promote contract opportunities such as this one with Sourcewell, Euna Solutions endeavors to inform our prospects of the contract to facilitate their buying process and remove barriers for the organization to get access to a solution that will help their teams perform their duties better. To do so, we employ the following tactics: - We will feature Sourcewell on our website where we share contract vehicles that prospective customers can leverage to purchase our solutions. - We will feature blog posts providing more detail and announcing the partnership. These articles will be shared in outreach efforts by sales and marketing opportunities via email and through social media. - This partnership will be featured in sales presentations, conference collateral, and other promotional materials with our organization's respective logos and messaging around the benefits of purchasing our solutions through Sourcewell. - Where available, Euna Solutions will deploy targeted, multi-channel campaigns to inform prospective customers of this contract opportunity. - We will reach out to a list of contacts provided by Sourcewell and target the list based on region, organization, and job title to determine which of our solutions would be the best fit for each contact. - Once the lists have been segmented, we engage contacts in a multi-channel campaign (channels used may include email, digital, social media, or virtual event) and share informative thought leadership-style content that provides value to the prospective customers, followed by more specific information on how one of our solutions can help with a challenge commonly faced by their role and organization, once again sharing our partnership with Sourcewell and stating how it can facilitate their purchasing process.
38	Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance marketing effectiveness.	Euna relies on data and technology to inform our marketing decisions and to optimize the performance of our marketing activities. - Email: We look at our open rates and click through rates to help us determine whether our messaging and offerings are compelling to our audience. - Social media: We look at post engagement to better understand what content our audience is the most engaged with so that we can create and share valuable information to them. - Website: We use tools like Google Analytics to help us understand where our website traffic is coming from so that we can increase our efforts where we are seeing success, and decrease where we are not. We also use Google Analytics to see where our visitors are spending their time to fine tune what is resonating with our market. Content written on our website, particularly for our blog and product/partner pages is vetted through tools including SEMRush, Yoast, and SurferSEO to ensure material is optimized for search. - CRM and Marketing Automation: We use Salesforce and Pardot to track lead performance and conversion rates to assess the strength of a campaign or program and help us determine whether we should continue to invest our time and resources with it, or if we need to adjust one or more elements to increase our conversion metrics and overall program efficacy.
39	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?	With a continued partnership, Euna Solutions will look to Sourcewell to continuously market the value of their program and the applicability of cooperative procurement to their customer base. Sourcewell should continue to elevate their image in the marketplace, attracting valuable prospects for both brands, through opportunities like trade shows and events. Euna Sales will propose usage of the Sourcewell contract when clients are intent on purchasing from cooperative vehicles for procurement of their software and services. Usage volume of the Sourcewell contract exceeds that of all other contracts and our clients appreciate the expeditious process and ease of use of the contract.
40	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.	No. Euna Solutions procurement transactions are currently handled directly by our experienced inhouse account representatives and customer satisfaction team.

Table 8: Value-Added Attributes

Line Item	Question	Response *
41	Describe any product, equipment, maintenance, or operator training programs that you offer to Sourcewell participating entities.	Euna Solutions empowers Sourcewell entities with a comprehensive suite of financial and administrative tools, enhancing efficiency, transparency, and community trust. Our offerings include: - Euna Procurement: This solution integrates capabilities from Bonfire, DemandStar, Ion Wave Technologies, and EqualLevel, streamlining procurement with intuitive supplier engagement, bid management, and contract lifecycle management. For instance, Euna Procurement can automate supplier code matching, ensuring compliance with procurement policies and reducing manual effort. - Euna Budget: These solutions encompass Euna Budget Professional (Questica) and Euna Budget Enterprise (Sherpa), providing robust budget planning, management, and reporting. These tools support data-driven decision-making, scenario planning, and financial oversight, allowing entities to forecast budgetary needs and allocate resources efficiently. - Euna Payments: Powered by CityBase, Euna Payments simplifies payment processing for taxes, utilities, and other services, improving revenue collection and constituent experience. The system integrates seamlessly with existing financial systems to ensure accurate and timely payment processing. - Euna Grants: The solution offers end-to-end grant lifecycle management through eCivis, maximizing funding opportunities and ensuring compliance. It includes features for grant research, application management, and post-award tracking, enabling entities to manage their grants more effectively. - Euna Permitting: These solutions include Euna Permit Guide and Euna Event Permits, providing comprehensive guidance on permit requirements and automating special event permits, thus simplifying the permitting process for both applicants and administrators. - Euna Special Education: Powered by SpedTrack, this solution supports special education programs with comprehensive case management, IEP management, and compliance tracking, ensuring adherence to regulatory requirements. Training and Maintenance Services: - Training Programs: Euna Solutions offers extensive training services tailored to meet the needs of different user groups, ensuring effective adoption and utilization of our products. Training programs cover all aspects of our solutions, from initial setup to advanced functionalities. - Maintenance Services: Our dedicated support team provides continuous maintenance and updates, guaranteeing that our solutions remain reliable and up-to-date, allowing Sourcewell participating entities to focus on serving their communities. Regular maintenance checks and updates ensure that our solutions are always performing optimally. At Euna Solutions, we are committed to delivering high-quality, user-centric solutions that empower Sourcewell entities to achieve operational excellence and foster public trust.

