Sourcewell

MASTER AGREEMENT #110724
CATEGORY: Artificial Intelligence (AI) Readiness, Implementation, and Support Services
SUPPLIER: World Wide Technology, LLC

This Master Agreement (Agreement) is between Sourcewell, a Minnesota service cooperative located at 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 (Sourcewell) and World Wide Technology, LLC, 1 World Wide Way. St. Louis, MO 63146 (Supplier).

Sourcewell is a local government and service cooperative created under the laws of the State of Minnesota (Minnesota Statutes Section 123A.21) offering a Cooperative Purchasing Program to eligible participating government entities.

Under this Master Agreement entered with Sourcewell, Supplier will provide Included Solutions to Participating Entities through Sourcewell's Cooperative Purchasing Program.

Article 1:
General Terms

The General Terms in this Article 1 control the operation of this Master Agreement between Sourcewell and Supplier and apply to all transactions entered by Supplier and Participating Entities. Subsequent Articles to this Master Agreement control the rights and obligations directly between Sourcewell and Supplier (Article 2), and between Supplier and Participating Entity (Article 3), respectively. These Article 1 General Terms control over any conflicting terms. Where this Master Agreement is silent on any subject, Participating Entity and Supplier retain the ability to negotiate mutually acceptable terms.

1) **Purpose.** Pursuant to Minnesota law, the Sourcewell Board of Directors has authorized a Cooperative Purchasing Program designed to provide Participating Entities with access to competitively awarded cooperative purchasing agreements. To facilitate the Program, Sourcewell has awarded Supplier this cooperative purchasing Master Agreement following a competitive procurement process intended to meet compliance standards in accordance with Minnesota law and the requirements contained herein.

2) **Intent.** The intent of this Master Agreement is to define the roles of Sourcewell, Supplier, and Participating Entity as it relates to Sourcewell's Cooperative Purchasing Program.

3) **Participating Entity Access.** Sourcewell's Cooperative Purchasing Program Master Agreements are available to eligible public agencies (Participating Entities). A Participating Entity's authority to access Sourcewell's Cooperative Purchasing Program is determined through the laws of its respective jurisdiction.

4) **Supplier Access.** The Included Solutions offered under this Agreement may be made available to any Participating Entity. Supplier understands that a Participating Entity's use of this Agreement is at the Participating Entity's sole convenience. Supplier will educate its sales and service forces about Sourcewell eligibility requirements and required documentation. Supplier will be responsible for ensuring sales are with Participating Entities.

5) **Term.** This Agreement is effective upon the date of the final signature below. The term of this Agreement is four (4) years from the effective date. The Agreement expires at 11:59 P.M. Central Time on March 31, 2029, unless it is cancelled or extended as defined in this Agreement.

    a) **Extensions.** Sourcewell and Supplier may agree to up to three (3) additional one-year extensions beyond the original four-year term. The total possible length of this Agreement will be seven (7) years from the effective date.

    b) **Exceptional Circumstances.** Sourcewell retains the right to consider additional extensions as required under exceptional circumstances.

6) **Survival of Terms.** Notwithstanding the termination of this Agreement, the obligations of this Agreement will continue through the performance period of any transaction entered between Supplier and any Participating Entity before the termination date.

7) **Scope.** Supplier is awarded a Master Agreement to provide the solutions identified in (Solicitation #110724) to Participating Entities. In-Scope solutions include:

    a) AI readiness assessments;
    b) AI strategy and roadmap development;
    c) Responsible AI policy development;
    d) Implementation and support services, including:
        i) Infrastructure and technology recommendations
        ii) Data preparation
        iii) Proof of concept
        iv) Custom AI model development
        v) Pilot project
        vi) Deployment and integration
        vii) Ongoing support and maintenance; and
    e) Training and education.

8) **Included Solutions.** Supplier's Proposal to the above referenced RFP is incorporated into this Master Agreement. Only those Solutions included within Supplier's Proposal and within Scope (Included Solutions) are included within the Agreement and may be offered to Participating Entities.

9) **Indefinite Quantity.** This Master Agreement defines an indefinite quantity of sales to eligible Participating Entities.

10) **Pricing.** Pricing information (including Pricing and Delivery and Pricing Offered tables) for all Included Solutions within Supplier's Proposal is incorporated into this Master Agreement.

11) **Not to Exceed Pricing.** Suppliers may not exceed the prices listed in the current Pricing List on file with Sourcewell when offering Included Solutions to Participating Entities. Participating Entities may request adjustments to pricing directly from Supplier during the negotiation and execution of any transaction.

12) **Open Market.** Supplier's open market pricing process is included within its Proposal.

13) **Supplier Representations:**

i)   **Compliance.** Supplier represents and warrants it will provide all Included Solutions under this Agreement in full compliance with applicable federal, state, and local laws and regulations.

ii)   **Licenses.** As applicable, Supplier will maintain a valid status on all required federal, state, and local licenses, bonds, and permits required for the operation of Supplier's business with Participating Entities. Participating Entities may request all relevant documentation directly from Supplier.

iii)   **Supplier Warrants.** Supplier warrants that all Included Solutions furnished under this Agreement are free from liens and encumbrances, and are free from defects in design, materials, and workmanship. In addition, Supplier warrants the Solutions are suitable for and will perform in accordance with the ordinary use for which they are intended.

14) **Bankruptcy Notices.** Supplier certifies and warrants it is not currently in a bankruptcy proceeding. Supplier has disclosed all current and completed bankruptcy proceedings within the past seven years within its Proposal. Supplier must provide notice in writing to Sourcewell if it enters a bankruptcy proceeding at any time during the term of this Agreement.

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

16) **Provisions for non-United States federal entity procurements under United States federal awards or other awards (Appendix II to 2 C.F.R § 200).** Participating Entities that use United States federal grant or other federal funding to purchase solutions from this Agreement may be subject to additional requirements including the procurement standards of the Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards, 2 C.F.R. § 200. Participating Entities may have additional requirements based on specific funding source terms or conditions. Within this Section, all references to "federal" should be interpreted to mean the United States federal government. The following list applies when a Participating Entity accesses Supplier's Included Solutions with United States federal funds.

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

ii)   **DAVIS-BACON ACT, AS AMENDED (40 U.S.C. § 3141-3148).** When required by federal program legislation, all prime construction contracts in excess of $2,000 awarded by non-federal entities must include a provision for compliance with the Davis-Bacon Act (40 U.S.C. § 3141-3144, and 3146-3148) as supplemented by Department of Labor regulations (29 C.F.R. § 5, "Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction"). In accordance with the statute, contractors must be required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor. In addition, contractors must be required to pay wages not less than once a week. The non-federal entity must place a copy of the current prevailing wage determination issued by the Department of Labor in each solicitation. The decision to award a contract or subcontract must be conditioned upon the acceptance of the wage determination. The non-federal entity must report all suspected or reported violations to the federal awarding agency. The contracts must also include a provision for compliance with the Copeland "Anti-Kickback" Act (40 U.S.C. § 3145), as supplemented by Department of Labor regulations (29 C.F.R. § 3, "Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States"). The Act provides that each contractor or subrecipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled. The non-federal entity must report all suspected or reported violations to the federal awarding agency. Supplier must comply with all applicable Davis-Bacon Act provisions.

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

iv)   **RIGHTS TO INVENTIONS MADE UNDER A CONTRACT OR AGREEMENT.** If the federal award meets the definition of "funding agreement" under 37 C.F.R. § 401.2(a) and the recipient or subrecipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that "funding agreement," the recipient or subrecipient must comply with the requirements of 37 C.F.R. § 401, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements," and any implementing regulations issued by the awarding agency. Supplier

certifies that during the term of an award for all Agreements by Sourcewell resulting from this procurement process, Supplier must comply with applicable requirements as referenced above.

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

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

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

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

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

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

xi) **ACCESS TO RECORDS (2 C.F.R. § 200.336).** Supplier agrees that duly authorized representatives of a federal agency must have access to any books, documents, papers and records of Supplier that are directly pertinent to Supplier's discharge of its obligations under this Agreement for the purpose of making audits, examinations, excerpts, and transcriptions. The right also includes timely and reasonable access to Supplier's personnel for the purpose of interview and discussion relating to such documents.

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

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

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

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

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

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

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

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

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

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Article 2:
Sourcewell and Supplier Obligations
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The Terms in this Article 2 relate specifically to Sourcewell and its administration of this Master Agreement with Supplier and Supplier's obligations thereunder.

1) **Authorized Sellers**. Supplier must provide Sourcewell a current means to validate or authenticate Supplier's authorized dealers, distributors, or resellers which may complete transactions of Included Solutions offered under this Agreement. Sourcewell may request updated information in its discretion, and Supplier agrees to provide requested information within a reasonable time.

2) **Product and Price Changes Requirements.** Supplier may request Included Solutions changes, additions, or deletions at any time. All requests must be made in writing by submitting a Sourcewell Price and Product Change Request Form to Sourcewell. At a minimum, the request must:
    - Identify the applicable Sourcewell Agreement number;
    - Clearly specify the requested change;
    - Provide sufficient detail to justify the requested change;
    - Individually list all Included Solutions affected by the requested change, along with the requested change (e.g., addition, deletion, price change); and
    - Include a complete restatement of Pricing List with the effective date of the modified pricing, or product addition or deletion. The new pricing restatement must include all Included Solutions offered, even for those items where pricing remains unchanged.

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

3) **Authorized Representative.** Supplier will assign an Authorized Representative to Sourcewell for this Agreement and must provide prompt notice to Sourcewell if that person is changed. The Authorized Representative will be responsible for:
    - Maintenance and management of this Agreement;
    - Timely response to all Sourcewell and Participating Entity inquiries; and
    - Participation in reviews with Sourcewell.

    Sourcewell's Authorized Representative is its Chief Procurement Officer.

4) **Performance Reviews.** Supplier will perform a minimum of one review with Sourcewell per agreement year. The review will cover transactions to Participating Entities, pricing and terms,

administrative fees, sales data reports, performance issues, supply chain issues, customer issues, and any other necessary information.

5) **Sales Reporting Required.** Supplier is required as a material element to this Master Agreement to report all completed transactions with Participating Entities utilizing this Agreement. Failure to provide complete and accurate reports as defined herein will be a material breach of the Agreement and Sourcewell reserves the right to pursue all remedies available at law including cancellation of this Agreement.

6) **Reporting Requirements.** Supplier must provide Sourcewell an activity report of all transactions completed utilizing this Agreement. Reports are due at least once each calendar quarter (Reporting Period). Reports must be received no later than 45 calendar days after the end of each calendar quarter. Supplier may report on a more frequent basis in its discretion. Reports must be provided regardless of the amount of completed transactions during that quarter (i.e., if there are no sales, Supplier must submit a report indicating no sales were made).

   The Report must contain the following fields:
   - Participating Entity Name (e.g., City of Staples Highway Department);
   - Participating Entity Physical Street Address;
   - Participating Entity City;
   - Participating Entity State/Province;
   - Participating Entity Zip/Postal Code;
   - Sourcewell Participating Entity Account Number;
   - Transaction Description;
   - Transaction Purchased Price;
   - Sourcewell Administrative Fee Applied; and
   - Date Transaction was invoiced/sale was recognized as revenue by Supplier.

   If collected by Supplier, the Report may include the following fields as available:
   - Participating Entity Contact Name;
   - Participating Entity Contact Email Address;
   - Participating Entity Contact Telephone Number;

7) **Administrative Fee.** In consideration for the support and services provided by Sourcewell, Supplier will pay an Administrative Fee to Sourcewell on all completed transactions to Participating Entities utilizing this Agreement. Supplier will include its Administrative Fee within its proposed pricing. Supplier may not directly charge Participating Entities to offset the Administrative Fee.

8) **Fee Calculation.** Supplier's Administrative Fee payable to Sourcewell will be calculated as a stated percentage (listed in Supplier's Proposal) of all completed transactions utilizing this Master Agreement within the preceding Reporting Period. For certain categories, a flat fee may be proposed. The Administrative Fee will be stated in Supplier's Proposal.

9) **Fee Remittance.** Supplier will remit fee to Sourcewell no later than 45 calendar days after the close of the preceding calendar quarter in conjunction with Supplier's Reporting Period obligations defined herein. Payments should note the Supplier's name and Sourcewell-assigned Agreement number in the memo; and must be either mailed to Sourcewell above "Attn: Accounts Receivable" or

remitted electronically to Sourcewell's banking institution per Sourcewell's Finance department instructions.

10) **Noncompliance.** Sourcewell reserves the right to seek all remedies available at law for unpaid or underpaid Administrative Fees due under this Agreement. Failure to remit payment, delinquent payments, underpayments, or other deviations from the requirements of this Agreement may be deemed a material breach and may result in cancellation of this Agreement and disbarment from future Agreements.

11) **Audit Requirements.** Pursuant to Minn. Stat. § 16C.05, subdivision 5, the books, records, documents, and accounting procedures and practices relevant to this Agreement are subject to examination by Sourcewell and the Minnesota State Auditor for a minimum of six years from the end of this Agreement. Supplier agrees to fully cooperate with Sourcewell in auditing transactions under this Agreement to ensure compliance with pricing terms, correct calculation and remittance of Administrative Fees, and verification of transactions as may be requested by a Participating Entity or Sourcewell.

12) **Assignment, Transfer, and Administrative Changes.** Supplier may not assign or otherwise transfer its rights or obligations under this Agreement without the prior written consent of Sourcewell. Such consent will not be unreasonably withheld. Sourcewell reserves the right to unilaterally assign all or portions of this Agreement within its sole discretion to address corporate restructurings, mergers, acquisitions, or other changes to the Responsible Party and named in the Agreement. Any prohibited assignment is invalid. Upon request Sourcewell may make administrative changes to agreement documentation such as name changes, address changes, and other non-material updates as determined within its sole discretion.

13) **Amendments.** Any material change to this Agreement must be executed in writing through an amendment and will not be effective until it has been duly executed by the parties.

14) **Waiver.** Failure by Sourcewell to enforce any right under this Agreement will not be deemed a waiver of such right in the event of the continuation or repetition of the circumstances giving rise to such right.

15) **Complete Agreement.** This Agreement represents the complete agreement between the parties for the scope as defined herein. Supplier and Sourcewell may enter into separate written agreements relating specifically to transactions outside of the scope of this Agreement.

16) **Relationship of Sourcewell and Supplier.** This Agreement does not create a partnership, joint venture, or any other relationship such as employee, independent contractor, master-servant, or principal-agent.

17) **Indemnification.** Supplier must indemnify, defend, save, and hold Sourcewell, including their agents and employees, harmless from any claims or causes of action, including attorneys' fees incurred by Sourcewell, arising out of any act or omission in the performance of this Agreement by the Supplier or its agents or employees; this indemnification includes injury or death to person(s) or property alleged to have been caused by some defect in design, condition, or performance of Included Solutions under this Agreement. Sourcewell's responsibility will be governed by the State of Minnesota's Tort Liability Act (Minnesota Statutes Chapter 466) and other applicable law.

18) **Data Practices.** Supplier and Sourcewell acknowledge Sourcewell is subject to the Minnesota Government Data Practices Act, Minnesota Statutes Chapter 13. As it applies to all data created and maintained in performance of this Agreement, Supplier may be subject to the requirements of this chapter.

19) **Grant of License.**
   a) **During the term of this Agreement:**
      i) **Supplier Promotion.** Sourcewell grants to Supplier a royalty-free, worldwide, non-exclusive right and license to use the trademark(s) provided to Supplier by Sourcewell in advertising, promotional materials, and informational sites for the purpose of marketing Sourcewell's Agreement with Supplier.

      ii) **Sourcewell Promotion.** Supplier grants to Sourcewell a royalty-free, worldwide, non-exclusive right and license to use Supplier's trademarks in advertising, promotional materials, and informational sites for the purpose of marketing Supplier's Agreement with Sourcewell.

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

   c) **Use; Quality Control.**
      i) Neither party may alter the other party's trademarks from the form provided and must comply with removal requests as to specific uses of its trademarks or logos.

      ii) Each party agrees to use, and to cause its Permitted Sublicensees to use, the other party's trademarks only in good faith and in a dignified manner consistent with such party's use of the trademarks. Each party may make written notice to the other regarding misuse under this section. The offending party will have 30 days of the date of the written notice to cure the issue or the license/sublicense will be terminated.

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

20) **Venue and Governing law between Sourcewell and Supplier Only.** The substantive and procedural laws of the State of Minnesota will govern this Agreement between Sourcewell and Supplier. Venue for all legal proceedings arising out of this Agreement between Sourcewell and Supplier will be in court of competent jurisdiction within the State of Minnesota. This section does not apply to any dispute between Supplier and Participating Entity. This Agreement reserves the right for Supplier and

Participating Entity to negotiate this term to within any transaction documents.

