



Carahsoft's Technical Response to the

County of Dupage

Request for Proposal

Survey and Data Analysis System

Solicitation Number: 24-049-CS

Monday,
May 14, 2024

Solution Provided By

qualtrics[®] **XM**

Carahsoft Technology Corporation

11493 Sunset Hills Road, Suite 100

Reston, VA 20190

888.662.2724 | www.carahsoft.com

Primary Point of Contact

Michelle Gomes-Colon | Account Representative

[571.662.3354](tel:571.662.3354) | Michelle.Gomez-Colon@carahsoft.com

Secondary Point of Contact

Proposals@carahsoft.com

COVER LETTER

May 14, 2024

County of Dupage
Finance – Procurement, 3-400
421 North County Farm Road
Wheaton, Illinois 60187

Re: *Carahsoft's Response to the County of Dupage's Request for Proposal : Survey and Data Analysis System, Solicitation Number: 24-049-CS*

Dear Nickon Etminan,

Carahsoft Technology Corp. appreciates the opportunity to respond to the County of Dupage (County)'s Request for Proposal (RFP): Survey and Data Analysis System. Carahsoft is proposing Qualtrics Customer Experience Software which fully meets County's requirements for a Survey and Data Analysis System. Our team has reviewed and considered County's requirements outlined in the RFP, and has carefully put together a solution that will best meet your needs.

Carahsoft, The Trusted Government IT Solutions Provider®, is responding as the GSA Multiple Award Schedule (MAS) contractor (47QSWA18D008F) and reseller for Qualtrics. As the Master Government Aggregator® for our vendor partners, Carahsoft has combined extensive knowledge of the technologies we provide with a thorough understanding of the government procurement process, to analyze needs, provide configuration support, simplify the ordering process, and offer special government pricing since 2004. Working with resellers, systems integrators and consultants, our sales and marketing teams provide industry leading IT products, services, and training to support Public Sector organizations across Federal, State and Local Government agencies and Education and Healthcare markets.

Please feel free to contact me directly at 571.662.3354/Michelle.Gomez-Colon@carahsoft.com or Jonathan Bordatto at 703.871.8558/Jonathan.Bordatto@carahsoft.com with any questions or communications that will assist County in the evaluation of our response. This proposal is valid for 120 days from the date of submission.

Thank you for your time and consideration.

Sincerely,

Signature on File

Michelle Gomes-Colon
Account Representative

Signature on File



Jennifer Kanach
Authorized Representative

TABLE OF CONTENTS

Cover Letter	i
Executive Summary.....	1
Solution Overview	1
Prime Contractor: Carahsoft Technology Corp.	1
Solution Provider: Qualtrics.....	2
Firm Qualifications	3
Key Qualifications	8
Project Understanding	10
Attachments	11
Limitations on the Authority of the County of DuPage to Contract.....	11
Proposal Form.....	11
Vendor Ethics Disclosure Statement.....	11
W-9	11
In Summary	17

EXECUTIVE SUMMARY

Solution Overview

Carahsoft understands that the County of Dupage is seeking a Survey and Data Analysis System. As the Prime Contractor, Carahsoft has assembled a team for the initiative that includes our Solution Provider, **Qualtrics**, as the best solution to meet County's requirements.

Prime Contractor: Carahsoft Technology Corp.

Carahsoft Technology Corp. is The Trusted Government IT Solutions Provider®. As the Master Government Aggregator® and Distributor for our vendor partners, we deliver solutions for Cybersecurity, MultiCloud, DevSecOps, Big Data, Artificial Intelligence, Open Source, Customer Experience and more. Working with resellers, systems integrators MSPs and consultants, our sales and marketing teams provide industry leading IT products, services, and training through hundreds of contracts. Founded in 2004, Carahsoft is headquartered in Reston, Virginia and employs more than 3,200 professionals dedicated to serving our Public Sector and Healthcare customers and partners.