42	Describe any technological advances that your proposed products or services offer.	Euna Solutions is at the forefront of technological innovation, offering advanced products and services that significantly enhance the efficiency and effectiveness of Sourcewell participating entities. Key technological advances include: • Cloud-Based SaaS Solutions: Leveraging cloud technology to offer scalable, secure, and accessible Software as a Service (SaaS) solutions. Our cloud-based platforms ensure that data is always available and secure, providing flexibility and ease of access from any location. This is crucial for remote work and disaster recovery, enabling Sourcewell entities to maintain operations under any circumstances. • Automation: Utilizing automation to streamline processes and reduce manual effort. Our procurement and budget tools include automated workflows and intelligent data entry that optimize operations and improve accuracy. For example, automated bid evaluation in Euna Procurement reduces the time and effort required for bid assessments. • User-Centric Design: Designing solutions with a focus on user experience, incorporating intuitive interfaces and mobile-friendly designs for ease of use, quick adoption, and high user satisfaction. Our mobile applications ensure that users can access our solutions on-the-go, enhancing flexibility and productivity. • Integration Capabilities: Offering seamless integration with existing systems and third-party applications. Our products are built on open standards, allowing for easy interoperability and data exchange. This reduces silos and enhances overall system efficiency, enabling Sourcewell entities to leverage their existing technology investments. • Enhanced Security Measures: Implementing advanced cybersecurity measures, including encryption, multi-factor authentication, and regular security audits to protect sensitive data and ensure compliance with regulatory standards. These measures are critical for safeguarding public sector data and maintaining citizen trust. • Advanced Data Analytics: Integrating advanced data analytics and visualization capabilities, enabling entities to make informed decisions based on real-time data insights. Our solutions support predictive analytics, trend analysis, and performance measurement. For instance, Euna Budget uses predictive analytics to forecast future financial needs, allowing for proactive resource allocation and financial planning. • Continuous Improvement: Committed to continuous improvement, regularly updating products with the latest technological advancements, incorporating user feedback and industry trends. Our agile development process ensures that our solutions evolve to meet the changing needs of Sourcewell entities. By integrating these technological advances, Euna Solutions provides Sourcewell entities with the tools necessary to enhance productivity, ensure data integrity, and deliver exceptional public services.
43	Please describe your software innovation maturity related to the following technology areas: - o Machine learning - o Natural language processing - o Virtual assistants/chatbots - o Predictive analytics - o Big data analytics - o AI/Generative AI	Euna Solutions prides itself on its software innovation maturity, integrating cutting-edge technologies to provide Sourcewell entities with state-of-the-art solutions across various technology areas: • Machine Learning: Employing machine learning algorithms to optimize procurement processes and enhance grant management. For example, in Euna Procurement, machine learning is used for supplier matching and automated data classification, optimizing the procurement process by identifying the best suppliers based on past performance and other criteria. • Natural Language Processing (NLP): Incorporating NLP to improve user interactions and data management. In our budgeting solutions, NLP enhances search functionalities, making it easier for users to find relevant budget information and resources quickly. This technology allows users to interact with our systems more naturally and efficiently, streamlining their workflows. • Virtual Assistants/Chatbots: Exploring virtual assistants and chatbots to provide real-time support and streamline user interactions. We are piloting these approaches with customers to simplify reporting and provide more intuitive interfaces. For example, chatbots can assist users in navigating complex permit applications, providing instant responses to common queries. • Predictive Analytics: Leveraging predictive analytics to provide valuable insights and support proactive decision-making. In Euna Budget, predictive models are used to forecast budgetary needs, allowing entities to anticipate financial requirements and allocate resources more effectively. This empowers Sourcewell entities to plan more effectively and strategically. • Big Data Analytics: Harnessing the power of big data analytics to process and analyze large volumes of data from diverse sources. Our transparency platform, OpenBook, makes complex data accessible and understandable to the public, fostering transparency and trust. Additionally, our platforms are regularly integrated with enterprise Business Intelligence (BI) tools, enabling comprehensive analytics and reporting capabilities. • AI/Generative AI: Cautiously exploring the potential of generative AI to enhance our product offerings. We are in the early stages of experimentation, working closely with customers to test and refine these capabilities. For instance, generative AI can be used to create advanced financial models or simulate different budget scenarios, providing users with deeper insights and more options. At Euna Solutions, our commitment to innovation is balanced with a cautious and customer-centric approach. By integrating these advanced technologies, we ensure our products remain at the forefront of technological advancements while meeting the evolving needs of Sourcewell entities.
44	Describe connectivity and integration capabilities between your offered solution(s) and other software systems.	Euna Solutions is committed to providing robust connectivity and integration capabilities to ensure seamless interoperability between our solutions and other software systems. Our approach includes: • Extensive ERP Integration Experience: With a deep history of integrating with major ERP systems like SAP, Oracle, and Workday, we ensure seamless connection and efficient data exchange. Our proven track record in ERP integration means that Sourcewell entities can rely on our solutions to work harmoniously with their existing and future systems. • Open Standards and APIs: Building solutions on open standards with comprehensive APIs that facilitate easy integration with a wide range of third-party applications and existing systems. These APIs allow for real-time data exchange and interoperability, ensuring that our solutions can seamlessly connect with financial systems, CRM platforms, and other essential software. • Enterprise Integration: Supporting enterprise integration through middleware and integration platforms that connect disparate systems. This capability ensures that data from various sources can be aggregated, processed, and utilized effectively, enabling a holistic view of operations and improved decision-making. Our platforms are designed to work harmoniously with enterprise Business Intelligence (BI) tools, allowing for enhanced analytics and reporting. • LDAP / Enterprise Single Sign-On (SSO): We support integrated enterprise login — e.g., SSO — capabilities, allowing users to access Euna solutions and other software systems with a single set of credentials, enhancing security and user experience. • Data Import and Export: Offering robust data import and export functionalities, enabling Sourcewell entities to easily migrate data between systems. This capability ensures that historical data can be seamlessly integrated into our platforms, preserving data integrity and continuity. Our solutions support various data formats, making it simple to integrate with legacy systems and new applications alike. • Interoperability with Cloud Services: Leveraging cloud technology to provide scalable and flexible integration options. Our cloud-based solutions can connect with other cloud services, facilitating data sharing and integration in a secure and efficient manner. This ensures that Sourcewell entities can take advantage of the latest cloud innovations while maintaining seamless connectivity across their software ecosystem. By providing these comprehensive connectivity and integration capabilities, Euna Solutions ensures that our products can seamlessly integrate into the existing software landscape of Sourcewell entities, enhancing operational efficiency, data accuracy, and overall productivity.

45	Describe your migration, customization, configuration, and upgrade processes.	Euna Solutions' approach to migration, customization, configuration, and upgrades is designed to be seamless and user-centric, ensuring effective integration with minimal disruption. Our processes include: • Migration Process: We provide comprehensive support for data migration, ensuring all existing data is accurately transferred to the new system. This includes detailed planning, data extraction, cleansing, and secure migration. For example, when transitioning a city's financial system to our secure cloud platform, we ensure data accessibility for remote work and eliminate or reduce the need for on-premises IT infrastructure. • Customization Process: While emphasizing configuration to meet the specific needs of each entity, we also offer customization to address unique requirements. This process begins with analyzing client needs, followed by designing and developing custom features, which are meticulously tested and seamlessly integrated. Comprehensive training is provided to ensure effective utilization of these custom features. • Configuration Process: Our solutions offer configurable workflows, approval processes, and user permissions, allowing entities to standardize and align their operations with internal controls and business processes. Rigorous testing and validation are conducted to ensure configurations work as intended, providing a tailored solution without extensive and costly customization. • Upgrade Process: Committed to continuous improvement, our upgrade processes are structured to be as non-disruptive as possible. We provide clear communication and support to ensure that entities can take advantage of the latest features and improvements without significant downtime or learning curves. Our SaaS model facilitates straightforward and non-disruptive upgrades, with continuous support to ensure a smooth transition. By adhering to these best practices and employing an agile, user-centric approach, Euna Solutions ensures that Sourcewell entities experience seamless transitions, optimal configuration, and reliable system performance, enabling them to focus on delivering exceptional public services.
46	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.	Euna has the following Sustainability Policy which is detailed in our Euna Handbook and shared with all Euna employees. A Greener Workplace The Company is conscious of its impact on the environment and committed to being environmentally aware. We strive to create an eco-friendly workplace and are working toward continued improvement to address the environmental impact of our activities, products and services for the benefit of our employees, customers and the communities in which we operate. We recognize that the long-term health of our company is directly connected to the health of the planet and the local communities in which we live and work. These are simple actions that when used on a regular basis, can create a huge impact: • Whenever possible, print documents on both sides, using recycled paper, reducing our paper usage, conserving energy and saving waste. • Hold paperless meetings. • Retain suppliers and companies that are environmentally friendly. • Use an automated time reporting and paperless payroll system. • Whenever possible, refill our printer cartridges, rather than purchase new ones. • Diligently recycle all paper, cardboard, glass, tins, PCs and recyclable plastics. • Ensure that computers are turned off at the end of the day. • Purchase energy efficient equipment and environmentally friendly office supplies. • Turn off all lights when not in use. • Use reusable dishes, glasses and flatware instead of their disposable counterparts. • Whenever possible, have hand dryers in restrooms, rather than paper towels as applicable. • Make sure that the dishwasher is full before using it, as applicable. • Whenever reasonably possible, walk, use public transportation or carpool if commuting to the office. • Minimize the use of hazardous chemicals and whenever possible, switch to greener alternatives. • Use the green bins to compost food scraps where waste facilities exist to support such programs. Expectations for Employees • Help the Company work towards a cleaner environment by conserving resources in day-to-day activities. • Employ the environmental actions outlined in this policy whenever possible. • Report any concerns about environmental impacts made by the Company.
47	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.	None as of yet.
48	Describe your strategy related to ecosystem partners for additional functionalities or capabilities.	Euna Solutions is committed to continuously evaluating and integrating ecosystem partners who align with our overall solution offering. Euna Solutions enable the public sector to do business better. Our solutions increase efficiency, effectiveness, and transparency through innovation and technology to enhance citizen engagement. We strategically seek out partners whose capabilities and functionalities complement and enhance our core offerings, ensuring that we deliver comprehensive and innovative solutions to our clients. Our approach to building a robust ecosystem of partners is driven by a dedication to elevating productivity, fostering collaboration, and ensuring compliance within the public sector. Our portfolio of solutions is designed to calm complexity and propel success through cloud-based technologies that are purpose-built for the unique challenges of public sector organizations. By integrating additional functionalities from our ecosystem partners, we can offer a more holistic suite of tools that address a wider range of needs and use cases.