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

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

a) **Commercial General Liability Insurance.** Supplier will maintain insurance covering its operations, with coverage on an occurrence basis, and must be subject to terms no less broad than the Insurance Services Office ("ISO") Commercial General Liability Form CG0001 (2001 or newer edition), or equivalent. At a minimum, coverage must include liability arising from premises, operations, bodily injury and property damage, independent contractors, products-completed operations, contractual liability, blanket contractual liability, and personal injury and advertising injury. All required limits, terms and conditions of coverage must be maintained during the term of this Agreement.
   - $1,500,000 each occurrence Bodily Injury and Property Damage
   - $1,500,000 Personal and Advertising Injury
   - $2,000,000 aggregate for products liability-completed operations
   - $2,000,000 general aggregate

b) **Certificates of Insurance.** Prior to execution of this Agreement, Supplier must furnish to Sourcewell a certificate of insurance, as evidence of the insurance required under this Agreement. Prior to expiration of the policy(ies), renewal certificates must be mailed to Sourcewell, 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 or provided to in an alternative manner as directed by Sourcewell. The certificates must be signed by a person authorized by the insurer(s) to bind coverage on their behalf. Failure of Supplier to maintain the required insurance and documentation may constitute a material breach.

c) **Additional Insured Endorsement and Primary and Non-contributory Insurance Clause.** Supplier agrees to list Sourcewell, including its officers, agents, and employees, as an additional insured under the Supplier's commercial general liability insurance policy with respect to liability arising out of activities, "operations," or "work" performed by or on behalf of Supplier, and products and completed operations of Supplier. The policy provision(s) or endorsement(s) must further provide that coverage is primary and not excess over or contributory with any other valid, applicable, and collectible insurance or self-insurance in force for the additional insureds.

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

e) **Umbrella/Excess Liability/SELF-INSURED RETENTION.** The limits required by this Agreement can be met by either providing a primary policy or in combination with umbrella/excess liability policy(ies), or self-insured retention.

23) **Termination for Convenience.** Sourcewell or Supplier may terminate this Agreement upon 60 calendar days' written notice to the other Party. Termination pursuant to this section will not relieve the Supplier's obligations under this Agreement for any transactions entered with Participating Entities through the date of termination, including reporting and payment of applicable Administrative Fees.

24) **Termination for Cause.** Sourcewell may terminate this Agreement upon providing written notice of material breach to Supplier. Notice must describe the breach in reasonable detail and state the intent to terminate the Agreement. Upon receipt of Notice, the Supplier will have 30 calendar days in which it must cure the breach. Termination pursuant to this section will not relieve the Supplier's obligations under this Agreement for any transactions entered with Participating Entities through the date of termination, including reporting and payment of applicable Administrative Fees.

Article 3:
Supplier Obligations to Participating Entities

The Terms in this Article 3 relate specifically to Supplier and a Participating Entity when entering transactions utilizing the General Terms established in this Master Agreement. Article 1 General Terms control over any conflict with this Article 3. Where this Master Agreement is silent on any subject, Participating Entity and Supplier retain the ability to negotiate mutually acceptable terms.

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

2) **Shipping, Delivery, Acceptance, Rejection, and Warranty.** Supplier's proposal may include proposed terms relating to shipping, delivery, inspection, and acceptance/rejection and other relevant terms of tendered Solutions. Supplier and Participating Entity may negotiate final terms appropriate for the specific transaction relating to non-appropriation, shipping, delivery, inspection, acceptance/rejection of tendered Solutions, and warranty coverage for Included Solutions. Such terms may include, but are not limited to, costs, risk of loss, proper packaging, inspection rights and timelines, acceptance or rejection procedures, and remedies as mutually agreed include notice requirements, replacement, return or exchange procedures, and associated costs.

3) **Applicable Taxes.** Participating Entity is responsible for notifying supplier of its tax-exempt status and for providing Supplier with any valid tax-exemption certification(s) or related documentation.

4) **Ordering Process and Payment.** Supplier's ordering process and acceptable forms of payment are included within its Proposal. Participating Entities will be solely responsible for payment to Supplier and Sourcewell will have no liability for any unpaid invoice of any Participating Entity.

5) **Transaction Documents.** Participating Entity may require the use of its own forms to complete transactions directly with Supplier utilizing the terms established in this Agreement. Supplier's

standard form agreements may be offered as part of its Proposal. Supplier and Participating Entity may complete and document transactions utilizing any type of transaction documents as mutually agreed. In any transaction document entered utilizing this Agreement, Supplier and Participating Entity must include specific reference to this Master Agreement by number and to Participating Entity's unique Sourcewell account number.

6) **Additional Terms and Conditions Permitted.** Participating Entity and Supplier may negotiate and include additional terms and conditions within transaction documentation as mutually agreed. Such terms may supplant or supersede this Master Agreement when necessary and as solely determined by Participating Entity. Sourcewell has expressly reserved the right for Supplier and Participating Entity to address any necessary provisions within transaction documents not expressly included within this Master Agreement, including but not limited to transaction cancellation, dispute resolution, governing law and venue, non-appropriation, insurance, defense and indemnity, force majeure, and other material terms as mutually agreed.

7) **Subsequent Agreements and Survival.** Supplier and Participating Entity may enter into a separate agreement to facilitate long-term performance obligations utilizing the terms of this Master Agreement as mutually agreed. Such agreements may provide for a performance period extending beyond the full term of this Master Agreement as determined in the discretion of Participating Entity.

8) **Participating Addendums.** Supplier and Participating Entity may enter a Participating Addendum or similar document extending and supplementing the terms of this Master Agreement to facilitate adoption as may be required by a Participating Entity.

Sourcewell   World Wide Technology, LLC

By: _____   By: _____
    Jeremy Schwartz   Gregory Brush
Title: Chief Procurement Officer   Title: VP Public Sector

Date: _____   Date: _____

RFP 110724 - Artificial Intelligence (AI) Readiness, Implementation, and Support Services

Vendor Details

Company Name:	World Wide Technology
Address:	1 World Wide Way
	Saint Louis, MO 63146
Contact:	Carol Harting
Email:	carol.harting@wwt.com
Phone:	314-995-6103
Fax:	314-995-6103
HST#:	43-1912895

Submission Details

Created On:	Thursday September 19, 2024 13:37:34
Submitted On:	Thursday November 07, 2024 12:46:12
Submitted By:	Carol Harting
Email:	carol.harting@wwt.com
Transaction #:	a292f6b3-ec25-49ec-81e0-37b15c88f397
Submitter's IP Address:	24.206.73.219

Specifications

Table 1: Proposer Identity & Authorized Representatives (Not Scored)

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

Table 1 Specific Instructions. Sourcewell requires identification of all parties responsible for providing Solutions under a resulting master agreement(s) (Responsible Supplier). Proposers are strongly encouraged to include all potential Responsible Suppliers including any corporate affiliates, subsidiaries, D.B.A., and any other authorized entities within a singular proposal. All information required under this RFP must be included for each Responsible Supplier as instructed. Proposers with multiple Responsible Supplier options may choose to respond individually as distinct entities, however each response will be evaluated individually and only those proposals recommended for award may result in a master agreement award. Unawarded entities will not be permitted to later be added to an existing master agreement through operation of Proposer's corporate organization affiliation.

Line Item	Question	Response *	
1	Provide the legal name of the Proposer authorized to submit this Proposal.	World Wide Technology, LLC	*
2	In the event of award, is this entity the Responsible Supplier that will execute the master agreement with Sourcewell? Y or N.	Y	*
3	Identify all subsidiaries, D.B.A., authorized affiliates, and any other entity that will be responsible for offering and performing delivery of Solutions within this Proposal (i.e. Responsible Supplier(s) that will execute a master agreement with Sourcewell).	Our Canadian entity is World Wide Technology Canada ULC.	*
4	Provide your CAGE code or Unique Entity Identifier (SAM):	Cage: 0MNV1 SAM: C8VFSNKTMQB6	*
5	Provide your NAICS code applicable to Solutions proposed.	541511, 541512, 541611, 541618, 541990, 518210	
6	Proposer Physical Address:	1 World Wide Way
St. Louis, MO 63146	*
7	Proposer website address (or addresses):	https://www.wwt.com/	*
8	Proposer's Authorized Representative (name, title, address, email address & phone) (The representative must have authority to sign the "Proposer's Assurance of Compliance" on behalf of the Proposer):	Gregory Brush, VP Public Sector
1 World Wide Way, St. Louis, MO 63146
greg.brush@wwt.com
314-569-7066	*
9	Proposer's primary contact for this proposal (name, title, address, email address & phone):	Carol Harting, SLED Contracts Manager
1 World Wide Way, St. Louis, MO 63146
carol.harting@wwt.com
314-995-6103	*
10	Proposer's other contacts for this proposal, if any (name, title, address, email address & phone):	Nancy Pinkins
1 World Wide Way, St. Louis, MO 63146
nancy.pinkins@wwt.com
916-720-8652	

Table 2A: Financial Viability and Marketplace Success (50 Points)

Line Item	Question	Response *
11	Provide a brief history of your company, including your company's core values, business philosophy, and industry longevity related to the requested Solutions.	Sourcewell entities will gain a trusted technology advisor with more than 30+ years of experience supporting the IT needs of both public sector and private organizations worldwide.

Founded in 1990, World Wide Technology (WWT) is a leading global technology solutions provider. WWT holds the distinction of being the largest Minority-owned Business Enterprise in the United States, certified by the National Minority Supplier Development Council (NMSDC), and we are also a certified MBE in Canada. With $20 billion in annual revenue, and more than 10,000 employees in 55 locations around the world. WWT delivers transformational technology solutions to private, |

educational, and public sector organizations. Our comprehensive IT solutions cover cloud, data center, digital workspace, mobility, security, and AI and data. This enables us to design, build, demonstrate, and deploy innovative technology products, integrated architectural solutions, and transformative digital experiences for clients globally.

We have invested $1 billion in our Advanced Technology Center (ATC), creating a secure, collaborative ecosystem that brings together OEMs and technology platforms. This environment accelerates the planning, design, and implementation of complex technology investments. Sourcewell members can explore and test cutting-edge technologies and integrated architecture solutions in this virtualized space without disrupting their current operations.

We also offer a variety of resources to support Sourcewell members' AI goals. Our Digital Platform is an innovative, dynamic, and interactive website where Sourcewell members can explore various IT solutions and services. It provides access to articles, case studies, hands-on labs, trainings, and other tools. Additionally, Sourcewell members can participate in workshops, watch videos, and attend briefings to learn how to implement new technology in their broader AI digital transformation initiatives. Should Sourcewell award a contract to WWT, Sourcewell and its members will be collaborating with an established and financially stable company that maintains long-term strategic relationships with many of the world's leading technology OEMs, including NVIDIA, Cisco, Dell Technologies, F5, HPE, Intel, Microsoft, NetApp, Palo Alto Networks, VMware, and more. Our ability to integrate technology from multiple OEMs will deliver innovative and impactful solutions for Sourcewell members.

Our dedication to meeting our customers' evolving needs in AI products and services has earned World Wide Technology the prestigious 2024 CRN Triple Crown Award for the third time. This award honors solution providers who achieve the remarkable feat of being listed on CRN's Solution Provider 500, Tech Elite 250, and Fast Growth 150. This recognition underscores WWT's success in driving digital transformation for our customers and highlights our ability to adapt and excel in a rapidly changing technology landscape. WWT also had the honor to be awarded the 2024 NVIDIA Partner Network (NPN) Americas AI Enterprise Partner of the Year, Fortune Best Large Workplaces in Technology, and Fast Company's Best Workplaces for Innovators: Artificial Intelligence & Robotics.

The recognition by our partners and globally renowned publications underscores WWT's dedication and capability to provide Sourcewell and its members with the necessary AI products and services, regardless of where they are on their AI journey. We pride ourselves on our flexibility and adaptability, ensuring we can meet the unique needs of each Sourcewell member at any stage of their AI development. [DOCUMENTS: Financial Strength and Stability - Exhibit 1. Q.11_WWT CEO Jim Kavanaugh_CRN Article]

Our Vision, Mission and Core Values

WWT's core values — THE PATH:
• Trust: Building and maintaining trust with customers, partners, and employees.
• Humility: Staying grounded and open to feedback.
• Embrace change and diversity of people and thought: Welcoming diverse perspectives and adapting to change.
• Passion and strong work ethic: Demonstrating dedication and hard work.
• Attitude: Maintaining an open-minded and optimistic outlook.
• Team player: Encouraging collaboration and idea-sharing.
• Honesty and integrity: Upholding ethical standards in all actions.

At WWT, our culture is crucial to our long-term success. It supports our vision to be the world's best technology solution provider, and drives our mission to create a profitable, growth-oriented company that is also a great place to work. We don't just claim to be a great workplace — WWT is the only company in the VAR and technology integrator space to have been placed in the Fortune Magazine "100 Best Companies to Work For" list for 13 consecutive years. This is a direct result of WWT's executive management team's focus on the three-point corporate mission: To create a profitable, growth company that is also a great place to work for all. Consistently happy employees make for a stable company in the long term and an increasing number of satisfied customers.

Many organizations have slogans or guideposts they use; however, WWT lives these values every day and is measured against our commitment to align with them. Following our core values, individually and collectively, helps us make better decisions for our customers and guides our decisions as responsible corporate citizens.

Business Philosophy
WWT operates with a comprehensive business philosophy that blends core values, strategic partnerships, and a commitment to innovation and community support.

Central to this philosophy is a customer-centric approach, driven by the vision of being the best technology solution provider in the world. This is achieved by our emphasis on customer success by providing valuable products and services, and employing methodologies that increase efficiency, reduce costs, and improve outcomes. Innovation and execution are also key, with WWT combining strategy, execution, and partnership to accelerate digital transformation for our customers. Our Advanced Technology Center aids in conceptualizing, testing, and validating innovative technology solutions, providing access to technical expertise through simplified experiences.

Additionally, WWT is committed to community and sustainability, engaging in philanthropic initiatives that include strengthening the community by supporting organizations that provide education and career preparation, promote physical and mental health and wellness, and provide human services to address society's greatest needs through empowering employee volunteerism, financial and in-kind support, and focusing on energy and waste reduction. The company also emphasizes diversity, equity, inclusion, and belonging, with programs supporting minority-owned and women-owned businesses.

Industry Longevity
WWT is committed to sustaining industry longevity in AI solutions through a multifaceted approach that includes continuous innovation, strategic partnerships, and a strong focus on customer success. By leveraging our Advanced Technology Center, we help customers conceptualize, test, and validate cutting-edge AI technologies, guaranteeing that they stay ahead of industry trends and challenges.

Financial stability is a cornerstone of our operations. We have consistently attained low operating margins (averaging approximately 8%) compared to our peers, who generate double-digit operating margins between 14% and 49%. This demonstrates our ability to deliver exceptional value for our customers while maintaining strong discipline around our cost base. Furthermore, WWT has an uncommonly large $2.4 billion line of credit, which is a testament to our financial strength, ensuring that we remain a reliable partner to Sourcewell and its members for years to come.

Additionally, our culture of collaboration and commitment to diversity, equity, inclusion, and belonging foster an environment where innovative ideas can thrive. Our culture not only bridges the gap between business and technology, but also attracts top talent, guaranteeing that WWT remains at the forefront of AI advancements. Furthermore, our dedication to community support includes outreach efforts and strategic partnerships centered around our passion for developing a diverse pipeline of future leaders using science, technology, engineering, and math (STEM) as the platform. We are committed to building and nurturing the STEM workforce's future by investing in STEM-focused education, internships, work-based learning opportunities and activities. Our objective is to build, retain and grow individuals capable of leading in the future.

By combining these elements—innovation, strategic execution, customer-centric methodologies, financial stability, community outreach, and a strong, inclusive culture—WWT is well-positioned to sustain its leadership and longevity in the AI solutions industry, and a stable partner to Sourcewell and its members.

| 12 | What are your company's expectations in the event of an award? | WWT is excited to establish a successful partnership with Sourcewell and its members on this AI Readiness response. Knowing that AI is the newest technology advancement in many years having a contract that can provide an AI Readiness and roadmap to Public Sector entities is very important. NASCIO (National Association of State Chief Information Officers) listed AI as #3 in their 2024 Top 10 Priorities list. Building on WWT's success with a similar contract (OMNIA Partners), selling over $400 million of products and services nationwide in the first three years, we are enthusiastic about bringing those proven capabilities and experiences to Sourcewell and its members. Our commitment to excellence and innovation ensures that we deliver the highest quality solutions tailored to meet your unique needs. To ensure a mutually beneficial partnership, we plan to focus on several key elements that drive mutual growth, satisfaction, and the achievement of strategic objectives.

1. Trust and Transparency:

o Clear Communication: We will ensure that all outcomes and expectations are communicated clearly and promptly. This means regular updates, honest feedback, and open channels for any questions or concerns from Sourcewell members.

o No Surprises: We expect to incorporate our core values by managing expectations effectively to avoid unexpected issues or changes. This builds a strong foundation of trust, as both parties are always on the same page.

2. High Performance Teamwork (HPT):

o Collaborative Efforts: We expect to work closely with Sourcewell and its members, |

combining our strengths and expertise. This collaboration ensures that we leverage the best ideas and practices from both sides.

o On Time and On Budget: We expect to be fiscally responsible. Our focus on teamwork helps us meet deadlines and stay within budget, ensuring that Sourcewell members' projects are delivered as promised.

3.   Idea-to-Outcome Methodology:

o Guiding from Start to Finish: We will support Sourcewell and its members from the initial idea stage through to the execution and realization of outcomes. This comprehensive approach ensures that every step is aligned with Sourcewell and its members strategic goals.

o Refining Scope and Roadmap: By refining the project scope to a viable solution and creating a detailed roadmap, we expect to optimize Sourcewell and its members' investment and deliver results efficiently.