Vendor and Partner Relationships – In addition to establishing strategic, long-term relationships with the industry's leading manufacturers, our partner ecosystem encompasses more than 3,000+ government contractors, resellers, and integrators who we support and enable with an entire suite of value-added opportunities that run the gamut from training/certification and pre-sales support to lead generation and business development.

Proven Execution – Carahsoft has deep expertise in government contracting and procurement. We manage and maintain a wide variety of government-wide and agency-specific purchasing contract vehicles and purchasing agreements for agencies at the state, local, and federal levels. As a result, we now serve as the largest government partner for the majority of our vendors, who have also entrusted other major aspects of their businesses to Carahsoft including partner enablement, commercial sales, renewals and upsell, and help desk services.

Contract Vehicles – Since 2004, Carahsoft has acquired and maintained a wide variety of purchasing contract vehicles for agencies at all levels of government. Associated with all contracts are dedicated and experienced contract management resources. A list of available contracts can be found at www.carahsoft.com/contracts/index.php.

Growth & Stability – A stable, conservative, and profitable company, Carahsoft has demonstrated impressive growth year after year, with annual revenue of \$3.4 million in our first year in 2004 to over \$16.4 billion in 2023. In a single month, September of 2023, our team of dedicated, highly trained marketing, sales, contracting, and business operations experts processed 21,564 orders worth more than \$2.9 billion.

Awards and Industry Recognition – Carahsoft receives awards for our excellent performance yearly. For more information on the hundreds of awards we have received please visit our website at <https://www.carahsoft.com/awards>



Solution Provider: Qualtrics

Experiences matter more than ever as citizens and residents increasingly compare government services and operations to those of the largest consumer brands with which they routinely interact. Increasing public expectations for digital capabilities and services are placing pressure on governments to accelerate the transformation of services and operations in line with those with commercial organizations. With Experience Management (XM), the discipline of tracking, measuring, analyzing, and improving any interaction stakeholders have with an organization, governments have a historic opportunity to:

- **Drive Modernization:** Progress government journeys to modernize services and operations by digitizing public services and enabling seamless interactions with your stakeholders
- **Increase Public Engagement:** Build trust by continuously gathering public insight to remedy existing public program shortcomings and co-create programs and initiatives that meet the most pressing needs
- **Attract and Retain the Best Employees:** Continually measure and analyze employee feedback across the entire lifecycle to identify and take action on drivers of engagement, satisfaction, and inclusion
- **Enhance Service to Your Constituents:** Better serve communities by building public feedback into the design of policies, programs, and services; and providing the right data to the right leaders to make informed decisions that improve stakeholder experiences and public outcomes

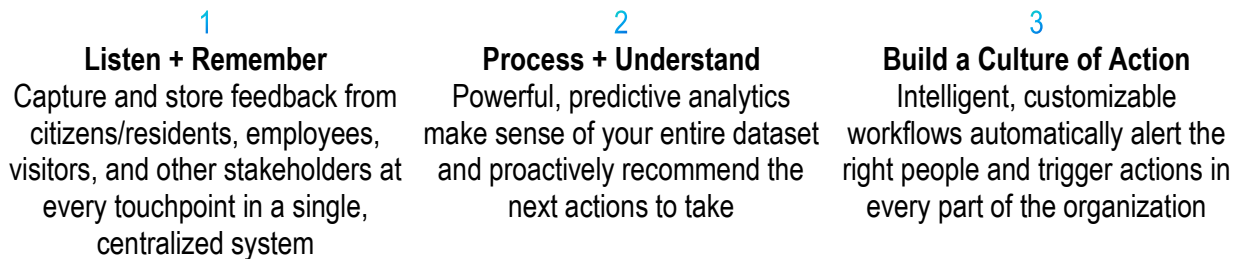
FIRM QUALIFICATIONS

Provide a statement that portrays the firm's qualifications in relation to the Scope of Services. The response should include the following:

- a) A summary of the firm's general qualifications including specific disciplines represented that are applicable to the proposed work, number of employees, office locations, etc.