49	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.	Euna Solutions is not MWBE or SBE certified, nor are we Veteran Owned. That being said, diversity, equity, and inclusion, are at the core of who we are and all Euna employees receive rigorous and ongoing DEI&B training. Our Learning and Development team launched a 6-part DEI&B series which was mandatory for all employees to complete. More recently, Euna has created a Women in Technology group to focus on new opportunities and initiatives for women at Euna. We also have the following policies in our Euna Employee Handbook: Equal Employment Opportunity The Company is an equal opportunity employer and complies with all applicable laws regarding equal opportunity. Engaging in unlawful discrimination, including in hiring, training, promotion, discipline, compensation and benefits, is unwelcome and strictly prohibited. Recruitment - Affirmative Action Policy It is the policy of the Company to provide equal employment opportunities without regard to race, color, religion, sex, national origin, age, disability, marital status, veteran status, sexual orientation, genetic information, or any other protected characteristic under applicable law. This policy relates to all phases of employment, including, but not limited to, recruiting, employment, placement, promotion, transfer, demotion, reduction of workforce and termination, rates of pay or other forms of compensation, selection for training, the use of all facilities, and participation in all company-sponsored employee activities. Provisions in applicable laws providing for bona fide occupational qualifications, business necessity or age limitations are adhered to by the Company where appropriate. As part of the Company's equal employment opportunity policy, the Company takes affirmative action as called for by applicable laws and Executive Orders to ensure that minority group individuals, females, disabled veterans, recently separated veterans, other protected veterans, Armed Forces service medal veterans, and qualified disabled persons are introduced into our workforce and considered for promotional opportunities. Employees and applicants shall not be subjected to harassment, intimidation or any type of retaliation because they have (1) filed a complaint; (2) assisted or participated in an investigation, compliance review, hearing or any other activity related to the administration of any federal, state or local law requiring equal employment opportunity; (3) opposed any act or practice made unlawful by any federal, state or local law requiring equal opportunity; or (4) exercised any other legal right protected by federal, state or local law requiring equal opportunity. The above-mentioned policies shall be periodically brought to the attention of supervisors and shall be appropriately administered. It is the responsibility of each supervisor of the Company to ensure affirmative implementation of these policies to avoid any discrimination in employment. All employees are expected to recognize these policies and cooperate with their implementation. Violation of these policies is a disciplinary offense. Diversity, Equity, Inclusion & Belonging Policy The Company is committed to fostering, cultivating and preserving a culture of diversity and inclusion amongst its employees. The collective sum of the individual differences, life experiences, knowledge, self-expression and unique capabilities that our employees invest in their work represents a significant part of not only our culture, but our achievements as well. We embrace and encourage our employees' diversity, which includes differences in age, color, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, culture, sexual orientation, socioeconomic status, veteran status and other characteristics that make our employees unique. We recognize that such differences enhance our team and foster a creative, dynamic and productive workforce. We believe that inclusion is achieved when our work environment is one in which all individuals are treated fairly and respectfully, have equal access to opportunities and resources and are empowered to fully contribute to our success. All employees have a responsibility to always treat others with dignity and respect. The Company conducts annual reviews and evaluations of our diversity and inclusion efforts and seeks to make improvements and develop new initiatives in alignment with our values.
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50	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?	Sourcewell's vision is "to help communities." More specifically, to help government and education entities operate more efficiently through a variety of solutions. These statements are perfectly aligned with Euna's vision to build trust and enable transparency in our communities. We do so by providing easy-to-use, purpose-built, best-in-class SaaS solutions exclusively for the public sector. Euna product offerings empower the public sector workforce with tools to: 1. Manage the full cycle of financial operations with data-driven, integrated tools and reporting that tie directly into existing systems. 2. Encourage public trust with best-in-class security and compliance standards incorporated into the solutions with transparency and auditing features to simplify reporting. Euna Budget Professional, powered by Questica, Euna Procurement, powered by Bonfire, and Euna Payments, powered by CityBase are all SOC2 compliant. 3. Do more with less by using intuitive, purpose-built software that has been proven to work in 3,000+ communities. Our solutions and the value to Sourcewell participating entities are as follows: Euna Procurement, powered by Bonfire, Ion Wave, DemandStar, and EqualLevel: Euna Procurement is the most complete set of eProcurement solutions for the public sector with the largest and fastest growing supplier network. Euna's procurement solutions facilitate smarter spending decisions with confidence that drive better outcomes for organizations and communities. Euna Payments, powered by CityBase: Euna Payments standardizes payment workflows and simplifies business processes to provide a unified experience for customers and staff, while streamlining revenue collection across every channel and every department. Euna Grants, powered by eCivis: Euna Grants is the most reliable, trusted, and complete grants management software solution. The only grants management solution purpose-built for both grantees and grantors, Euna Grants addresses the unique challenges faced by agencies both receiving and awarding grant funds. Euna Budget, powered by Questica and Sherpa: Euna Budget comprises highly configurable budgeting and performance management systems built to help agencies modernize business processes. These solutions enable data-driven budgeting and decision-making while increasing data accuracy, saving time, and improving stakeholder trust. Euna Special Education: Euna Special Education facilitates the entire special education process, from referral through dismissal, with confidence in your compliance, staff satisfaction, and student outcomes. Euna Permit Guide, powered by OpenCounter: Euna Permit Guide is a front office permitting guidance solution created by former city hall employees to improve the process and communication between those applying for and those administering permits. Euna Event Permits, powered by OpenCounter: Euna Event Permits centralizes the special events permitting process, combining powerful tools for scheduling, cross-departmental collaboration, and more, to add efficiency and transparency for city staff and event producers alike. The Euna Solutions outlined above offer a suite of unique attributes that set our company, products, and services apart, providing exceptional value to Sourcewell participating entities. Our distinctiveness includes: • Suite of Best-in-Breed Solutions: Offering a comprehensive suite of financial and administrative tools, managing procurement, budgeting, payments, grants, permitting, and special education seamlessly within a single ecosystem. This holistic approach reduces silos and enhances overall operational efficiency. • Purpose-Built for Public Sector: Designing products specifically for government use, ensuring compliance with regulatory and operational requirements. This focus ensures that Sourcewell entities benefit from solutions that are not only highly functional but also compliant with relevant standards and regulations. • Deep History and Expertise: Extensive experience and expertise in serving over 3,000 government entities, managing significant public funds and delivering grant funding. Our long history in procurement, budgeting, payments, grants management, permitting, and special education equips us with the knowledge and insights necessary to address the specific challenges faced by Sourcewell entities. • Scalability