4.   Continuous Improvement and Innovation:

We expect to provide Sourcewell and its members access to world-class facilities and opportunities for innovation through our:

o Advanced Technology Center (ATC): Our ATC allows us to test and validate new technologies and solutions before implementation. This ensures that we are always offering the most innovative and effective solutions to Sourcewell and its members.

o AI Technology and Services: We integrate advanced Artificial Intelligence (AI) technologies and services to enhance decision-making, automate processes, and provide predictive analytics. This ensures that Sourcewell and its members benefits from cutting-edge innovations that drive efficiency and effectiveness.

o AI Proving Ground: Our AI Proving Ground is a dedicated environment where we develop, test, and refine AI solutions. This facility demonstrates our industry-leading capabilities and commitment to staying at the forefront of technology. By leveraging this resource, we ensure that our AI solutions are robust, scalable, and tailored to meet the specific needs of Sourcewell and its members.

o Regular Process Reviews: We will engage in continuous process reviews to identify areas for improvement and stay ahead of industry trends. This proactive approach helps Sourcewell, and its members adapt to changes and maintain a competitive edge.

5.   Strategic Partnerships:

o Extensive Network: With over 800 service partners, we can provide a wide range of solutions tailored to Sourcewell and its members' specific needs. This network allows us to augment our core capabilities and deliver comprehensive solutions to Sourcewell and its members.

o Tailored Solutions: Our partnerships will enable us to offer solutions that are specifically designed to meet Sourcewell and its members' unique requirements, ensuring the best possible outcomes.

6.   Effective Communication and Goal Alignment:

o Regular Meetings and Workshops: We will conduct regular meetings and workshops to ensure that all stakeholders are aligned, and project objectives are clearly defined. This structured approach helps in maintaining focus and direction for Sourcewell and its members.

o Stakeholder Engagement: By involving all relevant Sourcewell and its members' stakeholders in the process, we ensure that everyone is on the same page and working towards the same goals. This alignment is crucial for smooth and efficient project execution.

7.   Driving Growth for Sourcewell and Its Members:

o Innovative Solutions: By leveraging our advanced technology and AI capabilities, we will provide innovative solutions that drive operational efficiency and effectiveness for Sourcewell and its members.

o Customized Strategies: We will develop tailored strategies that align with the unique needs and goals of Sourcewell and its members, ensuring that our solutions deliver maximum value and impact.

		o Scalable Growth: Our comprehensive approach and extensive network of partners will enable us to scale solutions effectively, supporting the growth and expansion of Sourcewell and its members. o Continuous Support: We will offer ongoing support and continuous improvement initiatives to ensure that Sourcewell and its members remain competitive and can adapt to evolving industry trends and challenges. By focusing on these objectives, we can build a strong, successful partnership that drives mutual growth and achieves strategic objectives for Sourcewell and its members for years to come!
13	Demonstrate your financial strength and stability with meaningful data. This could include such items as financial statements, SEC filings, credit and bond ratings, letters of credit, and detailed reference letters. Upload supporting documents (as applicable) in the document upload section of your response. DO NOT PROVIDE ANY TAX INFORMATION OR PERSONALLY IDENTIFIABLE INFORMATION.	Financial stability is crucial when choosing a vendor to provide AI products and services for Sourcewell members on a multi-year contract. By awarding a contract to WWT, Sourcewell can be confident that it is choosing a financially stable partner with over 30 years of experience as a privately owned business. Our financial stability, combined with our unique differentiators, sets us apart from the competition, as outlined below. In the consulting space, we compete against many companies, including IBM, Deloitte, and Accenture. In the more traditional systems integrator space, WWT competes against Presidio, CDW, NTT, and others; however, WWT is positively differentiated in several important ways. Most, if not all, of WWT's competitors are either privately owned or publicly traded. Private equity ownership necessitates frequent leadership changes, is limited by restricted investments, and relies on the availability of an exit plan, which introduces serviceability risk. Public ownership reduces a company's flexibility and does not allow for aggressive or creative pricing due to analyst focus on margin growth, which tends to increase prices and reduce investment. WWT has consistently attained low operating margins (averaging approximately 8%) in comparison to our peers, who generate double-digit operating margins between 14% and 49%. This demonstrates that WWT can deliver exceptional value for Sourcewell and its members and maintain strong discipline around our cost base. Publicly traded companies tend to have low-to-flat growth, whereas WWT has grown at greater than 15% CAGR since its founding and more than 20% in recent years, giving us greater flexibility to invest. Currently, none of WWT's competitors have invested in innovation labs or a facility with the features and capabilities of WWT's Advanced Technology Center (ATC). WWT is an exceptionally stable company and has not experienced the frequent rearrangement of mission and values experienced by many of our peers as they undergo changes in leadership. WWT is privately owned and has been since our founding in 1990. WWT's revenue numbers for the past five years demonstrate our financial stability and growth. 2023: $20B 2022: $11.4B 2021: $7.2B 2020: $8B 2019: $7.7B WWT also has an uncommonly large $2.4 billion line of credit. This ample credit line, a testament to WWT's financial strength, allows WWT to fulfill orders immediately and enables us to assure Sourcewell that WWT will remain a reliable partner for years to come. As a privately owned company, we do not disclose our financial statements in public documents, but we can share them directly with Sourcewell upon request. WWT's D&B number is 61-494-8396, and a report can be obtained at your convenience. DOCUMENTS: Financial Strength and Stability: • Line of Credit Letter [Exhibit 2. Q.13 - Wells Fargo Line of Credit]
14	Describe the number of US entities, both public and private, to which you have provided Artificial Intelligence (AI) Readiness, Implementation, and Support Services. Public: Private:	Public: Within the Public Sector, WWT has recently won over a half dozen projects for AI services worth $2.5M in revenue. This doesn't include the current pipeline of 50+ deals worth $50M in top-line revenue. Private: Within the Private Sector, WWT has won over 40 AI-related service deals worth $30M in revenue. Additionally, 280 deals are in the pipeline for approximately $175M in top-line revenue.

15	Describe the number of Canadian entities, both public and private, to which you have provided Artificial Intelligence (AI) Readiness, Implementation, and Support Services. Public: Private:	Public: WWT does not have any AI projects in Canada currently for Public Sector. Private: WWT does not have any AI projects in Canada currently for Private Sector.	*
16	Disclose all current and completed bankruptcy proceedings for Proposer and any included possible Responsible Party within the past seven years. Proposer must provide notice in writing to Sourcewell if it enters a bankruptcy proceeding at any time during the pendency of this RFP evaluation.	None. WWT agrees to comply with the notification requirement.	*
17	How is your organization best described: is it a manufacturer, a distributor/dealer/reseller, or a service provider? Answer the question that best applies to your organization, either a) or b). a) If your company is best described as a distributor/dealer/reseller (or similar entity), provide your written authorization to act as a distributor/dealer/reseller for the manufacturer of the products proposed in this RFP. If applicable, is your dealer network independent or company owned? b) If your company is best described as a manufacturer or service provider, describe your relationship with your sales and service force and with your dealer network in delivering the products and services proposed in this RFP. Are these individuals your employees, or the employees of a third party?	Since its founding in 1990, World Wide Technology (WWT) has evolved from a small product reseller into a leading global systems integrator and service provider. WWT brings an innovative and proven approach to how organizations explore, evaluate, architect, and implement multi-vendor solutions. This aligns seamlessly with Sourcewell's goals of increasing administrative efficiencies and leveraging combined purchasing volume for overall cost savings. As both a reseller and a solutions provider, WWT doesn't just resell products and services; it provides and implements full solutions, ensuring Sourcewell members receive a comprehensive range of products and services from idea to outcome, all serviced by WWT employees. WWT can engage its large ecosystem of trusted, vetted, and certified OEM partners, including NVIDIA, Dell, Intel, Cisco, and others, to find the best solution based on the organization's AI maturity level. Once both sides agree, WWT will engage the correct OEM partner(s) based on the problem being solved. Additionally, WWT's broad network of diverse business partners across the country can assist with projects if needed, further expanding the reach and effectiveness of Sourcewell's cooperative purchasing initiatives. WWT is not a manufacturer of any products but is authorized to sell hundreds of OEMs (authorization letters can be provided upon request). A listing can be found here: https://www.wwt.com/explore/partners. This partnership ensures that Sourcewell members benefit from WWT's extensive expertise and innovative IT ecosystem, driving successful outcomes and maximizing value. These benefits ensure that Sourcewell members can achieve successful outcomes, maximize value, and stay ahead in the rapidly evolving technology landscape.	*
18	If applicable, provide a detailed explanation outlining the licenses and certifications that are both required to be held, and actually held, by your organization (including third parties and subcontractors that you use) in pursuit of the business contemplated by this RFP.	WWT offers several AI-related certifications and learning paths for its employees. Here is a list of relevant certifications and programs: 1. Nvidia Certifications: o Nvidia Deep Learning Institute (DLI) Certifications: These certifications validate expertise in deep learning and AI, covering various aspects such as neural networks, computer vision, and natural language processing. 2. Dell Technologies Certifications: o Dell EMC Proven Professional Certification: This includes various tracks such as Cloud Architect, Data Scientist, and Systems Administrator, focusing on Dell EMC technologies and solutions. o Dell Technologies certifications in Server, Storage, Data Protection, and Converged Infrastructure. 3. Intel Certifications: o Intel AI Certifications: These certifications cover AI and machine learning fundamentals, including the Intel AI Academy and Intel AI Developer Program. 4. AI Driver's License: This is a WWT initiative aimed at ensuring the safe and effective use of AI for customers. It validates and certifies that employees have mastered basic AI competencies and are leveraging current AI best practices in client engagements. 5. AWS Cloud Practitioner Certification: While not exclusively AI-focused, this certification includes elements of cloud technology that are essential for AI and machine learning applications. 6. Cisco Certified DevNet Certifications: o CCDnA (Cisco Certified DevNet Associate) o CCDnP (Cisco Certified DevNet Professional) o CCDnS (Cisco Certified DevNet Specialist) 7. HashiCorp Certifications:	

o   TA (Terraform Associate)
o   VOP (Vault Operations Professional)
o   CVA (Certified Vault Associate)
o   CCA (Certified Consul Associate)

8.   Kubernetes Certifications:
o   CKAD (Certified Kubernetes Application Developer)
o   CKA (Certified Kubernetes Administrator)
o   CKS (Certified Kubernetes Specialist)

9.   F5 Certifications:
o   CSE (Certified Solution Expert)
o   CSE-SS (Certified Solution Expert, Security Services)
o   CTS, APM (Certified Technology Specialist, Application Performance Manager)
o   CTS, ASM (Certified Technology Specialist, Application Security Manager)
o   CTS, GTM (Certified Technology Specialist, Global Traffic Manager)
o   CTS, LTM (Certified Technology Specialist, Local Traffic Manager)
o   CBIP-A (Certified Big IP Administrator)

10.   ServiceNow Certification:
o   CIS-SIR (Certified Implementation Specialist – Security Incident Response)

11.   VMware Certifications:
o   VCP (VMware Certified Professional)
o   VCP, CMA (VMware Certified Professional Cloud Management Automation)

12.   Red Hat Certification:
o   RHDS-A (Delivery Specialist, Automation)
While not required, these certifications and learning paths ensure that WWT employees are well-equipped with the necessary skills and knowledge to handle AI and related technologies effectively for Sourcewell members.

In addition to the above certifications, WWT maintains multiple quality certifications, standards, and processes, and we continue to pursue certifications as our capabilities evolve proactively.

In 1998, the WWT quality management system (QMS) was aligned with internationally recognized quality standards. In 2001, we earned the International Organization for Standardization (ISO) 9001:2008 certification from Det Norske Veritas (DNV), an internationally respected classification body. WWT has maintained this certification and, in 2017, was certified to the ISO 9001:2015 standard (Certificate No: CERT-03518-2004- USAANAB).

The scope of WWT's ISO 9001:2015 certification covers our global headquarters and mission-critical distribution facilities, which provide hardware and software to commercial, government, and telecommunications markets.

WWT completed certification for ISO 20243-1:2018 Open Trusted Technology Provider Standard (O-TTPS) on August 25, 2021. ISO 20243 is the international standard for guidelines, requirements, and recommendations that address specific threats to hardware and software integrity throughout the product life cycle, including sourcing, procurement, build, fulfillment, distribution sustainment, and disposal.

WWT annually performs Service Organization Control (SOC) 1 Type 2 and SOC 2 Type 2 audits to ensure controls are suitably designed. The most recently issued annual SOC 1 and SOC 2 Type 2 audit reports.

In addition, WWT has long-term strategic relationships with many of the world's leading technology OEMs including NVIDIA, Cisco, Dell Technologies, F5, HPE, Intel, Microsoft, NetApp, and VMware. We also have access to millions of products from thousands of other vendors and distributors around the world. A sampling of several of our OEM partnership highlights is included below:

•VMware: WWT is a VMware Premier Partner, the highest partner status attainable, and VMware's #1 National Premier Partner. WWT employees hold more than 330 individual VMware certifications.

•Cisco: WWT is a Cisco Gold Certified Partner, the highest partner status attainable, and Cisco's #1 global partner. We are a Cisco Learning Partner with Master Specializations in Cloud, Security, and Unified Communications. WWT employees hold more than 1,600 individual Cisco certifications, and we have more than 350 Cisco-certified engineers.

•HPE: WWT is an HPE Platinum Partner, the highest partner status attainable, and HPE's #1 partner. WWT employees hold more than 220 individual HPE certifications.

		•Dell Technologies: WWT is a Dell Technologies Titanium Black Partner, the highest partner status attainable, as well as Dell Technologies' #1 partner. WWT employees hold 145 individual Dell Technologies certifications. •NetApp: WWT is a NetApp Star Partner, the highest partner status attainable, and NetApp's #1 U.S. Partner. WWT employees hold more than 275 individual NetApp certifications. •F5: WWT is an F5 Platinum Partner, the highest partner status attainable, and F5's #1 Partner - North America. WWT employees hold more than 70 individual F5 certifications. •Microsoft: WWT is a Microsoft Gold U.S. Partner in Cloud Platform, Communications, Data Center, and Windows and Devices, the highest partner status attainable. WWT employees hold 30 individual Microsoft certifications. •Pure Storage: WWT is an Elite partner, the highest partner status attainable. WWT holds both Pure's Sales and Technical certifications. •Palo Alto Networks: WWT is a Palo Alto Networks Diamond Innovator Partner, the highest partner status attainable.
19	Disclose all current and past debarments or suspensions for Proposer and any included possible Responsible Party within the past seven years. Proposer must provide notice in writing to Sourcewell if it enters a debarment or suspension status any time during the pendency of this RFP evaluation.	None. WWT agrees to comply with the notification requirement. *
20	Describe any relevant industry awards or recognition that your company has received in the past five years.	Our culture is inspired by our employees and built on our vision, mission, and core values. We are humbled by the recognitions we have received and see them as proof of our unwavering commitment to serving our customers, employees, partners, and communities. It is an honor to be recognized by multiple top organizations for our dedication to fostering a remarkable company culture and for the innovative work we undertake to serve our valued customers. We remain grateful for the opportunities to make a new world happen and will continue striving to excel in everything we do. 2024 Company Awards (representative list) •　OMNIA Supplier Performance Achievement Award – Bronze Partner of Excellence Award •　NVIDIA Partner Network (NPN) Americas AI Enterprise Partner of the Year •　Cisco •　2024 Global Collaboration Partner of the Year •　Webex 2024 Global Partner of the Year •　Collaboration Partner of the Year, Americas Geo •　Data Center Partner of the Year, Americas Geo •　Public Sector Partner of the Year, Americas Geo •　Public Sector Partner of the Year, Americas Region Area •　Public Sector Software and Services Partner of the Year, Americas Region Area •　Federal Partner of the Year, Americas Region Area •　Federal Defense Partner of the Year, Americas Region Area •　US Central Area Award – Collaboration Partner of the Year, Americas Region Area •　US West Area Award – Enterprise Partner of the Year, Americas Region Area •　US East Area Award – Impact SLED Partner of the Year, Americas Region Area •　Intel Americas Partner of the Year-Data Center and AI •　NetApp •　Artificial Intelligence Innovation Partner of the Year •　North America Partner of the Year (FY 2024) •　DoD partner of the Year. •　CRN 2024 Triple Crown Winner •　Great Place to Work® and Fortune: •　100 Best Companies to Work For® List, #19 •　Best Workplaces in Technology, rank #4 •　Best Workplaces for Millennials – Top Ten •　Best Workplaces for Women •　Additional Great Place to Work Countries: Brazil, Singapore, Australia (1st year), China (1st year), Costa Rica (1st year), Hong Kong (1st year), Mexico (1st year), The Netherlands (1st year) •　Forbes •　Best Employers by State, #32 (Missouri) •　Best Employers for Diversity, #379 •　America's Best Midsize Employers, #92 •　Best Employers for New Grads #17 •　Newsweek America's Greatest Workplaces for Diversity 2024