Qualtrics Experience Management, XM helps future-proof your organization by embedding agility into the way you operate. It starts with gathering the right kind of data, across every key point in the stakeholder journey, at regular intervals and across channels, to build a holistic picture of what is driving experiences. These data collection and listening capabilities must then be combined with a system and technology of action that can separate signal from noise, integrate with other systems of record, and provides you with the feedback and analysis that make this experience data meaningful and enable your organization to clearly understand how the experiences of all of your stakeholders impact your key operational metrics. With XM, you can create a culture of action, where your agency is empowered to de-risk critical decisions by understanding operational data and the employee and community needs behind it.

With our purpose-built experience management platform, expertise from more than 5,000 employees and hundreds of I/O Psychologists, and numerous offices across the globe, ([Qualtrics XM](#)), DuPage County, from one streamlined platform, will be able to:



By partnering with us, DuPage County will be enabled with real-time, impactful insights to drive improvement and produce positive outcomes across the organization, including:



- b) An outline of the firm's depth and breadth to carry out the scope and the extent of the work required, especially that of the project lead.

Qualtrics was founded in 2002 with a belief that we could revolutionize the way people did research. In March 2017, we declared our vision for how future industry leaders will measure the strength of their organization: experience management. We unveiled Qualtrics Experience Management (XM), a revolutionary software that allows organizations to tie all of their customer,

employee, brand, and product experience research together with operational data to direct their trajectory.

Today, Qualtrics serves more than 20,000 enterprises worldwide, more than 88% of the Fortune 100, 99 of the top 100 US business schools, and over 800 government organizations. Some of our government clients include:

Hennepin County	Milwaukee County
The Chickasaw Nation	City of Miami
City of Houston	Virginia Dept. of Social Services
LA County Public Health	State of Utah
Ventura County	California Dept. of General Services
Dallas County Health and Human Services	Sacramento County
Florida Dept. of Children and Families	State of Missouri
Seattle Dept. of Education and Early Learning	Winnebago County
Oakland County	State of Nebraska
State of Iowa	Colorado Dept. of Transportation
Maricopa County	Ottawa County
Kent County	...and many more

Our platform collects over 3 billion responses annually in support of customer, employee, product, brand, and every other kind of research. Our client's partner with us not only because of our industry-leading technology, but because of the innovations our nearly 1000 technical staff are adding to the platform daily to save organizations time, money, and help them do research and analysis to understand experiences scale.

Furthermore, other vendors provide minimal visibility into what drives program costs and what future development/expansion costs look like. The pain is often experienced after the initial contract is signed when unbudgeted fees are added to account for program changes (e.g. dashboards, closed-loop, hierarchies—both simple and complex changes). With Qualtrics, DuPage County can add as many surveys, dashboards, touchpoints, etc. as needed without worrying about unknown program costs.

Among various awards, Qualtrics is recognized as the leader in experience management by Gartner. Gartner is a technological research and consulting firm that is well-known for providing meaningful data, insights, and overviews on the IT industry.

Qualtrics is also accessible in 75+ languages and follows the latest WCAG accessibility guidelines ensuring equitable opportunity to listen to all constituents.

c) Main attributes that differentiate your firm from other competitors.

Qualtrics provides customers with 3 key areas to enable organizations identify the root cause of broken experiences, use focus areas to make improvements, and set expectations for agency-wide success.