and Flexibility: Leveraging a scalable and flexible SaaS model, providing continuous updates, robust security, and minimal IT overhead, adaptable for entities of all sizes. Our cloud-based platforms ensure that data is always available and secure, providing flexibility and ease of access from any location. • User-Centric Design: Prioritizing ease of use with intuitive, mobile-friendly interfaces, ensuring high adoption rates and user satisfaction. Our solutions are designed with a user-centric approach, ensuring ease of use and high adoption rates. • Advanced Analytics and Reporting: Incorporating advanced analytics and reporting capabilities, enabling data-driven decision-making and performance optimization. From predictive analytics in budgeting to big data analytics in transparency platforms like OpenBook, our tools empower entities with the information they need to optimize performance and enhance accountability. • Strong Customer Support and Training: Providing extensive training programs and dedicated support, ensuring successful implementation and ongoing satisfaction. Our dedicated support team works closely with Sourcewell entities to ensure successful implementation and ongoing satisfaction. • Continuous Innovation: Committed to regular updates, staying at the forefront of industry trends, and incorporating customer feedback, we ensure that our solutions remain cutting-edge and highly effective. By offering these unique attributes, Euna Solutions provides Sourcewell participating entities with unparalleled value, helping them achieve operational excellence and deliver exceptional public services.
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51	If applicable, how does your solution facilitate increased citizen engagement and feedback in public sector processes?	Euna Solutions is dedicated to enhancing citizen engagement and feedback in public sector processes through our comprehensive suite of products and services. Our approach includes: • Interactive Planning and Budgeting Tools: Euna Budget includes interactive tools enabling citizens to participate in the planning and budgeting process. For example, citizens can explore different budget scenarios, provide feedback on proposed expenditures, and understand how their tax dollars are allocated. This interactive engagement fosters a sense of ownership and involvement in the financial planning of their community. • Transparent and Accessible Information: Platforms like OpenBook provide easy access to comprehensive financial and operational data. By making this information transparent and accessible, Sourcewell entities can foster trust and encourage informed community involvement in decision-making processes. • User-Centered Interfaces and Online Portals: Our solutions feature intuitive interfaces and online portals, making it easy for citizens to interact with government services. Whether it's applying for permits through Euna Permit Guide or making payments via Euna Payments, our platforms ensure that citizens can easily navigate and complete their interactions with minimal hassle. Mobile-friendly access further enhances convenience and participation, allowing citizens to engage with their local government anytime and anywhere. • Community Engagement Platforms: Integrations with community engagement platforms facilitate public consultations, surveys, and forums. These platforms provide a space for citizens to voice their opinions, discuss community issues, and collaborate on solutions. By leveraging these tools, Sourcewell entities can enhance their outreach efforts and ensure that citizen voices are heard and considered in public sector decision-making. • Real-Time Notifications and Updates: Offering real-time notifications and updates keeps citizens informed about important developments, deadlines, and opportunities for engagement. This proactive communication ensures that citizens are always aware of how they can participate and contribute to their community's governance. By incorporating these features, Euna Solutions facilitates increased citizen engagement and feedback in public sector processes, helping Sourcewell entities build stronger, more transparent, and responsive relationships with their communities.
52	How does your solution support digital transformation initiatives within the public sector, including cloud adoption, mobile access, and digital service delivery?	Euna Solutions is committed to supporting digital transformation initiatives within the public sector, providing comprehensive solutions that enhance cloud adoption, mobile access, and digital service delivery. Our approach ensures that Sourcewell entities can leverage modern technology to improve efficiency, accessibility, and citizen engagement: • Cloud Adoption: Leveraging a scalable and flexible SaaS model, enabling Sourcewell entities to adopt cloud technology with ease. Our cloud-based platforms offer several benefits: • Scalability: Our solutions can easily scale to meet the needs of entities of all sizes, from small municipalities to large state agencies. For example, Euna Budget can handle complex budget scenarios for large state departments while also being adaptable for smaller local governments. • Security: We employ robust security measures, including encryption, multi-factor authentication, and regular security audits, to ensure that data is protected. Euna Grants, for instance, ensures that sensitive grant application data is securely managed and accessible only to authorized users. • Accessibility: Cloud-based systems provide users with access to information and services from any location, enhancing flexibility and enabling remote work. Euna Procurement allows procurement officers to manage bids and contracts from any location, ensuring continuity even during emergencies. • Cost Efficiency: By adopting our SaaS solutions, entities can reduce IT overhead and infrastructure costs, allowing them to allocate resources more effectively. • Mobile Access: Our solutions are designed with mobile access in mind, ensuring that public sector employees and citizens can interact with government services on-the-go. Key features include: • Mobile-Friendly Interfaces: Our platforms are optimized for mobile devices, providing a seamless user experience across smartphones and tablets. For example, Euna Payments allows citizens to make payments for municipal services directly from their mobile devices. • Remote Capabilities: Employees can access critical systems and perform tasks remotely, enhancing productivity and ensuring continuity of operations. Euna Budget allows financial officers to review and adjust budgets from anywhere, facilitating real-time financial management. • Citizen Engagement: Mobile access allows citizens to interact with government services, such as applying for permits or making payments, anytime and anywhere, increasing convenience and participation. Euna Permit Guide, for instance, helps citizens navigate the permitting process through an easy-to-use mobile interface. • Digital Service Delivery: Supporting digital service delivery by offering integrated platforms that streamline and automate various government functions. Our solutions enable Sourcewell entities to: • Enhance Efficiency: By automating routine tasks and processes, our solutions reduce administrative burdens and free up staff to focus on strategic initiatives. Euna Special Education automates compliance tracking and IEP management, allowing educators to focus more on student needs. • Improve Accessibility: Digital services make it easier for citizens to access information and complete transactions online, reducing the need for in-person visits and paperwork. Euna Grants provides an online portal for grant applications, making it easier for non-profits and government agencies to apply for and manage grants. • Increase Transparency: Platforms like OpenBook provide transparent access to financial and operational data, fostering trust and accountability. Citizens can view budget allocations and spending in real-time, promoting transparency and public trust. • Enable Self-Service: Our user-centric design allows citizens to complete tasks independently, such as applying for permits through Euna Permit Guide or accessing budget information via Euna Budget, enhancing their overall experience. • Continuous Innovation: Euna Solutions is committed to continuous innovation, regularly updating our products to incorporate the latest technological advancements. This ensures that Sourcewell entities always have access to cutting-edge solutions that support their digital transformation goals. By providing robust cloud adoption, mobile access, and digital service delivery capabilities, Euna Solutions empowers Sourcewell entities to achieve their digital transformation objectives, enhancing operational efficiency, citizen engagement, and service delivery.