- PEOPLE Companies That Care, #29
- Glassdoor's Best-Led Companies 2024
- EdTech Breakthrough 2024 EdTech Breakthrough Award for Student Information Systems (SIS) Solution of the Year
- Dell Federal Marketing Partner of the Year 2024
- Pure Storage Innovator Partner of the Year

2023 Company Awards (representative list)
- OMNIA Partners IT & Telecom Category Award
- Great Place to Work® and Fortune Name World Wide Technology for 12th Year to 100 Best Companies to Work For® List, ranking #19
- Dell Technologies - 2023 North America Partner of the Year
- NetApp - 2023 North America Flash Partner of the Year
- Pure Storage - Worldwide Partner of the Year
- Great Place to Work® Names World Wide Technology One of the UK's Best Workplaces for medium-sized enterprises, ranking #27
- Great Place to Work – Best Workplaces in Technology (U.S., U.K., and Singapore)
- Rubrik - Global Partner of the Year

2022 Company awards (representative list)
- Great Place to Work® and Fortune Name WWT for 11th Year to 100 Best Companies to Work For® List, ranking #71
- Forbes' America's Best Employers For Diversity, Ranking #309
- Great Place to Work® and Fortune's 2022 Best Workplaces in Technology™ (#17)
- 2022 PEOPLE® Companies that Care (#36)
- Best Workplaces™ in Singapore 2023 List by Great Place to Work Singapore (#15, medium-sized category)
- Great Place to Work® certified WWT UK as a Great Place to Work
- Human Rights Campaign Foundation's 2022 Corporate Equality Index, Scored 95 out of 100

2021 Company awards (representative list)
- WWT Named to TIME's Inaugural List of the TIME100 Most Influential Companies
- Great Place to Work® and Fortune Name WWT for 10th Year to 100 Best Companies to Work For® List, ranking #73
- Great Place to Work® and Fortune Name WWT One of the 2021 Best Workplaces in Technology™, ranking #14
- Great Place to Work® Names WWT One of the UK's Best Workplaces for medium-sized enterprises, ranking #14
- Great Place to Work® UK's Best Workplaces™ for Women for medium-sized enterprises, ranking #9
- World Wide Technology Earns 75 in Human Rights Campaign's 2021 Corporate Equality Index
- Top 50 Firms in India for Data Scientists To Work For, Analytics India Magazine (AIM)
- Great Place to Work® certified WWT UK as a Great Place to Work
- Great Place to Work® Singapore's Best Workplaces, ranking #5
- Seattle Business Times 100 Best Companies to Work For, ranking #3
- Denver Business Journal Best Places to Work

2020 Company awards (representative list)
- WWT ranked #96 on Fortune's 100 Best Companies to Work For
- WWT ranked #19 on Fortune's Best Large Workplaces in Technology
- Webby Awards - People's Voice
- Webby Awards - Health and Fitness
- Bay Area Best Places to Work - San Francisco Business Times and the Silicon Valley Business Journal
- WWT ranked #28 on UK's Best Workplaces™ in Tech 2020 (medium)
- WWT listed as Great Place to Work® in Singapore

2019 Company awards (representative list)
- WWT ranked #56 on Fortune's 100 Best Companies to Work For list
- WWT ranked #8 to the CRN 2019 Solution Provider 500 List
- WWT received CRN's 2019 IoT Innovators Awards list
- WWT ranked #99 on Glassdoor's Best Places to Work list
- WWT ranked #11 on Fortune's Best Large Workplaces in Technology list
- WWT ranked #48 on Fortune's Best Workplaces for Millennials list
- WWT ranked #70 on Fortune's Best Workplaces for Women list
- WWT ranked #62 on Fortune's Best Workplaces for Diversity list

		• Ranked #30 on Forbes' "America's Largest Private Companies" list • WWT ranked #33 in Silicon Valley Business Journal's 130 Best Places to Work for in the Bay Area • WWT achieved the VMware Cloud on AWS Master Services Competency • Carolina Virginia Minority Supplier Development Council MBE to MBE Spend Award at the MBEIC Impact Awards • 2019 Houston Minority Supplier Development Council Supplier of the Year • 2019 Western Region Minority Supplier Development Council All Money is Green Award • 2019 Western Region Minority Supplier Development Council Cornerstone of the Year • 2019 Western Region Minority Supplier Development Council Supplier of the Year • 2019 Mountain Plains Minority Supplier Development Council MBE to MBE Award	
21	What percentage of your sales are to the governmental sector in the past three years?	2023 - 38% 2022 - 34% 2021 - 21% 2020 - 20%	*
22	What percentage of your sales are to the education sector in the past three years?	2023 - 25% 2022 - 21% 2021 - 21% 2020 - 25%	*
23	List all state, cooperative purchasing agreements that you hold. What is the annual sales volume for each of these agreement over the past three years?	Overall, WWT sells approximately $100M via SLED contracts annually. WWT holds and utilizes 200+ SLED contracts across the US, including multiple National cooperative contracts. Below is a listing of the top 5. A full listing of all WWT SLED contracts can be found here: https://www.wwt.com/state-contracts. 1. OMNIA Partners Technology Solutions, Products and Services Contract - $4000M 2. NYC Office of Technology and Innovation (OTI) – Citywide IT Purchasing Contract - $350M 3. Port Authority of New York New Jersey – Network Equipment and Support Services (NESS) $240M 4. State of Missouri Cisco Network, Related Products, SMARTnet Maintenance, and Services - $50M – WWT has held this is a single source contract award since the early 2000's.	*
24	List any GSA contracts or Standing Offers and Supply Arrangements (SOSA) that you hold. What is the annual sales volume for each of these contracts over the past three years?	WWT holds Multiple Award Schedules (MAS), including GSA Schedule 70 for Information Technology Hardware, Software, and Services GS-35F-400GA with annual sales of approximately $20M. WWT also sells from multiple GSA Dealer and Teaming agreements. https://www.wwt.com/gsa-federal-supply-schedule	*

Table 2B: References/Testimonials

Line Item 25. Supply reference information from three customers for projects performed relevant to this RFP. Of these customers, please list at least one (1) who is eligible to be a Sourcewell participating entity.

Entity Name *	Contact Name *	Phone Number *	
State of Missouri	Kevin McCarthy, Chief of IT Operations	573-751-8778	*
University of Colorado	Daniel Griner, Director of the Outside Innovation Lab	720-425-2480	*
Texas A&M University System	Danny Miller, Chief Information Security Officer	979-458-6433	*

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

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.	WWT employs approximately 10,000 full-time staff members worldwide. As of September 2024, over 2,000 employees are part of the Sales organization. The Global Enterprise Sales (GES) segment has 1,257 employees. Our Public Sector includes 39 employees for overarching support, 224 for Federal sales and support, and 119 for SLED (State, Local, and Education). WWT's Global Service Provider	

(GSP) segment has 217 employees. The Sales Operations team, consisting of 620 people, also supports GES, GSP, and the Public Sector (Federal and SLED).

Key Differentiators
WWT boasts over 150 AI & Data Scientists, Architects, Engineers, and Analysts with over 10 years of experience in AI & Data solutions and 30 years in advanced technology architectures. The team holds over 220 Deep Learning certifications and has over a decade of experience in complex technical evaluation in the ATC.

US Office Locations
WWT is prepared to support Sourcewell members with a strong SLED presence across the United States.

Headquartered in St. Lous, Missouri, WWT has 20 offices strategically located throughout the US, each with varying SLED-dedicated employees. Every location has at least one SLED employee, some serving as hubs for larger groups. Locations include Anchorage, AK; Bentonville, AR; Phoenix, AZ; Costa Mesa, CA; San Ramon, CA; Denver, CO; Washington, DC; Tampa, FL; Honolulu, HI; Edwardsville, IL; Leawood, KS; Annapolis Junction, MD; St. Louis Park, MN; Maryland Heights, MO; Charlotte, NC; New York City, NY; Lockbourne, OH; Lebanon-Hixson, TN; Plano, TX; and Bellevue, WA.

Since its inception in 2019, the WWT SLED dedicated vertical has grown to over 140 members and continues to grow. The breakdown of dedicated SLED FTEs includes:
• 38 - SLED Account Management
• 4 - SLED Advisory Consultants
• 1 - SLED Leadership
• 6 - SLED Sales Management
• 5 - SLED Sales Support
• 9 - Sales Ops - SLED East
• 1 - Sales Ops - SLED Management
• 12 - Sales Ops - SLED West

Geographic Coverage
WWT's geographic coverage for AI readiness, implementation, and support services is extensive, with a robust presence across the Americas, Europe, and Asia Pacific. International locations include Australia, Brazil, Canada, China, France, Germany, Hong Kong, India, Japan, Malaysia, Mexico, Netherlands, New Zealand, Norway, Philippines, Puerto Rico, Singapore, South Korea, Switzerland, Taiwan, Thailand, United Kingdom, and Vietnam. WWT's global reach is supported by nearly five million square feet of distribution space strategically located to reduce OEM lead times and enhance delivery speed and reliability.

In addition to our nationwide office locations and staff, WWT's Advanced Technology Center (ATC) plays a pivotal role in our AI readiness and implementation services for Sourcewell members. The ATC ecosystem, powered by a multi-tenant private cloud infrastructure, is organized into labs for research and development, testing, training, and integration. This setup allows Sourcewell members to evaluate multiple OEM technologies in a single, integrated, remote-accessible environment. Our engineers constantly develop new ways to integrate technology, stay abreast of the latest developments through continuous training, and close working relationships with OEM personnel.

Within the ATC is our AI Proving Ground, a dynamic lab environment designed to accelerate the ability of clients to test and innovate with hands-on access to the latest AI hardware, software, and reference architectures. Below, we include some key benefits for Sourcewell members:

1. Risk-Free Learning: The AI Proving Ground provides a safe and secure sandbox for data scientists, data center engineers, and software developers to learn, test, iterate, and innovate without fear of disrupting production environments. This encourages experimentation and innovation.

2. Accelerated AI Adoption: By leveraging the AI Proving Ground, organizations can quickly, confidently, and safely develop transformational AI solutions. This environment addresses common hurdles to AI success, such as hardware availability, high costs, skills gaps, and complex architecture designs, enabling faster time to market.

3. Hands-On Access to Cutting-Edge Technology: Clients can access the latest AI hardware, software, and reference architectures, allowing them to evaluate and test AI infrastructure, software, and solutions for efficacy, scalability, and flexibility.

4. Proof of Concept and Custom Environments: The AI Proving Ground supports proofs of concept (POCs) and custom environments for testing AI technologies and solutions. This includes creating digital twins, learning about generative AI and deep learning, and performance testing and certification against infrastructure and gear.

5. Enhanced Customer Experiences: The environment facilitates the development of AI-powered services designed to deliver enhanced experiences, around-the-clock support, and increased security. For example, financial institutions use it for performance and certification testing, while other clients create digital twins to enhance user experiences.

6. Support from AI and Infrastructure Experts: WWT's AI and infrastructure experts and longstanding manufacturer partnerships support the AI Proving Ground, providing clients with the knowledge and experience needed to explore the art of the possible.

7. On-Demand Resources and Learning: The AI Proving Ground offers hands-on labs and on-demand access to learn more about AI technologies, including retriever augmented generation (RAG) and other AI learning paths.

Overall, the AI Proving Ground empowers Sourcewell members to innovate and achieve real business results more efficiently and effectively than they could on their own.

We can also support Sourcewell members through WWT's Integration Centers in North America, Asia, and Europe. These centers are climate-controlled production environments with advanced networking, secure remote access, and certified procedures specifically designed for staging, kitting, and configuring the latest advanced technology solutions. These facilities help reduce IT deployments' risk, cost, and complexity by pre-configuring technology platforms and devices before shipment to the site. WWT's global partnerships further enhance our geographic coverage and professional services capabilities. These strategic partnerships streamline supplier management arrangements and help lower customer costs while improving business agility and availability. Our partners provide a broad portfolio of end-to-end services and support that help reduce the total cost of ownership and increase business value and return on investment for our customers' enterprises. Moreover, WWT's logistics team has developed a network of freight forwarders to navigate the complexities of international shipping and receiving, ensuring on-time deliveries and compliance with tariffs and taxes. This network supports our ability to deliver shipments into hostile zones, a capability highly valued by our Federal and Government customers.

27	Describe the network of Authorized Sellers who will deliver Solutions, including dealers, distributors, resellers, and other distribution methods.	Network and Distribution

Network and Distribution
WWT's network and distribution capabilities are designed to support the delivery of global AI readiness, implementation, and support services. Headquartered in St. Louis, Missouri, WWT has a presence in the Americas, Europe, and Asia Pacific, with international locations including Australia, Brazil, Canada, China, France, Germany, Hong Kong, India, Japan, Malaysia, Mexico, Netherlands, New Zealand, Norway, Philippines, Puerto Rico, Singapore, South Korea, Switzerland, Taiwan, Thailand, United Kingdom, and Vietnam. This extensive global footprint allows WWT to fulfill product requirements in many countries based on multiple sourcing and delivery models.

WWT operates nearly five million square feet of distribution space worldwide, including more than 100,000 square feet of staging and integration space. Major hubs are strategically located in the U.S., Europe, Singapore, and India, enabling WWT to reduce OEM lead times by placing products closer to end customers. These global integration centers operate under a single leadership team, utilizing consistent systems, processes, and resource structures to provide a uniform experience in building and deploying technology solutions globally.

WWT's integration centers are climate-controlled production environments with advanced networking, secure remote access, and certified procedures specifically designed for staging, kitting, and configuring advanced technology solutions. Each facility is staffed by certified engineers with logistical and technical expertise to reduce IT deployments' risk, cost, and complexity. These centers can simultaneously configure and integrate thousands of systems per week, providing secure, controlled environments where tasks can be performed on equipment to help customers move quickly from planning and designing new or evolving technology to implementing it.

WWT's Advanced Technology Center (ATC) also powers the AI Proving Ground (AIPG), offering unrivaled access to the world's leading AI technologies. The ATC is a robust, digitally accessible physical lab environment that enables clients and partners to make technology decisions faster and without risk. This ecosystem allows organizations to test, train, and implement innovative AI use cases, solving common obstacles such as hardware availability, connectivity challenges, high costs, and power and cooling concerns.

WWT's logistics capabilities include provisioning services for IT equipment from various hardware and equipment manufacturers, receiving and shipment preparation, asset tagging, product storage, kitting, imaging services, test and burn-in, rack and stack integration, and remote access. These services are supported by an SLA-based global logistics program, ensuring the timely and efficient delivery of products and services to customers worldwide.

| 28 | Service force. | Use of Distributors, Dealers, Resellers, or Subcontractors
WWT employs a robust team of AI consultants, scientists, architects, and engineers who work closely with our subcontractors to deliver seamless AI services. This collaborative approach ensures we can address complex AI challenges and provide solutions that drive business value for Sourcewell members.

WWT's SLED service force comprises 8 Field Engineering Managers, 44 Field Engineers, 9 Services Sales personnel, and 12 Solution Consultants, totaling 73 dedicated full-time employees. Additionally, over 700 engineers at WWT have specializations that can support Sourcewell members.

We also leverage our global ecosystem of distributors, dealers, resellers, and subcontractors to deliver comprehensive AI services, ensuring that Sourcewell members receive the best possible solutions tailored to their specific needs. Our strategic partnerships with industry leaders in AI technology, such as NVIDIA, AWS, Google, and Microsoft, enable us to integrate cutting-edge technologies into our AI solutions. This extensive network provides a holistic approach that combines high-performance architecture with advanced AI capabilities.

Another critical component of our service delivery is WWT's AI Proving Ground (AIPG). This dedicated environment allows organizations to experiment with AI solutions before committing to full-scale deployment. By testing and validating AI technologies in the AIPG, we ensure they meet specific business needs and are scalable. Our partnerships with leading OEMs and cloud service providers enable us to offer various AI solutions, from on-premises to hybrid and cloud-based architectures. | * |
| 29 | Describe the ordering process. If orders will be handled by distributors, dealers or others, explain the respective roles of the Proposer and others. | The ordering process at WWT involves several key roles and steps to ensure efficient and accurate order handling. Here is a detailed description of the process and the respective roles of the proposer and others:

Ordering Process

1.   Order Initiation:

a.   Customer Identification: The customer identifies the products or services they wish to purchase from WWT.

b.   Quotation: The customer contacts their WWT Inside Sales Representative (ISR) for a price quote. The ISR provides a quote that will be turned into a customer Purchase Order (PO).

2.   Order Placement:

a.   Methods: Orders can be placed through email, phone, or WWT's self-service portal. The self-service portal offers an online shopping experience with features like integrated order transfer and non-integrated checkout.

b.   Customer Support: Customers can consult with their Customer Solutions Engineer (CSE) for compatibility or other engineering questions before placing an order.

3.   Order Processing:

a.   ISR Coordination: The ISR works with the WWT Procurement team to process the PO with the Original Equipment Manufacturer (OEM). The ISR also coordinates with pre-sales engineers and validates multi-OEM configuration and pricing.

b.   Real-Time Updates: WWT provides real-time status updates through the WWT Customer Account Center. Order information is captured and placed into a database for review by authorized personnel.