1. **Ultimate Listening Engine.** Gather direct, indirect, and ambient experience data across any channel. They could be traditional channels like email surveys, SMS, mobile apps or indirect channels like social listening, online reviews, in-app intercepts, call center transcripts, or even conversational interfaces like chatbots. Ambient or behavioral data are also ingested to give Qualtrics the ability to sense that something is going wrong with an experience. We enable over 130 listening channels so you can build a complete picture of your customer experience.
2. **Intelligence & Analytics.** Advanced voice and text analytics allow you to parse through millions of rows of open text to collect topic and sentiment by channel. Built-in stats analytics allow you to conduct advanced correlations, regressions, clustering, or other forms of descriptive, prescriptive, and predictive analytics—literally at the click of a button, while other providers require data exports to BI team or professional services to conduct this level of advanced statistical analysis.
3. **Actions & Workflows.** Our no-code workflow orchestration engine helps automate any task both within Qualtrics and between your operational systems. A low customer satisfaction score task can trigger a ticket in a closed-loop ticketing system. Poor call center interactions are escalated to the right owners, depending on the topic and sentiment of the conversations. With built-in templates, you can easily automate 40+ workflows into your CRM, marketing automation, ticketing, or any other business system.

d) Relevant previous experience with public sector entities.

Qualtrics CX goes beyond simply measuring satisfaction. Our solutions, designed by industry experts, can help you use those measurements to put the customer at the center of agency decisions.

Our work with hundreds of federal, state, local, and tribal governments enables us to surface insights on the unique experiences of diverse populations. State and local agencies such as City of Chicago, Lake County (IL), Winnebago County (IL), Cook County (IL), Los Angeles County, State of Illinois, and more are using Qualtrics to improve citizen engagement and manage service improvements.

e) Provide copy of Business License, Tax ID and any significant certification document supporting your firm's expertise.

Carahsoft's FEIN (Tax ID): 52-2189693

For more information on our firm please see the Executive Summary section listed above.

Qualtrics EIN: 454964116

Additional information is available here: <https://www.qualtrics.com/evidence-of-insurance/>

Please see a copy of our Carahsoft Business License on the following page.

2022

BUSINESS, PROFESSIONAL AND OCCUPATIONAL LICENSE
COUNTY OF FAIRFAX, DEPARTMENT OF TAX ADMINISTRATION (DTA)
 PHONE: 703-222-8234 TTY: 711 WEBSITE: www.fairfaxcounty.gov/taxes

2022

CARASOFT TECHNOLOGY CORP
 CARASOFT TECHNOLOGY CORP
 11493 SUNSET HILLS RD 100
 RESTON VA 20190-5230

Notice: This is your 2022 Business, Professional and Occupational License (BPOL). The bottom-half is perforated to allow you to tear off and post this license in your establishment. Please note, if your check is not honored by the bank, this license shall be invalid.

2022 LICENSE INFORMATION

ACCOUNT #:	000-14-4608	LICENSE PERIOD:	01/01/2022 - 03/01/2023
ORDINANCE CODE:	47230-00	LICENSE BASIS:	\$1558821933
NAICS:	424990	LICENSE RATE:	\$0.04 per \$100
LOCATION:	11493 SUNSET HILLS RD 100 RESTON VA 20190	FED. I.D. OR E.I.N.:	52-2189693
CLASSIFICATION:	WHOLESALE MERCHANT	LICENSE NUMBER:	2266937
DATE PAYMENT RECEIVED:	03/02/2022	INSTALLMENT(S):	

For any questions concerning this license, please call 703-222-8234 between the hours of 8:00 a.m. and 4:30 p.m. Monday - Friday (Hearing impaired persons may call TTY: 711), or send us an e-mail through our website, www.fairfaxcounty.gov/taxes.

As with all taxes, our goal is to administer the BPOL tax fairly and in accordance with State and County Codes. Our staff strives to provide professional assistance and quality customer service. Please let us know if we are not meeting your needs. Your satisfaction is important to us and your comments are always welcome.