Table 9A: Warranty

Describe in detail your manufacturer warranty program, including conditions and requirements to qualify, claims procedure, and overall structure.

You may upload representative samples of your warranty materials (if applicable) in the document upload section of your response in addition to responding to the questions below.

Line Item	Question	Response *	
53	Do your warranties cover all products, parts, and labor?	Yes. Euna Solutions provides standard software and professional services warranties, as detailed in our standard terms and conditions attached as a separate document to this response. For SaaS, the warranties with respect to uptime and other SLAs are reasonably consistent across the products. For hardware, which applies only to Euna Payments, it works as follows: If we start a new engagement with a customer and that engagement includes hardware (kiosks, cashiering equipment), we price the hardware as a service and invoice for the first year's subscription upon contract signature. As part of the service agreement, if anything happens to the hardware that requires fixing or replacing, we fix or replace it for no extra cost. It's all baked into the service agreement. There are no additional warranties.	*
54	Do your warranties impose usage restrictions or other limitations that adversely affect coverage?	Our software license does include restrictions, but these terms do not adversely affect coverage.	*
55	Do your warranties cover the expense of technicians' travel time and mileage to perform warranty repairs?	Not applicable.	*
56	Are there any geographic regions of the United States or Canada (as applicable) for which you cannot provide a certified technician to perform warranty repairs? How will Sourcewell participating entities in these regions be provided service for warranty repair?	Euna Solutions SaaS software is typically installed and managed remotely. We will provide products and services to Sourcewell participating entities all across the US and Canada. As described above, Euna provides standard software and professional services warranties, as detailed in our standard terms and conditions attached as a separate document to this response. Hardware (e.g., kiosks, cashiering equipment) applies only to Euna Payments, and is priced as a service. The first year's subscription is invoiced upon contract signing and as part of the service agreement, if anything happens to the hardware, we will fix or replace it at no extra cost.	*
57	Will you cover warranty service for items made by other manufacturers that are part of your proposal, or are these warranties issues typically passed on to the original equipment manufacturer?	Not applicable.	*
58	What are your proposed exchange and return programs and policies?	Not applicable.	*
59	Describe any service contract options for the items included in your proposal.	Euna Solutions will provide standard SLA terms as an example. In some cases, Euna Solutions will agree to alternative SLAs.	*

Table 9B: 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 *	
60	Describe any performance standards or guarantees that apply to your services	Euna Solutions provides standard SLAs on software products that cover uptime and availability. This will be provided with our standard Euna terms.	*
61	Describe any service standards or guarantees that apply to your services (policies, metrics, KPIs, etc.)	SLAs may differ slightly across the product lines. As stated earlier, however, the warranties with respect to uptime and other SLAs are reasonably consistent across our SaaS products.	*
62	Describe your data integrity and protection standards, data backup, recovery, and secure storage solutions.	Euna Solutions is committed to the security of our products and services and to the security and privacy of the customer data that we process and store. Euna Solutions manages risk to our products and services through formally established policies, procedures, and standards; our adherence to industry best practices for security; and collaboration with premier cloud service providers. The company's dedication to following the guidelines and best practices set forth by authoritative bodies such as NIST, CIS, and OWASP further solidifies our stance on security. Specifically, Euna Solutions: • Maintains a set of information security policies, procedures, and standards for each of our solutions to include Business Continuity, Disaster Recovery, and Incident Response. • Maintains a security and risk management program to monitor, identify, and manage potential threats to our applications and services. • Implements industry best practice physical, technical, and procedural controls to enable us to prevent, detect, respond to, and recover from cyber events and incidents. • Undergoes annual audits of our security policies and procedures to maintain: • SOC 2 Type II certifications for our Procurement, Budget, and Payment solutions • TX-RAMP Level 2 certifications for our Procurement and Payment solutions • PCI/DSS certification for our Payment solution • Continues to expand our certifications as needed to meet customer requirements. • Implements formal role-based access controls to limit and monitor access to our products, services, and customer data to only those employees with a validated business need. • Performs security monitoring and vulnerability management of our products and services. • Provides encryption for customer data at rest and in transit. • Performs nightly backups of our systems. • Requires employees to sign non-disclosure agreements and undergo a background check as a pre-condition to employment. • Requires all employees to participate in annual security awareness training to include active Phishing testing. Moreover, Euna Solutions products and services are engineered for resilience, with fault tolerance, scalability, and robust backup and recovery capabilities at their core. The incorporation of redundancy and encryption, both in transit and at rest, ensures that the systems are not only secure but are also prepared to handle unforeseen events, guaranteeing continuity and reliability for our customers.	*
63	What are your policies and governance features regarding large language models and generative AI?	Euna Solutions has taken a proactive approach to the use of AI within our company. Use of AI is regulated by Euna Solutions' Artificial Intelligence (AI) Acceptable Use Policy, which defines: • Approved use cases • Measures for ensuring the security and privacy of data contained within AI prompts • Acceptable use requirements that ensure the safe, appropriate, responsible, and ethical use of AI. Use cases involving AI within our products and services are reviewed and approved by a corporate board led by our SVP of Product Strategy, General Counsel, CISO, and CIO. Currently approved product use cases leverage public data for large language model training and prohibit the use of sensitive or protected data. This cautious approach to the use of generative AI technology reflects a responsible approach to the rapid advancements of this new technology. Our strategy not only ensures that this new technology aligns with the company's values and the expectations of our public sector clients, but also allows for a comprehensive assessment of the technology's impact. As the understanding of generative AI's capabilities and limitations grows, Euna Solutions will continue to investigate and make informed decisions about broader adoption within our products and services.	*
64	User Accessibility: How does your software ensure accessibility for all users, including those with disabilities, in compliance with standards?	Euna Solutions' software is designed with a strong commitment to accessibility, ensuring that all users, including those with disabilities, can effectively interact with our products. We adhere to ADA and Web Content Accessibility Guidelines (WCAG) and strive to meet WCAG 2.2 AA requirements. Ensuring that our software products are accessible to individuals with disabilities is not just a regulatory goal; it's a reflection of Euna Solutions' core values ensuring equal access to our products for all users.	*

Table 10: Payment Terms and Financing Options

Line Item	Question	Response *	
65	Describe your payment terms and accepted payment methods.	Euna Solutions payments terms are net 30. Accepted payment methods include: EFT (via ACH electronic), bank-to-bank money transfer, wire, or paper check.	*
66	Describe any leasing or financing options available for use by educational or governmental entities.	None. Euna Solutions does not offer any leasing or financing options.	*
67	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.	Euna Solutions offers a comprehensive suite of solutions, including budgeting, grants management, procurement, permits, and payments, all governed under a common set of Terms and Conditions. To ensure clarity and address the specific needs of each solution, we provide distinct order forms and Service Level Agreements (SLAs) tailored to each offering. These documents outline the specific terms, deliverables, and performance standards associated with each solution. Samples of our standard transaction documents, including the unified Terms and Conditions, sample order forms and SLAs for each solution, are attached to this response for Sourcewell's review.	*
68	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?	No. Euna Solutions does not participate in the P-card procurement and payment process.	*