4.   Fulfillment:

a.   OEM Manufacturing: The OEM manufactures the product and sends it directly to the customer's specified shipping address.

b.   Logistics and Delivery: WWT's logistics staff orders, tracks, and ensures the delivery of equipment to the specified locations. They also manage the Returned Material Authorization (RMA) process and provide status tracking.

Roles and Responsibilities

5.   Proposer (WWT):

a.   Account Manager: Serves as the primary point of contact, understanding customer requirements, coordinating business solutions, and ensuring customer satisfaction. | * |

b.   Inside Sales Representative (ISR): Assists with product research, sourcing, lead times, availability, and pricing. The ISR provides direct access to WWT's products, services, and pricing.

c.   Pre-Sales Technical Support: Provides guidance and support for product selection, deployment, and integration into the customer's environment.

d.   Project Manager: Coordinates activities related to the engagement, develops a project plan, and fosters necessary coordination between WWT, the customer, and relevant OEMs.

6.   Others (Distributors, Dealers, OEMs):

a.   OEMs: Manufacture the products and ship them directly to the customer's specified address. They also provide necessary warranties and ensure product compatibility.

b.   Distributors/Dealers: May be involved in the supply chain to facilitate rapid fulfillment and seamless order management through B2B integration with WWT.

Additional Features

•   Reporting and Tracking: WWT offers comprehensive reporting and tracking functions, including delivery coordination, inventory management, and invoicing. Customizable reports provide insights into supplier performance, quality metrics, operational reporting, and more.

•   Automation and Efficiency: The self-service portal and automated processes help eliminate manual toil, reduce human error, and streamline the entire ordering process.

By leveraging these roles and processes, WWT ensures a centralized, consistent, and systematic approach to product quoting and order management, meeting service level agreements and providing a seamless customer experience.

30	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.	WWT has developed a comprehensive customer service program that focuses on delivering exceptional service, timely responses, and continuous improvement to ensure a successful partnership with our customers. Our customer service program is designed to meet and exceed customer expectations through a structured approach that includes transparent processes, defined response-time capabilities, and incentives for our providers.

Customer Service Processes and Procedures

1.   Initial Contact and Issue Logging:

o   Customer Support Portal: Customers can log issues or requests through our dedicated support portal, ensuring that all inquiries are tracked and managed efficiently.

Real-Time Customer Support: Our support team is available during normal business hours, 7 a.m. to 6 p.m. CST, to assist with any issues or questions and meet the needs of our customers.

2.   Response-Time Capabilities and Commitments:

o   Immediate Acknowledgment: Upon receiving a customer inquiry, we provide an immediate acknowledgment to confirm receipt and set expectations for the next steps.

o   Response Time Targets: We have established response time targets based on the severity and priority of the issue:
    Critical Issues: Response within 1 hour, with continuous updates until resolution.
    High Priority Issues: Response within 4 hours, with regular updates until resolution.
    Medium Priority Issues: Response within 8 hours, with updates as needed.
    Low Priority Issues: Response within 24 hours, with updates as needed.

o   Resolution Timeframes: We aim to resolve issues within the following timeframes:
    Critical Issues: Resolution within 24 hours.
    High Priority Issues: Resolution within 48 hours.
    Medium Priority Issues: Resolution within five business days.
    Low Priority Issues: Resolution within ten business days.
3.   Escalation Procedures:

o   Tiered Support Structure: Our support team operates on a tiered structure, which allows for efficient escalation of issues to higher levels of expertise as needed. This structure ensures that more complex or critical issues are handled by staff with the appropriate level of experience and knowledge.

o   Escalation Pathways: Clear escalation pathways are defined to ensure critical

issues receive immediate attention from senior support staff and management. These pathways outline the steps to be taken when an issue needs to be escalated, including who to contact and the required actions at each level of escalation.

4.   Continuous Improvement and Feedback: *

o   Customer Feedback Surveys: We regularly conduct customer feedback surveys to gather insights and identify areas for improvement.

o   Performance Reviews: Our support team undergoes regular performance reviews to ensure adherence to service standards and identify opportunities for training and development.

o   Process Optimization: We continuously review and optimize our support processes to enhance efficiency and effectiveness.

Incentives for Providers

1.   Performance-Based Incentives:

o   Service Level Agreements (SLAs): We establish SLAs with our providers that outline specific performance metrics and targets. Providers who meet or exceed these targets are eligible for performance-based incentives.

o   Bonus Programs: Providers who consistently deliver high-quality service and meet our response-time commitments are eligible for bonus programs that reward exceptional performance.

2.   Recognition and Rewards:

o   Provider Recognition Programs: We have recognition programs to acknowledge and reward providers who demonstrate outstanding service and commitment to our customers.

o   Awards and Certifications: Providers who achieve high levels of customer satisfaction and service excellence may receive awards and certifications highlighting their achievements.

3.   Training and Development:

o   Ongoing Training: We invest in our providers' ongoing training and development to ensure they have the skills and knowledge needed to deliver exceptional service.

o   Professional Development Opportunities: Providers can access professional development opportunities that support their growth and advancement within our organization.

By focusing on these processes, procedures, and incentives, WWT ensures that our customer service program delivers the highest quality support to effectively meet the needs of Sourcewell members. Our commitment to continuous improvement and excellence drives us to provide exceptional service and build strong and long-lasting customer relationships.

31	Describe your ability and willingness to provide your products and services to Sourcewell participating entities.	WWT has a strong desire and willingness to provide products and services to Sourcewell participating entities especially as it relates to State and Local Government and Education (SLED) participating entities. Here are some key points highlighting WWT's capabilities and commitment: 1. Dedicated Sales Team: WWT has a dedicated sales team comprised of engineers and architects that focus on helping state and local governments, as well as educational institutions, implement new technology to improve the lives of citizens and students. This team has experience across various agency functions, including transportation, health and human services, student success, public safety, administration, and information technology. 2. Advanced Technology Center (ATC) and Innovation Center: WWT leverages its state-of-the-art ATC Innovation Center to build proofs of concept tailored to specific agency solution requirements. This allows customers to visualize and experience the solutions in practice, ensuring they effectively meet their needs. 3. Extensive Partnerships and Certifications: WWT partners with leading technology manufacturers like Cisco, VMware, NetApp, Dell Technologies, and HPE, maintaining the highest levels of certification to deliver comprehensive software and hardware solutions. These partnerships enable WWT to offer a broad array of technology solutions and integrate them to create impactful solutions. 4. Proven Track Record: In addition to our named references, here are a few examples of WWT's long history of successful engagements. WWT supported one of the largest school districts in the US to enhance its networking capabilities and security strategy. Additionally, WWT has been involved in significant projects like the Cisco estate management for an East Coast Port Authority, generating substantial revenue and ensuring comprehensive support. 5. Flexible Engagement Models: WWT offers flexible engagement models to meet various resourcing requirements, including staff augmentation and subject matter experts. This approach ensures that Sourcewell entities can access the necessary expertise and support to achieve their mission-critical objectives. 6. Supply Chain and Deployment Expertise: WWT provides robust supply chain management services, including product distribution, systems integration, and just-in-time delivery. This expertise ensures that Sourcewell entities can efficiently procure and deploy the necessary technology solutions. Overall, WWT's comprehensive capabilities, strategic partnerships, and proven track record make it well-equipped and committed to serving Sourcewell's participating entities with the right talent and solutions.	*
32	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in Canada.	WWT has a sales staff and office in Canada, and the ability to transact within the country. The office address is provided below. York, Ontario - Canada Lauft Castlefield 200 Fairbanks Avenue York, Ontario M6B 1G1 WWT currently has a staff of 12 full-time employees working in our Canadian office.	*
33	Identify any geographic areas of the United States or Canada that you will NOT be fully serving through the proposed agreement.	We do not see specific constraints with serving the United States or Canada in a local and/or virtual capacity.	*
34	Identify any account type of participating entity which will not have full access to your Solutions if awarded an agreement, and the reasoning for this.	None that we have identified at this time.	*
35	Define any specific requirements or restrictions that would apply to our participating entities in Hawaii and Alaska and in US Territories.	WWT can transact business with Sourcewell entities in Hawaii, Alaska, and US Territories. We maintain staffed offices in Alaska and Hawaii.	*
36	Will Proposer extend terms of any awarded master agreement to nonprofit entities?	Yes, WWT will extend the terms of any awarded master agreement to nonprofit entities.	*

Table 4: Marketing Plan (100 Points)

Line Item	Question	Response *	
37	Describe your marketing strategy for	WWT's marketing plan for promoting AI readiness, implementation, and support services to	

promoting this opportunity. Upload representative samples of your marketing materials (if applicable) in the document upload section of your response.	public entities is strategically designed to highlight our comprehensive capabilities, proven methodologies, and successful track record. Our multi-faceted approach ensures we reach our target audience through various channels and touchpoints. 1. Thought Leadership and Content Marketing: [MARKETING PLAN/SAMPLES: Table 4: Marketing Plan Samples – Exhibit 1. Q. 37 – AI Experience Marketing Ability] • Whitepapers and Case Studies: We will publish detailed whitepapers and case studies showcasing our successful AI projects. These documents will highlight the specific challenges addressed, methodologies applied, and outcomes achieved, providing tangible proof of our expertise. • Research Publications: Leveraging 'WWT Research,' we will produce in-depth analyses and reports on the latest AI trends, technologies, and best practices. These publications will be accessible through the WWT Platform and cover topics such as Generative AI, AI Governance, and AI Security. An example of WWT's research (Securing the Future of AI: A Roadmap for CISOs) can be viewed here: https://www.wwt.com/wwt-research/securing-the-future-of-ai-a-roadmap-for-cisos • AI-Specific Publications: We will continue to publish articles and technical whitepapers on our AI innovations and internal projects, such as the development of WWT GPT and the Automated Prompt Tuner (APT). 2. Workshops and Webinars [MARKETING PLAN/SAMPLES: - Table 4: Marketing Plan Samples – Exhibit 2. Q. 37 – Research and Learning Labs]: • Educational Workshops: We will conduct workshops and webinars to educate public entities on AI readiness, implementation strategies, and governance. Our AI experts will facilitate these sessions and cover topics such as AI Governance Playbooks, GenAI Decision Tree Frameworks, and AI Security. An example educational workshop (AI Lunch and Learn: Is AI for You?) can be viewed here: https://www.wwt.com/event/66904687bde2905c20916261 • Interactive Labs: Utilizing our Advanced Technology Center (ATC), we will offer hands-on labs and demonstrations to allow public entities to experience our AI solutions in action. These labs will cover various aspects of AI, from testing powerful processors to developing custom AI models. 3. Strategic Partnerships and Alliances: [MARKETING PLAN/SAMPLES: - Table 4: Marketing Plan Samples – Exhibit 3. Q. 37 – WWT_NVIDIA_Dell_ Higher Ed AI Roadshow] • Collaboration with Industry Leaders: We will leverage our strategic partnerships with leading AI technology providers, such as NVIDIA, AWS, Google, and Microsoft, to co-market our AI solutions. These collaborations will enhance our credibility and provide access to a broader audience. • Participation in Industry Events: We will actively participate in industry conferences and events (see list below) to showcase our AI capabilities and network with potential public-sector clients. 4. Targeted Outreach and Engagement: • Direct Marketing Campaigns: We will execute targeted email and direct mail campaigns to key decision-makers in public entities, highlighting our AI services and success stories. These campaigns will be personalized to address each entity's specific needs and challenges. [MARKETING PLAN/SAMPLES: - Table 4: Marketing Plan Samples – Exhibit 4. Q. 37 – Direct Marketing Campaign – State of CA]. • Account-Based Marketing (ABM): We will employ an ABM approach to engage with high-value public sector accounts. This will involve tailored marketing efforts, including personalized content, one-on-one meetings, and customized proposals. 5. Digital Marketing and Online Presence: • Search Engine Optimization (SEO) and Search Engine Marketing (SEM): We will optimize our website and content for search engines to ensure that public entities searching for AI solutions can easily find us. This will include targeted keywords related to AI readiness, implementation, and support services. • Social Media Campaigns: We will leverage social media platforms to share our thought leadership content, success stories, and upcoming events. This will help us reach a

wider audience and engage with public sector stakeholders.

An example of a WWT press release posted on social media platforms is included as [MARKETING PLAN/SAMPLES: - Table 4: Marketing Plan Samples - Exhibit 5. Q. 37 - Press Release - WWT Wins Contract with OMNIA].

6.   Customer Success Stories and Testimonials:
•   Showcasing Success: We will highlight testimonials and success stories from our public sector clients to build trust and demonstrate our ability to deliver impactful AI solutions. These stories will be featured on our website, in marketing materials, and during presentations.

By implementing this comprehensive marketing plan, WWT aims to position itself as the go-to partner for public entities seeking to leverage AI for transformative outcomes. Our focus on thought leadership, strategic partnerships, targeted outreach, and digital marketing will ensure we effectively communicate our value proposition and drive engagement with Sourcewell members.

WWT attends over 60 tradeshows and conferences annually where we continuously provide information on our SLED contract portfolio. Recognizing the value of Sourcewell and its contract offerings, this will be a priority for WWT. The list of campaigns and events we attend showcases WWT's extensive reach across the United States for SLED. Additionally, WWT collaborates with numerous national organizations that support and address the needs of our SLED customers. Below are some of the organizations and events we participated in during 2024. While the 2025 event schedule is still being finalized, WWT plans to attend many of these events again, offering opportunities to promote the Sourcewell AI Readiness contract.

Campaign Name and Event - 2024
•   2024 CCISDA Spring Conference - Olympic Valley, CA
•   2024 CCISDA Winter Conference - Garden Grove, CA
•   2024 IPMA Spring Forum - Lacey, WA
•   ACCIS Fall Conference - Blaine, WA
•   ACCIS Spring Conference - Yakima, WA
•   Arizona Digital Gov't Summit - Phoenix, AZ
•   CA Cybersecurity Education Summit - Sacramento, CA
•   California Government Innovation Summit - Sacramento, CA
•   City & State New York Diversity Summit - New York, NY
•   Colorado Digital Gov't Summit - Denver, CO
•   Cyber Resilience Summit at University of Oregon - Eugene, OR
•   Digital Universities: WashU   - St. Louis, MO
•   FAEDS Conference - Orlando,FL
•   FLGISA Summer Symposium - FL
•   Florida Digital Government Summit - Tallahassee, FL
•   Florida IT Leadership Forum - Tallahassee, FL
•   Georgia Digital Government Summit - Atlanta, Georgia
•   Hawaii AI & Cloud Innovation Summit - Honolulu, HI
•   Hawaii Digital Government Summit - Honolulu, HI
•   Indiana Digital Government Summit - IN
•   Interface Honolulu Conference
•   IPMA Executive Forum - City Chelan, WA
•   ISSA Hawaii Security Conference - Honolulu, HI
•   Kentucky Digital Gov't Summit - Lexington, KY
•   LONI SUMMIT - New Orleans, LA
•   Los Angeles Digital Gov't Summit - Los Angeles, CA
•   Los Angeles IT Leadership Forum - Los Angeles, CA
•   Louisiana Digital Government Summit - Baton Rouge, LA
•   MERIT 2024 Conference - Plymouth, MI
•   Michigan Cybersecurity Summit - MI
•   Michigan Digital Gov't Summit - Lansing, MI
•   MISAC Monterey Conference - Monterey Bay, CA
•   MISAC Tahoe Summit - Lake Tahoe, CA
•   Mississippi Tech Expo - Jackson, MS
•   Missouri Digital Government Summit - Jefferson City, MO
•   MOREnet Conference - Branson, MO
•   NASCIO Annual   - New Orleans, LA
•   NASCIO Midyear Conference - National Harbor, MD
•   NASPO Exchange   - Nashville, TN
•   NCLGISA Spring Symposium - Wilmington, NC
•   New Mexico Tech Summit Albuquerque, NM
•   New York City Technology Forum - Brooklyn, NY
•   New York Digital Government Summit - Albany, NY
•   North Carolina Digital Government Summit - Raleigh, NC
•   NYC Cyber Security Summit - NY
•   NYC IT Leadership Forum 2024   - Brooklyn, NY
•   NYSLGITDA - Watkins Glen, NY

	- Ohio Digital Government Summit - Colombus, OH - Oklahoma Digital Gov't Summit - Oklahoma City, OK - PA Cybersecurity Summit - Harrisburg, PA - PA - TECHCON - Harrisburg, PA - Penn State Tech Pros Conference - Scranton, PA - Pennsylvania Digital Gov't Summit - Harrisburg, PA - Public Schools of Hawaii Foundation - Honolulu, HI - Smart Airports Conference-Denver, Colorado - TAGITM Conference - San Antonio, TX - TAMUS Tech Summit - Frisco, TX - TASSCC Annual Conference - Houston, TX - Tennessee Digital Government Summit - Nashville, TN - TETL Mid-Year - Dallas, TX - Texas Digital Gov't Summit - Austin, TX - Texas Information Security Forum - Austin, TX - UC Tech Conference-UC DAVIS - Sacramento, CA - UNC Cause - Raleigh, NC, - UoA IT Summit - Tucson, AZ - Washington Digital Gov't Summit - Tacoma, WA	
38	Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance marketing effectiveness.	As described above, WWT leverages the following technology and digital data to enhance marketing effectiveness. As included in question 37, here are several examples of Digital Marketing Campaigns in which WWT has promoted a large National Cooperative contract award on LinkedIn. https://www.wwt.com/press-release/wwt-wins-omnia-contract-to-provide-technology-solutions-products-and-services-to-public-agencies-nationwide?utm_source=social&utm_medium=linkedin&utm_term=7&utm_content=article,news+pickup,news+pr&utm_campaign=organic Additionally, WWT has a dedicated Public Sector LinkedIn page where most of our news, events and trade shows can be found. https://www.linkedin.com/showcase/world-wide-technology-public-sector/posts/?feedView=all Here is WWT's main LinkedIn page. https://www.linkedin.com/company/world-wide-technology/mycompany/ WWT also has a Facebook page where many of our news and events can be found. https://www.facebook.com/WorldWideTechnologyInc Digital Marketing and Online Presence: • SEO and SEM: We will optimize our website and content for search engines to ensure that public entities searching for AI solutions can easily find us. This will include targeted keywords related to AI readiness, implementation, and support services. • Social Media Campaigns: We will leverage social media platforms to share our thought leadership content, success stories, and upcoming events. This will help us reach a wider audience and engage with public sector stakeholders.	*
39	In your view, what is Sourcewell's role in promoting agreements arising out of this RFP? How will you integrate a Sourcewell-awarded agreement into your sales process?	WWT views Sourcewell's role in promoting the contract in several ways. 1. Listing the contract on the Sourcewell website. WWT has another large national cooperative contract, and we have grown exponentially due to the dedicated website they developed for it. 2. Partnering with WWT to promote the contract. Since this would be WWT's first Sourcewell contract and it is about AI, we anticipate it will be popular among Sourcewell members. Maybe even the first National Cooperative contract around AI. With these two cutting-edge items, Sourcewell and WWT will succeed. WWT will integrate the Sourcewell contract into our sales process immediately upon award. We know Sourcewell's reputation in the National Cooperative contract industry and its power among its members. Also, knowing this is the first National Cooperative contract around AI, we anticipate it being highly sought after. Again, this would be WWT's first Sourcewell contract, so promotion and use of it across SLED will be invaluable to us.	*

| 40 | Are your Solutions available through an e-procurement ordering process? If so, describe your e-procurement system and how governmental and educational customers have used it. | WWT offers a robust e-procurement system designed to streamline the purchasing process for governmental and educational customers for common products and services, as described below. Ordering for AI Solutions will be a different experience, mainly because each deal will be customized per the customer and the solution needed. Once the services have been identified and if products need to be included in the solution, WWT will utilize our standard ordering process.