Young Tarry, Director
 Personal Property and Business License Division
 Department of Tax Administration

CC: Jay Doshi, Director
 Department of Tax Administration

FAIRFAX COUNTY DEPARTMENT OF TAX ADMINISTRATION
2022 BUSINESS, PROFESSIONAL AND OCCUPATIONAL LICENSE
(BPOL) FOR ORDINANCE 47230-00 : WHOLESALE MERCHANT

THIS LICENSE HAS BEEN ISSUED BY THE FAIRFAX COUNTY DEPARTMENT OF TAX ADMINISTRATION (DTA) AND IS GRANTED TO:

266937



CARASOFT TECHNOLOGY CORP
 CARASOFT TECHNOLOGY CORP
 11493 SUNSET HILLS RD 100
 RESTON VA 20190-5230

THIS LICENSE IS VALID THRU
03/01/2023

Dept. Tax Administration, Suite 223
 12000 Government Center Parkway
 Fairfax, Va. 22035, Phone: 703-222-8234
 Website: www.fairfaxcounty.gov/taxes

- f) List of three (3) references, preferably from public sector entities, from contracts similar in size and scope to DuPage County including engagement profile, client name, contact name and title, email, and telephone contact information.

Winnebago County Health Department	
Contact Name & Title	Dr. Sandra Martell, Public Health Administrator
Email	SMartell@publichealth.wincoil.gov
Phone Number	815.720.4200
Engagement Profile	Qualtrics works with the WCHD across numerous departments such as epidemiology, environmental, and behavioral health, and several others to provide a scalable, secure data collection engine on numerous public health projects.

City of Chicago, DFSS Youth Services Division	
Contact Name & Title	Lisa Hampton, Director, Prevention and Intervention, Youth Services Division
Email	Lisa.Hampton@cityofchicago.org
Phone Number	312.743.0938
Engagement Profile	DFSS uses Qualtrics for numerous outreach projects, including evaluating effectiveness of summer programs and job opportunities for at risk youth in the Chicago area.

State of Illinois, Governor's Office of Equity	
Contact Name & Title	D. Javier Thompson, Program Architect, Data research specialist, Governor's Office
Email	djavier.thompson@illinois.gov
Phone Number	812.596.4811
Engagement Profile	GOE works with Qualtrics to help capture DEI-related data from internal stakeholders and leverage dashboards to report progress to goal year over year.

KEY QUALIFICATIONS

Provide a statement that portrays the firm's engagement team qualifications in relation to the Scope of Services. The response should include the following:

- a) Background and credentials profile for the team and sub-consultants (if used) that would be assigned to the DuPage County account, including name, position/title, location, years of industry experience, years with firm and number of clients currently assigned.

Engagement Manager: Experienced project manager who acts as a single point of contact throughout implementation. The Engagement Manager is accountable for the following activities:

- Project coordination including project plans and resource allocation
- Establishes and drives program governance to ensure transparent communication and consistent decision-making between Qualtrics, DuPage County, and program stakeholders
- Leading core project management activities including status reporting, risk management, escalations, and quality assurance
- Overall success of program delivery and solution handover

Technology Consultant: An implementation-focused resource with experience delivering multiple XM programs and collaborating across Qualtrics services.

- Configures and tests survey, dashboards, actions/closed loop ticketing follow-up, standard integrations, and any other non-custom product features.
- Provides program-specific inputs for training and change management design

XM Success Manager: 5-10+ years professional experience, master's degree, Qualtrics XM trained and certified. The XM Success Manager is responsible for the ongoing relationship management, during and after implementation, managing 20-30 accounts.

- Primary ongoing relationship owner & contact
- Program health monitoring and stakeholder management
- Day-to-day "ask me anything" resource for all things Qualtrics
- Consults on long-term program maturity
- Shares Qualtrics' principles and best practices for effective research
- Issue escalation and resolution management point of contact
- Conducts regular business reviews and mobilizes additional Qualtrics resources
- Typical client response time is within one business day

Account Executives: Responsible for managing the account health and relationship, roughly a book of 20 accounts. They ensure Dupage County key stakeholders' needs are met and act as a conduit into the broader Qualtrics ecosystem including the partner network, fellow customers, industry experts, and product teams.

- b) Areas of expertise of each officer.