Table 11: Pricing and Delivery

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

Line Item	Question	Response *
69	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.	Euna Solutions pricing model comprises two main components: SaaS subscription pricing and one-time implementation fees. This dual-structured pricing model ensures that customers pay a predictable, ongoing cost for using Euna Solutions software while also covering the initial investment needed to tailor and deploy the solution effectively within their organization. SaaS Subscription Pricing: a recurring fee that customers pay to access the software and receive ongoing updates, support, and maintenance. Subscription pricing can be structured in several ways, including: - Per User/Per Seat: Customers are charged based on the number of users or seats accessing the software. - Site License: A single price for access to all features, regardless of the number of users or level of usage. The SaaS subscription fee typically includes all license costs, software updates, security patches, and customer support, ensuring that customers always have access to the latest version of the software without additional costs for maintenance. One-Time Implementation Fees: upfront costs charged to new customers for the initial setup and configuration of Euna Solutions software to meet their specific requirements. Implementation fees cover: - Installation: Setting up the software environment, integrating it with existing systems, and ensuring it is operational. - Data Migration: Transferring existing data into the new system, ensuring accuracy and integrity. - Configuration: Tailoring the software settings and features to align with the customer's workflows and business processes. - Training: Providing education and resources to help users understand how to use the software effectively, which can include remote training, on-site training, webinars, and documentation. Euna Solutions Pricing is attached to this response for Sourcewell's review.
70	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.	As reflected in our Pricing Worksheet, Euna Solutions is offering Sourcewell participating entities a 5% discount off our list SaaS fees. No discount, however, is applicable for service fees and/or hardware costs.
71	Describe any quantity or volume discounts or rebate programs that you offer.	Euna pricing scales across a number of our products, thereby effective rates reduce as volumes increase. We are always open to improving pricing and savings that we pass on as our customers consume more product.
72	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.	Not applicable to the software and services offered by Euna Solutions.
73	Identify any element of the total cost of acquisition that is NOT included in the pricing submitted with your response. This includes all additional charges associated with a purchase that are not directly identified as freight or shipping charges. For example, list costs for items like pre-delivery inspection, installation, set up, mandatory training, or initial inspection. Identify any parties that impose such costs and their relationship to the Proposer.	Not applicable.
74	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, delivery, or shipping costs are not applicable for Euna Solutions SaaS offerings, with one exception – Euna Payments which features kiosk hardware. Euna Payments offers a comprehensive shipping and branding package for our kiosk hardware at a total cost of \$1,300. This includes ground delivery to the customer's specified location, ensuring that the hardware arrives securely on a pallet. Additionally, Euna Payments personalizes the hardware with the customer's colors and branding through a decal application service. For those seeking an even higher level of service, Euna Payments provides white glove delivery for an additional fee, guaranteeing that customer hardware is handled with the utmost care from start to finish.
75	Specifically describe freight, shipping, and delivery terms or programs available for Alaska, Hawaii, Canada, or any offshore delivery.	For Alaska and Hawaii, Euna Payments offers the same comprehensive shipping and branding package noted above at a total cost of \$1,700. While our current shipping operations for Euna Payments kiosks are focused within the United States, we are excited about the prospect of expanding our services to Canada and other international destinations. Please note that additional import and duty fees may apply for shipments outside the US. We are committed to working closely with our customers to navigate these processes and ensure a smooth and efficient delivery experience.
76	Describe any unique distribution and/or delivery methods or options offered in your proposal.	Not applicable.

Table 12: Pricing Offered

Line Item	The Pricing Offered in this Proposal is: *	Comments
77	b. the same as the Proposer typically offers to GPOs, cooperative procurement organizations, or state purchasing departments.	

Table 13: Audit and Administrative Fee

Line Item	Question	Response *	
78	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.	Euna Solutions leverages an advanced ERP system equipped with robust controls that will ensure accurate reporting of sales and royalties for Sourcewell. Such controls include automated tracking and recording of sales transactions, comprehensive audit trails, and customizable reporting features that facilitate transparency and compliance. The ERP also supports real-time data integration and validation, ensuring that all transactions are accurately captured and reported. To support the sales function, Euna Solutions utilizes Salesforce to consistently and accurately track quoting and closed opportunities.	*
79	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.	On a monthly basis, we report revenues and annual recurring revenue. Included in annual recurring revenue are new sales, upsells, cross-sells, churn, and contraction. We evaluate these metrics by business unit and material relationships.	*
80	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.)	Should Euna Solutions be awarded a Contract as a result of this RFP, we agree to pay Sourcewell a 2% administrative fee for facilitating, managing, and promoting the Sourcewell Contract to its participating entities.	*

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

Proposers including solutions offered within the scope of Categories 1, 2, 3, and 4 within its singular proposal must designate they are seeking award in **Category 5** in the Sourcewell Procurement Portal. Proposers seeking award in Category 1, 2, 3, or 4, as defined herein must make that designation below. Proposers may only receive an award within the Category(-ies) they designate. Sourcewell reserves the right to re-categorize any designation as it deems appropriate.

Line Item	Category Selection	Offering *	
81	Category 1: Core Administrative Systems	☒ Yes ☐ No	*
82	Category 2: Education and Public Sector Information and Work Management	☒ Yes ☐ No	*
83	Category 3: Asset and Risk Management	☐ Yes ☒ No	*
84	Category 4: Public Engagement and Specialized Services	☒ Yes ☐ No	*
85	Category 5: Integrated Enterprise Solutions	☐ Yes ☒ No	*

Table 15: Category 1 - Depth and Breadth of Offered Equipment Products and Services

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

Proposers submitting a proposal in Category 1 will be submitting in the broad category that includes Core Administrative Systems. See RFP Section II. B. 1 for details.

☐ We will not be submitting for Table 15: Category 1 - Depth and Breadth of Offered Equipment Products and Services

Line Item	Category or Type	Offered *	Comments	
86	Human Resources Software	☐ Yes ☒ No	Not currently offered.	*
87	Financial Performance, Spend, or Expense Management Software	☒ Yes ☐ No	Euna Budget, Euna Grants	*
88	Accounts Payable, Accounts Receivable, Billing, or Revenue Collection Solutions	☒ Yes ☐ No	Euna Payments, Euna Permitting	*
89	Procure-to-Pay and Contract Management Systems	☒ Yes ☐ No	Euna Procurement	*

Table 16: Category 2 - Depth and Breadth of Offered Equipment Products and Services

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

Proposers submitting a proposal in Category 2 will be submitting in the broad category that includes Education and Public Sector Information and Work Management. See RFP Section II. B. 1 for details.

☐ We will not be submitting for Table 16: Category 2 - Depth and Breadth of Offered Equipment Products and Services

Line Item	Category or Type	Offered *	Comments	
90	Student Information System (SIS)	☐ Yes ☒ No	Not currently offered.	*
91	Learning Management System (LMS)	☐ Yes ☒ No	Not currently offered.	*
92	Work Management Software	☒ Yes ☐ No	Euna Budget, Euna Procurement	*
93	Enterprise Content Management/Records Management	☒ Yes ☐ No	Euna Procurement	*
94	Enrollment Management Systems	☒ Yes ☐ No	Euna Special Education	*

Table 17: Category 3 - Depth and Breadth of Offered Equipment Products and Services

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

Proposers submitting a proposal in Category 3 will be submitting in the broad category that includes Asset and Risk Management. See RFP Section II. B. 1 for details.

☐ We will not be submitting for Table 17: Category 3 - Depth and Breadth of Offered Equipment Products and Services

Line Item	Category or Type	Offered *	Comments	
95	Computerized Maintenance Management System (CMMS)	☐ Yes ☐ No		*
96	Facility Management Software	☐ Yes ☐ No		*
97	Energy Management Software	☐ Yes ☐ No		*
98	Insurance and Risk Management	☐ Yes ☐ No		*
99	Environmental, Health, and Safety (EHS) management	☐ Yes ☐ No		*

Table 18: Category 4 - Depth and Breadth of Offered Equipment Products and Services

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

Proposers submitting a proposal in Category 4 will be submitting in the broad category that includes Public Engagement and Specialized Services . See RFP Section II. B. 1 for details.