Here's a detailed description of the system and its usage:

E-Procurement System

1.   Self-Service Portal:
a.   WWT's self-service portal provides an online shopping experience where customers can place orders through email, phone, or directly via the portal. The portal includes features like integrated order transfer and non-integrated checkout, making it easy for users to manage their purchases.

2.   Order Placement and Processing:
a.   Quotation and Purchase Orders: Customers can obtain price quotes from their Inside Sales Representative (ISR) and turn them into Purchase Orders (POs). The ISR assists with product research, sourcing, lead times, availability, and pricing.
b.   Real-Time Updates: The system offers real-time status updates through the WWT Customer Account Center, ensuring that customers are always informed about the status of their orders.

3.   Fulfillment and Logistics:
a.   OEM Coordination: The ISR works with the WWT Procurement team to process the PO with the Original Equipment Manufacturer (OEM). The OEM manufactures the product and ships it directly to the customer's specified address.
b.   Logistics Management: WWT's logistics staff orders, tracks, and ensures the delivery of equipment to the specified locations. They also manage the Returned Material Authorization (RMA) process and provide status tracking.

4.   Reporting and Tracking:
a.   The e-procurement system includes comprehensive reporting and tracking functions, such as delivery coordination, inventory management, and invoicing. Customizable reports provide insights into supplier performance, quality metrics, and operational reporting.

Usage by Governmental and Educational Customers
Governmental and educational customers have leveraged WWT's e-procurement system to achieve several benefits:

1.   Efficiency and Automation:
a.   The self-service portal and automated processes help eliminate manual toil, reduce human error, and streamline the ordering process. This particularly benefits governmental and educational institutions that require efficient and transparent procurement practices.

2.   Centralized Management:
a.   The system provides a centralized platform for managing quotes, orders, and deliveries, ensuring a consistent and systematic approach to procurement. This centralization is crucial for institutions that must adhere to strict regulatory and compliance requirements.

3.   Enhanced Support and Coordination:
a.   Governmental and educational customers benefit from the support of WWT's Account Managers, ISRs, and logistics staff, who ensure that all procurement activities are coordinated effectively. This support helps these institutions manage their procurement needs more effectively and ensures timely delivery of products.

4.   Customizable Reporting:
a.   The customizable reporting features allow these customers to generate detailed reports on supplier performance, quality metrics, and operational efficiency. This capability is essential for maintaining transparency and accountability in public sector procurement.

By leveraging WWT's e-procurement system, governmental and educational customers can achieve a streamlined, efficient, and transparent procurement process that meets their unique needs and regulatory requirements. | * |

Table 5A: Value-Added Attributes (100 Points)

Line Item	Question	Response *	

| 41 | Describe any product, equipment, maintenance, or operator training programs that you offer to Sourcewell participating entities. Include details, such as whether training is standard or optional, who provides training, and any costs that apply. | WWT provides comprehensive AI readiness, implementation, and support services with a client-centric approach designed to maximize the value of AI investments. Our unique capabilities and strategic partnerships set us apart in delivering best-in-class AI solutions. Many of the services typically start with a workshop intended to minimize initial costs while identifying customer-specific needs and priorities. These sessions are followed by a project or a program based on customer needs and costs corresponding to the identified scope. Most offerings, including WWT-provided training, with additional sessions negotiated as warranted.

WWT's AI readiness services are designed to meet customers wherever they are on their AI journey. We assist with best practice strategy advisory, organizational design, and evaluation of current data and AI maturity. We help customers plan for operationalization and design for implementation – securely and sustainably. We also begin with a thorough consultation on key use cases. When the customer is ready, we can help them design purpose-built infrastructure for AI development, whether on-premises or in the cloud. This holistic approach ensures that our clients can effectively harness AI technologies tailored to their specific needs.

Our AI Proving Ground (AIPG) is pivotal in our AI readiness strategy. This unique lab environment allows organizations to test AI technologies and understand architectural decisions, proof-of-concept capabilities, and implementation value before making significant investments. The AIPG, supported by over 200 AI consultants, scientists, architects, and engineers, has been instrumental in delivering dozens of successful data and AI projects.

WWT's implementation services benefit from our strategic partnerships with other leaders such as NVIDIA, AWS, Google, and Microsoft. These partnerships introduce cutting-edge technologies into our solutions, ensuring our clients benefit from the latest AI advancements. Our collaboration with AWS, for instance, includes an AI-focused Strategic Collaboration Agreement (SCA) to ensure that our clients receive the best support and resources available.

Our support services extend beyond implementation to encompass ongoing optimization and governance. WWT's commitment to Responsible AI is evident in our nearly decade-long experience in creating guardrails to manage AI products. We help clients apply the U.N. Educational, Scientific and Cultural Organization's 11 policy considerations for fostering Responsible AI, ensuring that AI systems are designed, developed, and deployed ethically and safely. Our AI Driver's License initiative further validates that our employees are proficient in AI best practices, ensuring that our clients receive the highest level of expertise.

Additionally, WWT's AI security program addresses multiple areas of concern in order to protect AI systems. This includes evaluating AI environments, conducting vulnerability assessments, and establishing governance structures and policies for AI deployment. Our comprehensive approach ensures that AI solutions are not only effective but also secure and compliant with organizational goals and regulatory requirements.

If products such as cabling, other networking items, storage, additional power and cooling, etc., are needed for a scoped AI solution, WWT will provide those items in a Bill of Materials (BOM) to the customer. These items will be priced in accordance with our largest and most used contract in SLED. This will keep pricing in the competitive range while providing Sourcewell with a great value add. | * |
| 41 | | |

| 42 | Describe any technological advances that your proposed Solutions offer. | World Wide Technology (WWT) offers a comprehensive suite of AI readiness, implementation, and support solutions designed to meet the diverse needs of our clients. WWT offers the most advanced AI solutions, thanks in part to:

• 10+ years of experience strategizing, designing, developing, & deploying AI & Data solutions
• 150+ AI & Data Scientists, Architects, Engineers, & Analysts
• 30+ years' experience designing & deploying advanced technology architectures
• 220+ Deep Learning certifications across WWT
• 10+ years performing complex technical evaluation in the ATC
• WWT has committed $500M+ to help customers drive enterprise AI adoption using our AI Proving Ground.

Our AI solutions are backed by strategic partnerships with industry leaders, such as NVIDIA, Intel, AWS, Google, and Microsoft, enabling us to deliver best-in-class AI technologies and services. These partnerships, combined with our AI Proving Ground, allow us to offer scalable, secure, and responsible AI solutions that drive business value and innovation. Highlights include:

• Recognized as Nvidia's AI Solutions Partner of the Year for 8 consecutive years
• Engineered and deployed first LLM supercomputing platform for BERT, BERT-Large, and GPT training
• Installed first DGX SuperPod at Argonne National Labs (supporting COVID research)
• Integrated world's 20th largest supercomputer at University of Florida

Our AI Proving Ground (AIPG) provides a dedicated environment where organizations can experiment with AI technologies before committing to full-scale deployment. It allows for the comparison, validation, and integration of AI solutions.

Our implementation services leverage a robust resourcing model that combines internal expertise with external partnerships. The Implementation Services Group, consisting of over 1,700 IT professionals with nearly 2,000 industry certifications, supports all aspects of project requirements, including architectural, engineering, implementation, and project management. Additionally, our Strategic Resourcing Group ensures the rapid identification and onboarding of qualified IT resources through a structured and mature process.

WWT's support solutions are designed to ensure the long-term success of AI initiatives. Our Professional Services organization, comprising nearly 3,000 resources with expertise in various domains, provides ongoing support and subject matter expertise to troubleshoot issues and optimize performance.

WWT's commitment to responsible AI practices further enhances its AI readiness, implementation, and support solutions. We prioritize ethical considerations, stakeholder impact assessments, and compliance with regulatory standards to ensure the safe and fair deployment of AI systems. Our AI Driver's License initiative validates and certifies our employees' AI competencies, ensuring they leverage current best practices in client engagements. | * |
| 43 | Describe specific customer challenges your Artificial Intelligence (AI) services successfully addressed and provide two (2) examples that demonstrate how those challenges were overcome. | WWT acknowledges that while we strive for 100% customer satisfaction, there have been instances where challenges arose during project execution. Our robust problem-solving methodologies and commitment to continuous improvement promptly addressed these challenges.

The Global Financial Services client was experiencing an increase in technical environmental complexity, creating a need to evolve how internal engineering and operations teams minimize critical infrastructure downtime and optimize performance. To scale their internal engineering and operations capability, they were seeking to leverage their IT organization's array of operational and system data to uncover areas for potential optimization and value creation (e.g., time, resource, cost) through a holistic analytics capability and/or incorporate AI into the mix.

Objectives of the engagement
The client's objective was to build an initial streaming platform that was ready for production release. The platform needed to collect and stream data from multiple source systems and make the data available to multiple consumers through a publish/subscribe model. In addition, it needed to be vendor-neutral, reliable, secure, and scalable for future global rollout.

The engagement was structured so that the WWT team would also train and transfer knowledge to the client's internal team members so that they could continue to develop the platform after the initial release. This would enable the client to evolve the use cases to focus on minimizing downtime and optimizing the performance and cost of the environment.

WWT was engaged in a 16-week activity to support the client. The engagement was broken | |

down into three phases:

1.   Diagnostic and design
2.   Build
3.   Document

Diagnostic and design – WWT undertook discovery activities to understand the current state system and desired end-state needs and create design documentation to prepare to build the streaming platform's initial production-ready release. Four use cases were initially identified, and through a value-prioritization exercise, two were selected:

•   Infrastructure Health: provides real-time telemetry data for CPU, RAM, and Disk for the hosts that were installed in the environment
•   Agent Hygiene: provides real-time health information for Tanium and Puppet agents for the hosts that were installed in the environment

Build – WWT built an initial streaming platform in the client's internal cloud. The streaming platform was created in their development environment and could collect and stream data from multiple source systems, perform transformations and processing, and make the data available to multiple consumers. It was vendor-neutral, reliable, secure, and scalable. The data sources necessary to monitor the two selected use cases – Infrastructure Health and Agent Hygiene – were added to the streaming platform.

Document—As the work progressed, WWT ensured that all activities were documented (including all final as-written source code), and regular hands-on knowledge transfer sessions were held with the client to ensure that they could continue to develop and scale the streaming platform globally following the initial two use cases.

Results
The WWT Delivery Team aligned with the client stakeholders to design and deliver a development streaming environment with two working use cases, Infrastructure Health and Agent Hygiene, in preparation for making them AI-ready.

The Streaming Environment provides the ability to collect and stream data from multiple source systems and make the data available to multiple downstream consumers. This offers excellent opportunities for further use cases by performing complex aggregations and transforms in real time from multiple data sources. In addition, by connecting, aggregating, and merging multiple data sources, the streaming platform was able to provide the client, in a single dashboard, a specific level of information and data per server not available prior to the project.

The initial Streaming Environment provides a tangible foundation, with hands-on experience from building two use cases, that will enhance the client team's ability to continue to expand the environment and use cases leveraging near real-time access to data. The client has a long-term vision of having a full data-centric organization, and the next step is to create a global architectural design for the production of the streaming environment to enable the realization of further analytics use cases.

Challenge
A government agency client had contracting officers manually reviewing thousands of Contractor Performance Assessment Reporting System (CPARS) past performance reports, resulting in inefficient workflows. Their process was highly manual, and subjective, and it was difficult to effectively use CPARS data to identify relevant contractor past performance records to evaluate for specific procurement opportunities. They looked to use AI for future source selection purposes by efficiently and effectively identifying relevant records to support past performance evaluations. Additionally, the client desired data-driven and evidence-based recommendations to improve the data quality of past performance information inputted by contracting officers into the CPARS.

Solution
WWT's solution was built using WWT's Document Analytics Solution (DAS) to solve the difficulty contracting officers have trying to utilize the data for past performance evaluations. DAS is an innovative commercial item that leverages Google Cloud Platform (GCP) 's 'Cloud Document Understanding AI' project at the core of its capabilities WWT employed an 'Agile' analytics and software development methodology to iteratively build new technology solutions with a focus on delivering business outcomes The combination of our technology partners (GCP and components), process (new AI data science techniques), and methodology (agile

analytics and app dev) ensured a world-class solution for the client.

To efficiently and effectively identify past performance records, DAS uses a combination of information extraction, representation, and retrieval tools for providing optimally efficient data analysis Our pre-trained state-of-the-art natural language processing (NLP) models, grounded with Google's unique scale experience in leveraging text data, ensure world-class performance DAS algorithms are leveraged for extracting information from the solicitation and free text fields in CPARS reports, comparing solicitation vs reports and creating an overall success score based on the previous plus numerical/structured CPARS fields We understood the sensitive nature of CPARS data, and iterations of the project enabled full control over how the CPARS data is used and shared Our solution leveraged AI analytics solutions to deliver data-driven and evidence-based recommendations to enhance data quality.

Approach: The following steps outline the approach WWT used to generate the deliverables:

Design Low-level Proof-of-Concept Architecture and Planning

Final Result/Solution: Deliver CPARS AI Technical Solution

•   Identify and procure relevant documentation about current CPARS systems, processes/procedures, data, etc.

•   Identify key stakeholders to contribute to ideation sessions, sprint demos/updates, and other activities

•   Hold ideation sessions with all identified key stakeholders to validate project objectives, and proposed CPARS solution methodology (see Figure 2), generate user stories, understand opportunities for AI applications, gain context to CPARS AI solution, determine optimal technical components and presentation, etc.

•   Hold deep dives with operational and technical experts to 'fill in the gaps' from ideation sessions

•   Formulate and iterate on low-level proof-of-concept architecture and planning

•   Deliver presentation on "Briefing of Proof of Concept"

•   Gather sample CPARS data to validate the technical configuration.

•   Sample data was created for this project, and it is not available for review due to project privacy concerns WWT had to provide proof of destruction for the data once the project was complete.

•   Stand-up Google Cloud Platform GCP instance of WWT Document Analytics Solution, configured to accept CPARS data.

•   WWT looked at both Google (GCP) and open-source models for semantic reasoning While they all showed similar performance, GCP offered more explainability.

•   Validate dataflows and configuration of all services in support of data science and CPARS AI solution front-end

•   Support and iterate with the growth of the data science workstream and changing demands on technical architecture

•   Develop front-end and report-generation capabilities for access by CPARS stakeholders and end users (supplied by data science algorithms and results)

•   Create a test database to simulate real-time data flow from the production CPARS environment

| 44 | Describe any "green" initiatives that relate to your company or to your Solutions, and include a list of the certifying agency for each. | WWT has implemented several "green" initiatives focusing on sustainability, energy efficiency, and conservation. Here are some of the key initiatives along with their certifying agencies:

1.   EcoVadis Certification:
o   Initiative: WWT has been certified by EcoVadis, which provides a comprehensive sustainability ratings service.
o   Certifying Agency: EcoVadis
o   Focus Areas: Environmental impact, labor and human rights, ethics, and sustainable procurement.