Each role has a depth and breadth of experience and expertise in survey design, implementation, customer experience for government, and best-in-class recommendations on designing, implementing, and building a CX program. Additionally, DuPage will have access to a robust government client community, purpose-built and pre-designed survey solutions, and access to numerous Qualtrics industry experts.

c) Communications skills – Interaction with staff and participants.

Typically implementation will meet weekly with the client during the 5–6-week process. Trainings are recorded for future reference.

Customer Success and Account Executives are available on an ad hoc basis, per client needs, but generally will meet with clients at least monthly to discuss objectives and ensure program is working to their needs. This is included in the service level.

PROJECT UNDERSTANDING

Describe your firm's interest, understanding and approach to providing services for this engagement, including a schedule for accomplishing the project.

- a) Describe the ongoing management for your services.

Post-Implementation Support Team: Qualtrics' XM Success Manager will work as Dupage County's single point of contact to ensure that the County team has everything it needs from Qualtrics, as well as provide guidance and best practices. Team calls can take place on a regular basis with the frequency depending on the County's program needs and project scope. Topics will include user account administration, product or functionality releases, program methodology, and more. Your XM Success Manager can also arrange to bring on additional resources, such as consultants, XM Scientists, professional services engineers, etc. as your program grows and evolves. This flexibility to bring a team together and expand/grow/pivot a program in a short time frame is a key benefit of partnering with Qualtrics. Our platform is built to grow and evolve with you, and our services are no different.

- b) Provide a list of performance metric guarantees that you provide.

Qualtrics has over 20,000 clients that have collectively sent out billions of surveys. Our platform is built to scale, and we anticipate being able to manage whatever volume of surveys DuPage County deems necessary. Qualtrics' solution is designed to scale easily. On average 3.5-4.5 million survey responses are collected each week. We have handled spikes in demand (i.e., where a single survey collected one million responses in 24 hours) without incident. There is no limit to the number of survey questions, users or responses that can be handled within Qualtrics. There are Qualtrics customers running analysis on upwards of 500 million records in a single view. Survey delivery and response collection are the most demanding portions of our core platform from both a performance and scalability perspective. As a result, we test these components aggressively for large-scale and high performance.

- c) Provide sample incident reports.

Information on IR/DR and security is available here:
<https://www.qualtrics.com/trust-center/>

- d) Provide proposed procedures for internal problem escalation and their process for notifying the County in the event of a problem.

Complaint Resolution & Escalation Process: We will work with the County during the outset of the project to define an escalation path. We will assign an issue the appropriate level of severity and communicate that severity level to the County. The Qualtrics XM Success Manager or customer support will own dispute resolution and will interface directly with any of the involved departments/roles within Qualtrics to ensure the County's needs are met.

ATTACHMENTS

Limitations on the Authority of the County of DuPage to Contract

Please see our completed Limitations on the Authority of the County of DuPage to Contract on the following page.

Proposal Form

Please see our completed Proposal Form on the following page.

Vendor Ethics Disclosure Statement

Please see our completed Vendor Ethics Disclosure Statement on the following page.

W-9

Please see our completed W-9 on the following page.

Limitations on the Authority of the County of DuPage to Contract

The County of DuPage ("County") is a non-home rule unit of local government under the Constitution and laws of the State of Illinois. Pursuant to Section 7 of Article VII of the Illinois Constitution of 1970, counties and municipalities which are not home rule units have only the powers granted to them by law and the powers set forth in the state constitution. Accordingly, and unlike Cook County and many of Illinois's larger municipalities, every action DuPage County takes must be tied to a specific constitutional or statutory grant of authority or be necessarily inferred from that specifically granted authority. Any action the County takes in excess of that authority is *ultra vires* and void *ab initio* as a matter of law.

During the course of the procurement process, vendors frequently provide standard form contracts or propose exceptions that contain terms which, though commercially reasonable in a particular industry, are outside of the County's authority to agree to. The most common areas of conflict involve proposed provisions that require the County to provide a vendor with an indemnity, exclude the state's attorney's participation in the selection and control of outside counsel, or provide for more aggressive payment and interest terms than are permitted by law.