☐ We will not be submitting for Table 18: Category 4 - Depth and Breadth of Offered Equipment Products and Services

Line Item	Category or Type	Offered *	Comments	
100	Court, Corrections, and Justice System	☐ Yes ☒ No	Not currently offered.	*
101	Municipal Services, Inspections, Licensing, Grants, Tax, and Permitting Management Solutions	☒ Yes ☐ No	Euna Grants, Euna Permitting, Euna Payments	*
102	Parks and Recreation Software	☐ Yes ☒ No	Not currently offered.	*
103	Citizen Relationship/Engagement Management	☒ Yes ☐ No	Euna Budget, Euna Permitting, Euna Payments, Euna Grants, Euna Procurement	*

Table 19: Category 5 - Depth and Breadth of Offered Equipment Products and Services

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

Proposers submitting a proposal in Category 5 will be submitting in the broad category that includes Integrated Enterprise Solutions. See RFP Section II. B. 1 for details.

☐ We will not be submitting for Table 19: Category 5 - Depth and Breadth of Offered Equipment Products and Services

Line Item	Category or Type	Offered *	Comments	
104	Comprehensive suites that encompass Enterprise Resource Planning (ERP) and at least one solution from EACH category 1-4 above	☐ Yes ☒ No	Not currently offered.	*

Table 20: Depth and Breadth of Offered Equipment Products and Services

Line Item	Question	Response *
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105	Provide a detailed description of the equipment, products, and services that you are offering in your proposal.	Euna Solutions is proud to offer Sourcewell's participating entities a comprehensive suite of innovative financial and administrative tools tailored to meet each entity's unique needs. Our products and services are designed to enhance efficiency, transparency, and community trust through advanced technology and user-centric design. Euna Procurement: - Features: A robust end-to-end suite of procurement tools from intake to invoicing (integrating Bonfire, DemandStar, Ion Wave Technologies, and EqualLevel) to streamline the procurement process. Key features include supplier management, bid management, contract lifecycle management, reporting and analytics, and Euna Procurement enables both RFP-based and marketplace-style purchasing with access to over 800,000 vendors. Euna Budget: - Products: Euna Budget Professional (powered by Questica) and Euna Budget Enterprise (powered by Sherpa). - Features: Comprehensive budgeting, forecasting, and reporting capabilities, ideal for detailed budget preparation and analysis. Advanced financial planning and performance management, including multi-year budgeting, scenario planning, and robust reporting. Euna Payments: - Features: Euna Payments (powered by CityBase) simplifies payment processes for Sourcewell entities. Key features include online and mobile payments, point of sale (POS) systems, and automated payment processing. Euna Grants: - Features: Euna Grants (powered by eCivis) offers a comprehensive grant management solution that supports the entire grant lifecycle. Key features include grant research and identification, application management, and post-award management. Euna Permitting: - Products: Euna Permit Guide and Euna Event Permits (both powered by OpenCounter). - Features: Guides applicants through the permitting process with clear, step-by-step instructions and requirements. Automates the application and approval process for special event permits, ensuring efficient and transparent management. Euna Special Education: - Features: Euna Special Education (powered by SpedTrack) supports the management of special education programs. Key features include IEP management, compliance tracking, and case management. Equipment and Infrastructure: - Examples: While Euna Solutions primarily focuses on software solutions, our offerings may include the necessary hardware to support our platforms, such as POS systems, kiosks, and mobile devices. Services: - Examples: Euna Solutions provides a range of services to ensure successful implementation and ongoing support, including implementation services, training, customer support, and consulting services. By offering this comprehensive suite of products and services, Euna Solutions empowers Sourcewell participating entities to achieve operational excellence, enhance transparency, and deliver exceptional public services.
106	Equipment and accessories related to the offering of systems or solutions described in subsections categories 1-5 above, including but not limited to, hardware, peripherals, and accessories	Most of Euna's offerings are Software-as-a-service, with Euna Payments (powered by CityBase) providing necessary equipment and accessories for efficient, secure, and user-friendly payment services. Key equipment and accessories include: Point of Sale (POS) Systems: - Integrated POS Terminals: Essential for in-person payment processing, allowing for quick and secure transactions at government offices and service centers. - Card Readers: Used in conjunction with POS terminals to process credit and debit card payments, ensuring fast and secure transactions. - Receipt Printers: Provide payment confirmations and receipts to citizens, enhancing transparency and record-keeping. Self-Service Kiosks: - Payment Kiosks: Strategically placed in high-traffic areas such as government buildings, libraries, and community centers, these kiosks allow citizens to make payments independently. They come equipped with touchscreens, card readers, and receipt printers. - Bill Pay Kiosks: Specifically designed for utility and tax payments, these kiosks provide an easy and convenient way for citizens to pay their bills without needing assistance from staff. By offering these essential equipment and accessories, Euna Payments ensures that Sourcewell entities can provide efficient, secure, and user-friendly payment services to their constituents, enhancing overall service delivery and satisfaction.
107	Services related to the offering of systems or solutions described in categories 1-5, including, but not limited to, hosting, cloud migration, modernization, customization, integration, implementation, installation, maintenance, training, data collection, import, export and backup, record-keeping and reporting, mobile, cloud, and web-based applications or platforms, customer service, auditing, compliance, security, and technical and user support	Euna Solutions offers a comprehensive range of services to support the effective implementation and utilization of our systems and solutions, ensuring Sourcewell entities receive full-spectrum assistance. Our services are designed to provide seamless integration, robust support, and ongoing compliance with regulatory standards. Below are detailed descriptions of the services we offer: Hosting and Cloud Migration: - Robust Hosting Services: Euna Solutions provides reliable and secure hosting services with high availability and performance to ensure that our solutions are always accessible and operational. Our cloud infrastructure is designed to handle the demands of public sector entities, ensuring that their data and applications are always available. - Seamless Cloud Migration: We facilitate a smooth transition to the cloud by offering strategic planning, migration support, and post-migration optimization. For example, when transitioning a city's financial system to our secure cloud platform, we ensure that data accessibility is maintained for remote work and that the need for on-premises IT infrastructure is eliminated or significantly reduced. Our cloud migration services include data extraction, transformation, loading (ETL), and validation to ensure data integrity throughout the process. Modernization and Customization: - System Modernization: Our modernization services help entities upgrade their existing systems to the latest standards and technologies. This includes incorporating modern analytics and reporting features to enhance efficiency and service delivery. For instance, upgrading outdated financial systems to leverage advanced data analytics for better financial planning. - Customization Services: While our solutions are highly configurable, we also offer customization services to address unique organizational needs. This process involves detailed analysis of client requirements, followed by the design, development, and integration of custom features. Comprehensive training is provided to ensure that users can effectively utilize these custom features. Integration and Implementation: - Seamless Integration: Euna Solutions provides comprehensive integration services to ensure seamless interoperability between our solutions and other software systems. For example, integrating our payment system with existing ERP systems allows for synchronized financial data and streamlined payment processing. Our integration services include the use of APIs, middleware, and connectors to facilitate real-time data exchange. - Expert Implementation: Our implementation services include detailed project management, system configuration, and data migration to ensure a smooth transition to our solutions. Our team works closely with entities to understand their specific requirements and tailor the implementation process accordingly. This includes setting up workflows, user roles, and permissions to align with the entity's operational needs. Installation and Maintenance: - Installation Services: We offer installation services for all our hardware and software solutions. For instance, setting up self-service kiosks in government buildings to facilitate citizen payments. Our installation process is designed to be efficient and minimally disruptive to daily operations. - Ongoing Maintenance: Euna Solutions provides comprehensive maintenance services to ensure that our systems