2.   EPA SmartWay Certification:
o   Initiative: WWT participates in the EPA SmartWay program, which aims to enhance supply chain sustainability by improving freight transportation efficiency.
o   Certifying Agency: Environmental Protection Agency (EPA)
o   Focus Areas: Freight transportation efficiency and sustainability.

3.   Energy Star Certification:
o   Initiative: WWT's uninterruptible power supplies (UPS) solutions, such as the Smart-UPS Modular Ultra series by Schneider Electric, have achieved Energy Star 2.0 certification.
o   Certifying Agency: Energy Star
o   Focus Areas: Energy efficiency of UPS solutions.

These initiatives and certifications highlight WWT's commitment to integrating sustainability into its operations and solutions. Additional information on WWT's sustainability program can be viewed here: https://www.wwt.com/category/esg/overview | * |
| 45 | Identify any third-party issued eco-labels, ratings or certifications that your company has received for the Solutions included in your Proposal related to energy efficiency or conservation, life-cycle design (cradle-to-cradle), or other green/sustainability factors. | WWT has received several third-party issued eco-labels, ratings, and certifications related to energy efficiency, conservation, and sustainability:

1.   EcoVadis Certification: EcoVadis provides a holistic sustainability ratings service covering environmental, labor and human rights, ethics, and sustainable procurement impacts.

2.   EPA SmartWay Certification: This program helps companies advance supply chain sustainability by measuring, benchmarking, and improving freight transportation efficiency.

3.   Energy Star Certification: WWT's uninterruptible power supplies (UPS) solutions, such as the Smart-UPS Modular Ultra series by Schneider Electric, have achieved Energy Star 2.0 certification, which verifies their energy efficiency.

These certifications and ratings demonstrate WWT's commitment to sustainability and energy efficiency in their solutions. Additional information on WWT's sustainability program can be viewed here: https://www.wwt.com/category/esg/overview | * |

| 46 | 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? | Our AI Proving Ground (AIPG) is pivotal in our AI readiness strategy. This unique lab environment allows organizations to test AI technologies and understand architectural decisions, proof-of-concept capabilities, and implementation value before making significant investments. The AIPG, supported by over 200 AI consultants, scientists, architects, and engineers, has delivered dozens of successful data and AI projects.
In addition, Sourcewell members will benefit from WWT's:

•   Access to our 150+ AI & Data Scientists, Architects, Engineers, & Analysts. This team has 10+ years of experience strategizing, designing, developing, & deploying AI & Data solutions

•   Benefiting from over 30+ years' experience designing & deploying advanced technology architectures

•   Access to the team that holds 220+ Deep Learning certifications across WWT

•   10+ years performing complex technical evaluation in the ATC

•   Access to our NVIDIA expertise, as shown when WWT was recognized as Nvidia's AI Solutions Partner of the Year for eight consecutive years

•   Engineered and deployed first LLM supercomputing platform for BERT, BERT-Large, and GPT training

•   Installed first DGX SuperPod at Argonne National Labs (supporting COVID research)

•   Our experience in having integrated the world's 20th-largest supercomputer at the University of Florida

•   Access to WWT strategic advisors, who include experienced leaders from education and government, including former CIOs and CTOs, who can assist customers in achieving their AI objectives.

•   Investment of $500M+ to help customers drive enterprise AI adoption within our AI Proving Ground (AIPG).

•   Access to our AIPG, which sits within WWT's Advanced Technology Center (ATC—$1B investment). This center was created as a secure, collaborative ecosystem that brings together OEMs and technology platforms. This environment accelerates complex technology investment design and implementation.

•   Ability to provide tailored community portals to each customer entity to facilitate organizational knowledge sharing and to further accelerate and expand customer benefits. | * |

Table 5B: Value-Added Attributes

Line Item	Question	Certification	Offered	Comment
47	Select any Women or Minority Business Entity (WMBE), Small Business Entity (SBE), or veteran owned business certifications that your company or hub partners have obtained. Upload documentation and a listing of dealerships, HUB partners or re-sellers if available. Select all that apply.		◉ Yes ○ No	WWT has Minority Business certification status in the locations listed below. Additionally, through the Canadian Aboriginal and Minority Supplier Council (CAMSC), a Partner of the National Minority Diversity Council (NMSDC). [DOCUMENTS: WMBE/MBE/SBE or Related Certificates: MBE Certificates - World Wide Technology] Active MBE Registrations • Houston Minority Supplier Development Council, TX, MBE • DFWMSDC (Dallas Ft Worth Airport), TX, MBE • State of Wisconsin, WI, MBE • St. Louis Lambert International Airport, MO, MBE • The Port Authority of New York & New Jersey, NJ, MBE • CAMSC Canadian Affiliate of NMSDC, CAN, MBE • Port of Houston, TX, MBE • Pennsylvania Turnpike, PA, MBE • Commonwealth of Pennsylvania, PA, MBE • State of Tennessee, TN, MBE • Howard County Government, MD, MBE • Los Angeles County, CA, MBE • Commonwealth of Massachusetts, MA, MBE • Supplier Clearinghouse for California Public Utilities Commission, CA, MBE • State of Missouri, MO, MBE • New York City Small Business Service NYC SBS, NY, MBE • City of Los Angeles (RAMP), CA, MBE • Louisville-Jefferson County Metro Government, KY, MBE • State of North Carolina, NC, HUB • Georgia Minority Supplier Development Council, MBE Active MWBE Registrations • State of Santa Clara Valley Transportation Authority, CA, MWBE
48		Minority Business Enterprise (MBE)	◉ Yes ○ No	WWT is the largest Minority-owned Business Enterprise in the US.
49		Women Business Enterprise (WBE)	○ Yes ◉ No	
50		Disabled-Owned Business Enterprise (DOBE)	○ Yes ◉ No	
51		Veteran-Owned Business Enterprise (VBE)	○ Yes ◉ No	
52		Service-Disabled Veteran-Owned Business (SDVOB)	○ Yes ◉ No	
53		Small Business Enterprise (SBE)	○ Yes ◉ No	
54		Small Disadvantaged Business (SDB)	○ Yes ◉ No	
55		Women-Owned Small Business (WOSB)	○ Yes ◉ No	

Table 6: Pricing (400 Points)

Provide detailed pricing information in the questions that follow below.

Line Item	Question	Response *

56	Describe your payment terms and accepted payment methods.	WWT's payment terms are Net 30 days. We do accept payment via ACH, check or credit card.	*
57	Describe any leasing or financing options available for use by educational or governmental entities.	WWT has established relationships with leading financing institutions like Bank of America, US Bank, Cisco Capital, Dell Financial Services, Hewlett Packard Financial Services and others to provide customized and flexible payment solutions to our customers to simplify sourcing for all technology solutions. Many of WWT's Fortune 500 customers work with us to structure payment plans around their current business strategies and future visions. Our flexible payment programs include 100% financing for hardware, Enterprise Agreements, software, services, and maintenance. We take into consideration cash flow and annual budget requirements. Program Structure: • Funding commencement based upon capital outlay vs. budget/revenue realization • Terms: 12 to 60 months • Payment terms: Monthly, quarterly or annually • Transaction size: Unlimited • Available structures: FMV, dollar out, loans, OEM special financing programs including 0% offers, service and consumption-based models, step payments, and custom models • Renewal options for IT hardware, maintenance, and Enterprise License Agreements (ELAs) • Varied funding sources that provide competitive pricing and end-of-term flexibility o OEM funding partners – Cisco Capital, Dell Financial Services, Hewlett Packard Enterprise Financial Services, and others o Banks - Bank of America and US Bank o Independent funding partners – CSI Leasing, Huntington Technology Finance, ePlus and others • Simplified documentation outlining the absolute financial obligation of the customer • WWT coordinates all aspects of the transactions • Practice established in 2005	*
58	Describe any standard transaction documents that you propose to use in connection with an awarded agreement (order forms, terms and conditions, service level agreements, etc.). Upload all template agreements or transaction documents which may be proposed to participating entities.	In the normal course of transactions, WWT will provide a quote to a customer referencing the Sourcewell contract. The contract terms and conditions will be used for those transactions. If the OEM being sold has additional terms and conditions, service level agreements, or end-user licenses, those items will be passed to the customer as required. The WWT account teams will inform the customer of any of these additional items during the quoting phase.	*
59	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?	Yes, WWT accepts P-card transactions, and we do not pass along any charges for using a P-card.	*

| 60 | 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. | WWT offers a comprehensive pricing structure for AI readiness, implementation, and support services, designed to align with the unique needs and budgetary constraints of our clients. Our pricing model is flexible and can be tailored to accommodate various funding requirements, including CapEx and OpEx budgets.

For AI readiness, our services encompass initial assessments, strategic planning, and the development of a customized AI roadmap. The pricing for these services is typically structured on a project basis, taking into account the scope and complexity of the assessment and planning activities. This phase may include workshops, stakeholder interviews, and the creation of detailed documentation outlining the current state and future AI strategy.

Implementation services are priced based on the specific tasks and deliverables required to deploy AI solutions. This includes the design, development, and deployment of AI models, as well as the integration of AI technologies into existing systems. Our implementation pricing can be structured as a fixed-price contract or on a time-and-materials basis, depending on the client's preference and the nature of the project. We also offer bundled solutions that include maintenance, installation, training, and on-site support to ensure a seamless implementation process.

Support services are available through our Managed Services team, which provides ongoing remote support and maintenance for AI solutions. The standard billing method for Managed Services includes a one-time programmatic fee for onboarding and monthly billing for all managed devices. We offer flexible billing options, including OpEx, CapEx, or hybrid models, to meet the diverse needs of our clients.

Additionally, WWT can facilitate the purchase of enhanced warranties and service options from OEMs and third-party providers, ensuring comprehensive coverage and support for AI solutions. The nature, extent, and cost of these warranties will vary based on the OEM and platform. | * |
| 61 | 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. | WWT offers a comprehensive suite of AI readiness, implementation, and support services designed to meet the unique needs of our clients, including Sourcewell members. Our pricing model is structured to provide transparency and flexibility, ensuring that each Sourcewell member receives tailored solutions that align with their specific requirements.

WWT's pricing model is designed to be flexible, allowing our clients to select the services that best meet their needs. For clients engaging in multiple workstreams or requiring long-term support, we offer bundled pricing and discounts to provide additional value. Our goal is to ensure that each client can effectively leverage AI to achieve their business objectives while maintaining budgetary control.

WWT is providing a pricing model that includes an AI-specific Sourcewell Labor Rate card with 25+ categories. We have provided pricing for Years 1-4 with a note that pricing for Years 5 - 8 will be provided upon contract exercised option years.

WWT are also offering Value-Added pricing for any products that Sourcewell members might need to purchase for an entire AI Readiness solution. The pricing structure for this is a Discount from MSRP List price. | * |

| 62 | Describe any quantity or volume discounts or rebate programs that you offer. | WWT offers competitive and flexible pricing models tailored to meet the specific needs of our clients, including Sourcewell entities. The pricing catalog for AI services can vary based on several factors, such as the volume of the order, the type of services or products being procured, and the specific terms of the agreement negotiated with the OEM vendors.

WWT maintains a robust catalog management system that is updated daily with the latest pricing and product availability, ensuring that our clients always have access to the most current and competitive pricing. Our catalog backend integrates with vendor feeds to update pricing, and our Inside Sales Representatives manage discount amounts when integration is not available.

Furthermore, WWT's strategic partnerships and high-level status with major OEMs allow us to negotiate preferred vendor pricing, attain registered preferred pricing, or honor existing pricing agreements in place for Sourcewell entities. This negotiation power ensures that Sourcewell entities benefit from the most favorable pricing available, delivering repeatable, predictable, and manageable procurement cycles. | * |
| 63 | Propose a method of facilitating "sourced" products or related services, which may be referred to as "open market" items or "non-contracted items". For example, you may supply such items "at cost" or "at cost plus a percentage," or you may supply a quote for each such request. | WWT can offer open market or non-standard pricing on any products or services that don't align with the proposed pricing model. Those items will be identified as Open Market / No Contract on the quotes and/or SOWs. If they are complementary to the AI Readiness solutions proposed, we will price these items to Sourcewell members in alignment with the Sourcewell AI Readiness contract pricing proposed in this RFP. | * |

| 64 | 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. | WWT is committed to providing transparent and comprehensive AI readiness, implementation, and support services. While our standard engagement covers a wide range of services, additional costs may be associated with specific aspects of AI projects. These costs can vary based on the unique requirements and scope of each engagement.

Hardware and Infrastructure Costs: AI readiness often requires specialized hardware, such as high-performance computing systems, AI accelerators, and advanced networking equipment. These costs are dependent on the specific needs of the project and the existing infrastructure of the client. For example, planning for hardware that meets high-performance computing requirements versus standard servers may incur additional costs.

Software Licensing and Tools: The implementation of AI solutions may require specific software licenses and tools. WWT partners with leading software providers and can offer a range of SAM tools and recommendations tailored to your needs. If there are significant gaps in existing tools, additional costs may be incurred for acquiring and implementing these tools.

Training and Skill Development: Effective AI deployment requires continuous knowledge development for IT personnel. WWT provides customized learning paths through our Advanced Technology Center (ATC), including hands-on labs, workshops, and other educational resources. These training programs are designed to help your team get ahead of the learning curve, and there may be associated costs for these services.

Consulting and Professional Services: WWT offers a range of consulting services, including AI governance strategy, security assessments, and business strategy consulting. These services are tailored to meet the specific needs of each client and may involve additional costs based on the complexity and duration of the engagement.

Security and Compliance: Ensuring the security of AI systems is critical. WWT provides comprehensive AI security programs, including vulnerability assessments, governance and policy development, and security training. These services are designed to protect AI environments and may involve additional costs depending on the scope of the security measures required.

Data Management and Integration: AI projects often require extensive data management and integration efforts. This includes data quality assessments, data governance practices, and the development of data policies. Additional costs may be incurred for these activities, especially if there is a need for significant data cleansing or integration with existing systems.

Ongoing Support and Maintenance: Post-implementation support and maintenance are crucial for the sustained success of AI solutions. WWT offers managed services and ongoing support to ensure the smooth operation of AI systems. These services may involve additional costs based on the level of support required and the duration of the maintenance period.

WWT is dedicated to providing value-driven solutions and will work closely with Sourcewell entities to outline all potential costs upfront, ensuring a clear understanding of the investment required for successful AI readiness, implementation, and support. | * |

| 65 | Describe any unique distribution and/or delivery methods or options offered in your proposal. | Network and Distribution
WWT's network and distribution capabilities are designed to support the delivery of AI readiness, implementation, and support services on a global scale. Headquartered in St. Louis, Missouri, WWT has a presence in the Americas, Europe, and Asia Pacific, with international locations including Australia, Brazil, Canada, China, France, Germany, Hong Kong, India, Japan, Malaysia, Mexico, Netherlands, New Zealand, Norway, Philippines, Puerto Rico, Singapore, South Korea, Switzerland, Taiwan, Thailand, United Kingdom, and Vietnam. This extensive global footprint allows WWT to fulfill product requirements in many countries based on multiple sourcing and delivery models.

WWT operates nearly five million square feet of distribution space worldwide, including more than 100,000 square feet of staging and integration space. Major hubs are strategically located in the U.S., Europe, Singapore, and India, enabling WWT to reduce OEM lead times by placing products closer to end customers. These global integration centers operate under a single leadership team, utilizing consistent systems, processes, and resource structures to provide a uniform experience in building and deploying technology solutions across the globe.

WWT's integration centers are climate-controlled production environments with advanced networking, secure remote access, and certified procedures specifically designed for staging, kitting, and configuring advanced technology solutions. Each facility is staffed by certified engineers with logistical and technical expertise to reduce the risk, cost, and complexity of IT deployments. These centers can simultaneously configure and integrate thousands of systems per week, providing secure, controlled environments where tasks can be performed on equipment to help customers move quickly from planning and designing new or evolving technology to implementing it.

WWT's Advanced Technology Center (ATC) also powers the AI Proving Ground (AIPG), offering unrivaled access to the world's leading AI technologies. The ATC is a robust, digitally accessible physical lab environment that enables clients and partners to make technology decisions faster and without risk. This ecosystem allows organizations to test, train, and implement innovative AI use cases, solving common obstacles such as hardware availability, connectivity challenges, high costs, and power and cooling concerns.

WWT's logistics capabilities include provisioning services for IT equipment from various hardware and equipment manufacturers, receiving and shipment preparation, asset tagging, product storage, kitting, imaging services, test and burn-in, rack and stack integration, and remote access. These services are supported by an SLA-based global logistics program, which ensures timely and efficient delivery of products and services to customers worldwide.