Indemnification

DuPage County has no authority to provide an indemnity to a vendor. As noted above, the County has only those powers conferred by the Illinois Constitution or state law or which can be necessarily inferred from those powers. While state law does require the County to indemnify its officers and employees and authorizes it to indemnify a limited number of other governmental entities, the legislature has not authorized counties to indemnify private vendors. Moreover, the Illinois Constitution requires that all expenditures of public funds be for public purposes. In an indemnity agreement, the indemnifying party agrees to be liable for the costs associated with the defense of the other party. If the indemnified party is not a public entity, then an indemnification agreement would impermissibly require an expenditure of public funds the benefit of that private party and not for the public. Finally, an indemnity contract is an extension of the public credit and an agreement to undertake a liability. Such an extension of credit requires an appropriation for that purpose sufficient to cover the obligation at the time of contract formation.

Choice of Counsel, Waiver of Defenses

Under Illinois law, the state's attorney shall "defend all actions and proceedings brought against his county." Historical and judicial precedents along with various opinions of Illinois's attorneys general, interpret this language to mean that **the state's attorney is the exclusive legal representative of his county**. The state's attorney will generally appoint any attorney recommended to him by an indemnifying party or its insurance carrier who meets his approval as a "special" assistant state's attorney for the purposes of the litigation. While the state's attorney must retain the right to approve outside counsel and control the litigation, he will not interfere unreasonably with the indemnifying party's attorney selection or legal strategy (or those of its insurance carrier). The County has no authority to retain or permit counsel to represent its interests nor can it contract away the duties of the state's attorney. For this reason, the County also cannot contractually waive any defenses, privileges or immunities which may be available to it in litigation.

Payment Terms

The provisions of the Local Government Prompt Payment Act, 50 ILCS 505/1 et. seq. apply to all purchases made by DuPage County. The Act provides that the County must approve or disapprove of an invoice for goods or services within 30 days of the presentation of the invoice or delivery of the goods or services – whichever is later. The County then has 30 days after approval to pay any portion of the invoice which it has not disapproved. Interest, when permitted under the Act, accrues on a monthly basis at 1%. While the County may not offer payment or interest terms which are more generous to the vendor than authorized by the Act, the parties may agree to provide an incentive for more rapid payments.

The above list is not exhaustive, but it does address the most common areas of concern during the contract negotiation phase. **Accordingly, all prospective offerors are on notice that the County is without the authority to accept nor will it respond to any exceptions which purport to impose a duty on the County to indemnify a vendor, abridge the duties of the state's attorney, waive any legal privilege, defense, or immunity available to it, or obligate it to payment and interest terms other than as permitted by the Local Government Prompt Payment Act. Further all prospective offerors are on notice that any such provision in any standard form contract is unenforceable and void as a matter of law whether or not approved by the County.**

Please acknowledge your Acceptance of the Limitations on the Authority of the County of DuPage to Contract as stated above. Your signature below shall establish your consent to a contract subject to such limitation on the County's authority to contract. This page must also be incorporated as an exhibit to any contract the County will be asked to sign.

ACCEPTANCE

Receipt of the above ACCEPTANCE is hereby acknowledged by:

Carahsoft Technology Corp.

(Contractor)

This 9 day of May, 2024

Signature on File

Title: Natalie LeMay, State & Local Contracts Manager

SECTION 9 - PROPOSAL FORM

(PLEASE TYPE OR PRINT THE FOLLOWING INFORMATION)

Full Name of Offeror	Carahsoft Technology Corporation
Main Business Address	11493 Sunset Hills Road, Suite 100,
City, State, Zip Code	Reston, VA 20190-5230
Telephone Number	703.871.8500
Fax Number	703.871.8505
Proposal Contact Person	Michelle Gomes-Colon, Account Representative
Email Address	Michelle.Gomez-Colon@carahsoft.com

The undersigned certifies that he is:

☐ the Owner/Sole Proprietor ☐ a Member of the Partnership ☒ an Officer of the Corporation ☐ a Member of the Joint Venture

herein after called the Offeror and that the members of the Partnership or Officers of the Corporation are as follows:

Craig P. Abod

(President or Partner)

Robert R. Moore

(Vice-President or Partner)

Jennifer Kanach

(Secretary or Partner)

Jillian Szczepanek

(Treasurer or Partner)

Further, the undersigned declares that the only person or parties interested in this Proposal as principals are those named herein; that this Proposal is made without collusion with any other person, firm or corporation; that he has fully examined the proposed forms of agreement and the contract specifications for the above designated purchase, all of which are on file in the office of the Procurement Manager, DuPage Center, 421 North County Farm Road, Wheaton, Illinois 60187, and all other documents referred to or mentioned in the contract documents, specifications and attached exhibits, including Addenda No. 1, 2, and _____ issued thereto;

Further, the undersigned proposes and agrees, if this Proposal is accepted, to provide all necessary machinery, tools, apparatus and other means of construction, including transportation services necessary to furnish all the materials and equipment specified or referred to in the contract documents in the manner and time therein prescribed.

Further, the undersigned certifies and warrants that he is duly authorized to execute this certification/affidavit on behalf of the Offeror and in accordance with the Partnership Agreement or by-laws of the Corporation, and the laws of the State of Illinois and that this Certification is binding upon the Offeror and is true and accurate.

Further, the undersigned certifies that the Offeror is not barred from proposing on this contract as a result of a violation of either 720 Illinois Compiled Statutes 5/33 E-3 or 5/33E-4, proposal rigging or proposal-rotating or as a result of a violation of 820 ILCS 130/1 et seq., the Illinois Prevailing Wage Act.

The undersigned certifies that he has examined and carefully prepared this proposal and has checked the same in detail before submitting this proposal, and that the statements contained herein are true and correct.

If a Corporation, the undersigned further certifies that the recitals and resolutions attached hereto and made a part hereof were properly adopted by the Board of Directors of the Corporation at a meeting of said Board of Directors duly called and held and have not been repealed, nor modified and that the same remain in full force and effect. (Offeror may be requested to provide a copy of the corporate resolution granting the individual executing the contract documents authority to do so.) Further, the offeror certifies that he has provided services comparable to the items specified in this contract to the parties

listed in the reference section below and authorizes the County to verify references of business and credit at its option.

Finally, the offeror, if awarded the contract, agrees to do all other things required by the contract documents, and that he will take in full payment therefore the sums set forth in the cost schedule.

PROPOSAL AWARD CRITERIA

This proposal will be awarded to the most responsive, responsible vendor meeting specifications based upon the highest score compiled during evaluation of the proposals outlined in the selection process.

The Contractor agrees to provide the service described above and in the contract specifications under the conditions outlined in attached documents for the amount stated.

Signature on File

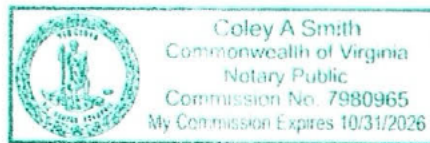
X. _____ Secretary
(Signature and Title)

(If available)

PROPOSAL MUST BE SIGNED FOR CONSIDERATION

Subscribed and sworn to before me this 10th day of May AD, 2024
Signature on File

My Commission Expires: 10/31/2026
(Notary Public)



IN SUMMARY

Carahsoft Technology Corporation and Qualtrics appreciate the opportunity to offer this solution for County's initiative.

The Carahsoft Team has proposed a superior and cost-effective solution that fully complies with County's requirements set forth in Survey and Data Analysis System Solicitation Number: 24-049-CS. We understand the importance of your project goals, and we are confident you will benefit from this solution and our expertise.

Carahsoft looks forward to the opportunity to speak with you regarding the details of this proposal, as well as the opportunity to work with County of Dupage on this project.