	remain up-to-date and fully operational. This includes regular updates, security patches, and performance optimizations. Our maintenance services also include proactive monitoring to identify and address potential issues before they impact operations. Training and Support: • Extensive Training Programs: We offer extensive training programs tailored to different user groups to ensure effective adoption and utilization of our solutions. Our training covers all aspects of our solutions, from basic functionalities to advanced features. For example, after implementing our budgeting systems, we conduct training sessions for financial officers, budget directors, and analysts to ensure they are proficient in using the new system. • Dedicated Support: Our dedicated support team provides technical and user support to address any issues promptly. We offer various support channels, including phone, email, portal, and online chat, to ensure that users can get assistance whenever needed. Our support team is available to help with troubleshooting, updates, and maintenance to ensure continuous system performance. Data Services: • Comprehensive Data Services: Our data services include data collection, import, export, and backup to ensure data integrity and availability. We handle the importation of historical financial data into our systems, ensuring continuity and comprehensive reporting. Our data backup solutions protect against data loss and ensure business continuity by providing regular backups and secure storage options. Record-Keeping and Reporting: • Advanced Reporting Capabilities: Euna Solutions offers advanced reporting capabilities for accurate record-keeping and compliance reporting. Our solutions facilitate detailed financial analysis, performance measurement, and compliance reporting. For example, Euna Budget provides comprehensive reporting tools that enable entities to generate detailed financial reports, track budget performance, and ensure compliance with regulatory requirements. Mobile, Cloud, and Web-Based Applications: • Enhanced Accessibility: We develop and support mobile, cloud, and web-based applications that enhance accessibility and user engagement. Our mobile applications are optimized for smartphones and tablets, providing a seamless user experience. For instance, the mobile interface of our permitting guide allows citizens to apply for permits online, increasing convenience and reducing the need for in-person visits. • Flexible and Scalable Solutions: Our cloud-based platforms ensure that services are accessible from anywhere, at any time. This flexibility is crucial for remote work and disaster recovery, enabling entities to maintain operations under any circumstances. Our solutions are designed to scale with the needs of the entities, ensuring they can handle increased demand without compromising performance. Customer Service: • Personalized Customer Service: Our customer service team is committed to providing exceptional support. We offer personalized assistance to ensure that Sourcewell entities receive timely and effective help, whether it's answering questions about our solutions or resolving technical issues. Our customer service team works closely with entities to understand their needs and provide tailored solutions. Auditing and Compliance: • Compliance Assurance: Euna Solutions ensures that all products and services meet the highest standards of compliance. We assist entities in conducting audits to maintain compliance with regulatory requirements. Our solutions are designed to adhere to relevant standards and regulations, such as the General Data Protection Regulation (GDPR), Health Insurance Portability and Accountability Act (HIPAA), and other public sector-specific regulations. • Compliance Tracking: Our systems include built-in compliance tracking features that help entities monitor and document their adherence to regulatory requirements. For example, Euna Special Education provides tools to ensure compliance with federal and state regulations related to special education programs. • Regulatory Updates: We keep our clients informed about regulatory changes that may impact their operations. Our team continuously monitors changes in legislation and updates our solutions accordingly to ensure ongoing compliance. • Audit Support: During audits, our team provides comprehensive support, including generating necessary reports, assisting with data validation, and addressing any compliance-related queries. This support ensures that entities can navigate audits smoothly and demonstrate their adherence to regulatory requirements. Security: • Robust Security Measures: We prioritize the security of our solutions by implementing advanced cybersecurity measures, including encryption, multi-factor authentication, and regular security audits. These measures are critical for safeguarding public sector data and maintaining citizen trust. • Proactive Security Monitoring: Our systems are continuously monitored for potential security threats. We employ advanced threat detection and response tools to identify and mitigate risks promptly. Regular security updates and patches are applied to protect against emerging threats. Technical and User Support: • Comprehensive Technical Support: Our technical support team provides expert assistance with system troubleshooting, updates, and maintenance. For example, our support for grant management includes a dedicated helpdesk to assist users with any technical issues, ensuring they can effectively manage their grant applications and reporting. • User Support and Training: In addition to technical support, we offer user support to help entities maximize the benefits of our solutions. This includes providing training materials, user guides, and online resources to assist users in navigating our systems. Our support team is available to answer questions and provide guidance on best practices. By offering these comprehensive services, Euna Solutions ensures that Sourcewell entities can effectively implement, utilize, and maintain our systems and solutions, achieving their operational goals and enhancing service delivery to their communities.
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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.
- . 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 - Euna Solutions for Sourcewell - June 2024.xlsx - Wednesday June 19, 2024 09:50:35
- [Financial Strength and Stability](#) - GTY Technologies Holdings Inc. 2023 Consolidated Financial Statements and Auditors Report (1).pdf - Wednesday June 19, 2024 09:51:09
- Marketing Plan/Samples (optional)
- WMBE/MBE/SBE or Related Certificates (optional)
- [Warranty Information](#) - Combined Offering Template - EUNA.docx - Wednesday June 19, 2024 09:52:36
- [Standard Transaction Document Samples](#) - Sample Euna Grants ORDER FORM.dotx.docx - Wednesday June 19, 2024 12:32:38
- [Requested Exceptions](#) - Sourcewell contract redline - Euna Solutions.docx - Wednesday June 19, 2024 09:50:15
- [Upload Additional Document](#) - Sourcewell response - Euna Solutions - Final.pdf - Wednesday June 19, 2024 14:11:13

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. - Brenna Lenchak, SVP, General Counsel , Euna Solutions

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

☒ Yes ☐ No

The Bidder acknowledges and agrees that the addendum/addenda below form part of the Bid Document.
Check the box in the column "I have reviewed this addendum" below to acknowledge each of the addenda.

File Name	I have reviewed the below addendum and attachments (if applicable)	Pages
Addendum 17 Software Solutions RFP 060624 Mon June 3 2024 10:31 AM		1
Addendum 16 Software Solutions RFP 060624 Thu May 30 2024 10:38 AM		4
Addendum 15 Software Solutions RFP 060624 Tue May 28 2024 02:32 PM		2
Addendum_14_Software_Solutions_RFP_060624 Fri May 24 2024 03:00 PM		4
Addendum_13_Software_Solutions_RFP_060624 Tue May 21 2024 04:25 PM		1
Addendum_12_Software_Solutions_RFP_060624 Mon May 20 2024 06:33 PM		1
Addendum 11 Software Solutions RFP 060624 Fri May 17 2024 03:19 PM		2
Addendum 10 Software Solutions RFP 060624 Thu May 16 2024 01:38 PM		4
Addendum 9 Software Solutions RFP 060624 Tue May 14 2024 03:18 PM		2
Addendum 8 Software Solutions RFP 060624 Thu May 9 2024 12:50 PM		1
Addendum 7 Software Solutions RFP 060624 Wed May 8 2024 01:39 PM		1
Addendum 6 Software Solutions RFP 060624 Tue May 7 2024 12:00 PM		2
Addendum 5 Software Solutions RFP 060624 Fri May 3 2024 01:56 PM		1
Addendum 4 Software Solutions RFP 060624 Thu May 2 2024 12:30 PM		1
Addendum 3 Software Solutions RFP 060624 Tue April 30 2024 03:17 PM		1
Addendum 2 Software Solutions RFP 060624 Mon April 22 2024 02:21 PM		1
Addendum 1 Software Solutions RFP 060624 Fri April 19 2024 02:53 PM		1