Due to WWT's large presence in the technology integrator space, we have access to thousands of products and services from hundreds of manufacturers. Below is a list of many OEM partners.
https://www.wwt.com/explore/partners | * |

66	Specifically describe any self-audit process or program that you plan to employ to verify compliance with your proposed agreement with Sourcewell. This process includes ensuring that Sourcewell participating entities obtain the proper pricing.	WWT uses a custom-built quoting system called ORCA, and then orders are won and passed through Oracle for processing. WWT does accept Purchase orders and credit cards. WWT offers operational metrics and reports generated from our ERP and eCommerce systems and can be developed in accordance with agreed-upon contract requirements. To support tactical needs, our operational reports provide transaction-level information. For strategic planning, our metrics and statistical reports use the same data to provide analysis, trending, and performance information related to a particular function over a period. Since WWT used 200+ SLED contracts we have the knowledge and ability to pull sales data based on contract and report back to Sourcewell per contract requirements. Therefore, we are reviewing, populating, and sending out 200+ reports on a monthly/quarterly basis as defined by the contract. We do have a self-audit initiative on all our SLED contracts. Random quotes are reviewed before being finalized and processed to ensure compliance. Additionally, a monthly contract reporting audit will be carried out to ensure reports are being submitted, properly, completely, and in compliance with the contract.	*
67	If you are awarded an agreement, provide a few examples of internal metrics that will be tracked to measure whether you are having success with the agreement.	The following is a list of customizable reports that WWT can provide. These reports are available as soon as WWT starts leveraging the Sourcewell contract and can be delivered per agreement. • Quote Metric Report. This report provides quote header and line-level detail, providing visibility into your open opportunity pipeline. • Booked Order Report: This report provides header and line level detail providing visibility into your booked orders. • Order Tracking Report. This report provides both shipped and open line-level information for each order booked. • Monthly and Quarterly Spend. This report provides customer invoice data for a specific time period.	*
68	Provide a proposed Administration Fee payable to Sourcewell. The Fee is in consideration for the support and services provided by Sourcewell. The propose an Administrative Fee will be payable to Sourcewell on all completed transactions to participating entities utilizing this Agreement. The Administrative Fee will be calculated as a stated percentage, or flat fee as may be applicable, of all completed transactions utilizing this Master Agreement within the preceding Reporting Period defined in the agreement.	WWT is proposing an Administration Fee of 1.50%. This is consistent with many other large National Cooperative contracts that WWT owns and uses in the SLED space.	*

Table 7: Pricing Offered

Line Item	The Pricing Offered in this Proposal is: *	Comments	
69	The pricing offered does not fit the categories above. Please specify the basis for the pricing offered, including any unique circumstances or justifications that apply.	WWT is providing a pricing model that includes an AI-specific Sourcewell Labor Rate card with 25+ categories. We have provided pricing for Years 1-4 with a note that pricing for Years 5 - 8 will be provided upon contract exercised option years. *Note: The provided rates are not to exceed (NTE). Each project's rates will be determined by its scope of work. Additionally, WWT will add a value-added pricing category that will allow Sourcewell members to purchase complementary and/or necessary items (both products and/or services) to complete their AI Readiness solution. The value-added pricing provided is for a Discount from MSRP List.	*

Table 8A: Depth and Breadth of Offered Solutions (200 Points)

Line Item	Question	Response *	
70	Provide a detailed description of all Solutions offered in your proposal.	WWT offers a comprehensive suite of AI readiness, implementation, and support solutions designed to meet the diverse needs of Sourcewell members. Our approach is built on a foundation of deep expertise, strategic partnerships, and a proven methodology that helps ensure successful AI adoption and deployment. Detailed descriptions of each solution and subcategories are included below. STRATEGIC ADVISORY AI Readiness Assessment The WWT AI Readiness Assessment is designed to help organizations evaluate and enhance their AI capabilities to optimize efficiency and effectiveness. The assessment provides a comprehensive examination of AI technologies and their potential impact on an organization's operations, focusing on identifying opportunities for AI integration and creating a roadmap for successful implementation. It includes components such as speech recognition, chatbots and virtual assistants, natural language processing (NLP), automation of routine tasks, and analytics. The process involves evaluating the current state of customer experience and operational processes, designing and implementing voice-driven interactive voice response (IVR) systems, and identifying quick wins to optimize current capabilities. The assessment aims to align AI initiatives with key business goals, evaluate current capabilities, identify opportunities for process improvement, and provide a clear and actionable roadmap for AI adoption and integration. The deliverables of the assessment include recommendations for enhancing self-service capabilities and supporting agents with AI tools, mapping current workflows to identify opportunities for AI integration, identifying areas where AI can improve customer experience and operational workflows, and delivering a detailed plan to leadership for driving AI adoption and achieving desired outcomes. Additionally, the assessment ensures that the organization's team is equipped with the necessary knowledge to implement and manage AI solutions effectively. Typically, the assessment involves a six-to-eight week engagement, depending on the complexity of the project, and is aimed at helping organizations leverage AI to improve customer satisfaction, operational efficiency, and overall business performance. Strategy Development	

WWT's AI Strategy Development services are designed to create a comprehensive and tailored AI strategy that aligns with an organization's objectives and long-term vision. This process begins with a thorough understanding of the organization's goals, current capabilities, and the specific challenges it faces. WWT works closely with stakeholders to identify the most impactful AI opportunities and to define clear objectives for AI implementation.

The strategy development involves several critical steps, including resource allocation, technology selection, and timeline planning. WWT ensures that the chosen AI technologies are the best fit for the organization's needs and that the necessary resources, such as data, infrastructure, and talent, are in place to support AI initiatives. The timeline planning aspect of the strategy outlines the key milestones and deliverables, ensuring that AI projects are executed efficiently and within the desired timeframe.

Additionally, WWT's AI Strategy Development services include the creation of a governance framework to manage AI initiatives effectively. This framework addresses issues such as data privacy, security, and ethical considerations, ensuring that AI technologies are deployed responsibly and in compliance with relevant regulations. By leveraging WWT's expertise in AI strategy development, organizations can achieve a structured and strategic approach to AI adoption, maximizing the return on investment and driving innovation across their operations.

AI Use Case Identification
WWT's AI Use Case Identification services are designed to help organizations pinpoint specific areas where AI can deliver the most significant impact. This process begins with a thorough analysis of the organization's operations, challenges, and strategic goals. WWT collaborates with key stakeholders to understand their pain points and identify opportunities where AI can drive efficiency, innovation, and competitive advantage.

The identification process involves evaluating various business functions and processes to determine where AI technologies can be most effectively applied. WWT leverages its expertise to assess the feasibility and potential benefits of different AI use cases, considering factors such as data availability, technological readiness, and alignment with business objectives. By prioritizing high-value use cases, WWT ensures that organizations can focus their AI efforts on initiatives that offer the greatest return on investment.

Additionally, WWT provides detailed recommendations and actionable insights for each identified use case. This includes outlining the specific AI technologies and methodologies that can be employed, as well as the expected outcomes and performance metrics. By offering a clear and structured approach to AI use case identification, WWT enables organizations to strategically plan their AI initiatives and achieve measurable results.

Through WWT's AI Use Case Identification services, organizations can unlock the full potential of AI, driving transformative change and achieving their business goals more effectively.

Roadmap Development
WWT's AI Roadmap Development services are designed to provide organizations with a structured and detailed plan for implementing AI solutions. This process begins with a comprehensive assessment of the organization's current state, including its technological infrastructure, data assets, and AI readiness. WWT works closely with stakeholders to understand their strategic objectives and to identify the key milestones and deliverables necessary for successful AI integration.

The AI roadmap outlines a clear timeline for the implementation of AI initiatives, detailing each phase of the project from initial planning to full deployment. It includes specific tasks, resource allocation, and performance metrics to ensure that AI projects are executed efficiently and effectively. WWT also identifies potential risks and challenges, providing strategies to mitigate them and ensuring that the organization is prepared for any obstacles that may arise.

Additionally, the roadmap incorporates best practices for AI governance and ethics, ensuring that AI technologies are deployed responsibly and in compliance with relevant regulations. This includes establishing frameworks for data privacy, security, and ethical considerations, fostering trust among stakeholders and promoting the responsible use of AI.

By leveraging WWT's AI Roadmap Development services, organizations can achieve a clear and actionable plan for AI adoption, ensuring that their AI initiatives are aligned with business goals and executed with precision. This structured approach

enables organizations to maximize the return on investment from their AI projects and drive innovation across their operations.

AI Governance and Ethics

WWT's AI Governance and Ethics services are designed to ensure that AI technologies are deployed responsibly and in compliance with relevant regulations. This process begins with the establishment of a comprehensive governance framework that addresses key issues such as data privacy, security, and ethical considerations. WWT works closely with organizations to develop policies and procedures that guide the ethical use of AI, ensuring that AI initiatives align with the organization's values and societal expectations.

The governance framework includes mechanisms for monitoring and managing AI systems throughout their lifecycle, from development to deployment and beyond. This involves setting up oversight committees, defining roles and responsibilities, and establishing protocols for auditing and accountability. WWT emphasizes the importance of transparency and explainability in AI systems, advocating for practices that make AI decision-making processes understandable and justifiable to stakeholders.

Additionally, WWT's approach to AI ethics involves proactive risk management to identify and mitigate potential biases and unintended consequences of AI applications. This includes conducting thorough impact assessments and implementing safeguards to protect against discriminatory outcomes. By fostering a culture of ethical AI use, WWT helps organizations build trust with their customers, employees, and the broader community.

Through its AI Governance and Ethics services, WWT enables organizations to navigate the complex landscape of AI regulation and ethical considerations, ensuring that their AI initiatives are not only effective but also responsible and sustainable. This structured approach helps organizations to uphold their reputation, comply with legal requirements, and contribute positively to society.

OPERATIONALIZATION

AI Model Development and Training (including Retrieval Augmented Generative AI)

WWT's AI Model Development and Training services are designed to create robust and effective AI models tailored to an organization's specific needs. This process begins with a comprehensive assessment of the organization's data assets and business objectives to identify the most suitable AI techniques and algorithms. WWT collaborates closely with stakeholders to ensure that the AI models align with strategic goals and deliver actionable insights.

The model development phase involves selecting the appropriate machine learning or deep learning algorithms and training them on relevant datasets. WWT employs advanced techniques such as supervised learning, unsupervised learning, and reinforcement learning to build models that can accurately predict outcomes and make informed decisions. The training process includes rigorous testing and validation to ensure that the models perform well under various conditions and scenarios.

One of the key components of WWT's AI Model Development and Training services is the incorporation of Retrieval Augmented Generative AI (RAG). RAG combines the strengths of retrieval-based and generative AI models to enhance the accuracy and relevance of the generated outputs. By leveraging large-scale knowledge bases and retrieval mechanisms, RAG models can provide more contextually appropriate and informative responses, making them particularly useful for applications such as customer support, content generation, and decision support systems.

Throughout the development and training process, WWT emphasizes the importance of model interpretability and transparency. This involves implementing techniques to make the AI models' decision-making processes understandable to stakeholders, fostering trust and facilitating the adoption of AI solutions. Additionally, WWT ensures that the models are scalable and maintainable, with mechanisms in place for continuous monitoring, updating, and improvement.

By leveraging WWT's AI Model Development and Training services, organizations can develop high-performing AI models that drive innovation and efficiency. This structured approach enables organizations to harness the full potential of AI, transforming data into valuable insights and achieving their business objectives.

AI Model Deployment

WWT's AI Model Deployment services are focused on ensuring that AI models are seamlessly integrated into an organization's production environment. This process begins with a thorough assessment of the existing infrastructure to identify any

necessary adjustments or enhancements required for deployment. WWT collaborates with stakeholders to develop a deployment strategy that aligns with the organization's operational needs and business objectives. The deployment phase involves setting up automated pipelines for data ingestion, model training, and deployment, ensuring that the models are scalable, reliable, and maintainable. By leveraging best practices in model management, WWT ensures that AI solutions are effectively operationalized, delivering accurate and valuable insights in real-time.

By utilizing WWT's AI Model Deployment services, organizations can achieve a smooth transition from development to production, ensuring that their AI models deliver maximum value and drive operational efficiency.

AI Model Monitoring and Maintenance

WWT's AI Model Monitoring and Maintenance services are designed to ensure the ongoing performance and reliability of AI models post-deployment. This involves setting up continuous monitoring systems to track the models' performance, detect anomalies, and identify areas for improvement. Regular performance evaluations and troubleshooting are conducted to address any issues that may arise. WWT also provides updates and retraining of models to adapt to changing data patterns and business requirements. By maintaining a proactive approach to model monitoring and maintenance, WWT helps organizations maximize the longevity and effectiveness of their AI solutions.

Leveraging WWT's AI Model Monitoring and Maintenance services ensures that AI models remain accurate and relevant, providing sustained value and supporting long-term business goals.

MLOps (Machine Learning Operations)

WWT's MLOps (Machine Learning Operations) services aim to streamline the end-to-end lifecycle of machine learning models, from development to deployment and beyond. MLOps integrates best practices from software development and operations to create a robust framework for managing machine learning workflows. This includes version control, automated testing, continuous integration, and continuous deployment (CI/CD) pipelines. WWT's MLOps services ensure that models are consistently delivered and maintained with high quality, reducing the time and effort required to bring AI solutions to production. By fostering collaboration between data scientists, engineers, and IT operations, WWT enables organizations to achieve greater efficiency and scalability in their AI initiatives.

By adopting WWT's MLOps services, organizations can enhance their AI capabilities, ensuring that machine learning models are deployed and managed effectively, leading to faster innovation and improved business outcomes.

Data Management and Integration

WWT's Data Management and Integration services are essential for the successful implementation of AI solutions. This involves the collection, storage, and processing of large volumes of data from various sources. WWT helps organizations establish robust data pipelines and architectures that ensure data quality, consistency, and accessibility. Integration of disparate data sources is facilitated to create a unified view of the data, enabling more accurate and comprehensive analysis. By leveraging advanced data management techniques, WWT ensures that organizations have the necessary data foundation to support their AI initiatives and drive informed decision-making.

Utilizing WWT's Data Management and Integration services provides organizations with a solid data infrastructure, enabling them to harness the full potential of their data assets and achieve strategic business objectives.

AI Security and Compliance

WWT's AI Security and Compliance services are designed to protect AI systems and ensure they adhere to relevant regulations and standards. This involves implementing robust security measures to safeguard data and AI models from threats such as data breaches, adversarial attacks, and unauthorized access. WWT also helps organizations navigate the complex landscape of AI regulations, ensuring compliance with data privacy laws and ethical guidelines. By conducting thorough risk assessments and implementing security best practices, WWT ensures that AI solutions are not only effective but also secure and compliant. This approach helps organizations build trust with stakeholders and mitigate potential risks associated with AI deployment.

By leveraging WWT's AI Security and Compliance services, organizations can confidently deploy AI solutions, knowing that they are protected against threats and

compliant with all relevant regulations, thereby fostering trust and ensuring sustainable growth.

IMPLEMENTATION SERVICES

WWT's AI implementation services are designed to help organizations effectively integrate AI technologies into their operations to enhance efficiency and drive innovation. These services encompass a comprehensive approach that includes the evaluation of current capabilities, the design and deployment of AI solutions, and ongoing support to ensure successful implementation. The process begins with a thorough assessment of the organization's existing infrastructure and business processes to identify areas where AI can provide the most significant impact. This is followed by the development of a tailored AI strategy that aligns with the organization's goals and objectives.

WWT's AI implementation services cover various AI technologies, including machine learning, natural language processing (NLP), computer vision, and robotics. The implementation process involves the creation of custom AI models, the integration of AI solutions with existing systems, and the deployment of AI-driven applications. WWT also provides training and support to ensure that the organization's team is equipped with the necessary skills to manage and maintain the AI solutions effectively.

Additionally, WWT offers continuous monitoring and optimization services to ensure that the AI solutions deliver the desired outcomes and adapt to changing business needs. By leveraging WWT's AI implementation services, organizations can achieve improved operational efficiency, enhanced customer experiences, and a competitive edge in their respective industries.

AI Infrastructure Setup

WWT's AI Infrastructure Setup services are designed to establish a robust and scalable foundation for AI initiatives. This process begins with a comprehensive assessment of the organization's current infrastructure and future needs. WWT collaborates with stakeholders to design and implement an AI infrastructure that includes high-performance computing resources, data storage solutions, and networking capabilities. The setup phase involves configuring hardware and software components to ensure optimal performance and reliability. By leveraging best practices in infrastructure management, WWT ensures that the AI infrastructure is capable of supporting complex AI workloads and can scale as the organization's needs evolve.

Utilizing WWT's AI Infrastructure Setup services provides organizations with a solid foundation for their AI projects, enabling them to achieve high performance and reliability from the outset.

AI Solution Customization

WWT's AI Solution Customization services focus on tailoring AI models and solutions to meet the specific needs and objectives of an organization. This involves working closely with stakeholders to understand their unique requirements and challenges. WWT employs a range of techniques, including data preprocessing, feature engineering, and algorithm selection, to develop customized AI solutions that deliver actionable insights and drive business value. The customization process also includes rigorous testing and validation to ensure that the solutions perform well under various conditions.

By leveraging WWT's AI Solution Customization services, organizations can develop AI models that are precisely aligned with their strategic goals, resulting in more effective and impactful AI deployments.

AI Solution Integration

WWT's AI Solution Integration services are designed to seamlessly incorporate AI models into an organization's existing systems and workflows. This process involves identifying integration points, developing APIs (Application Programming Interfaces), and ensuring compatibility with existing software and hardware. WWT collaborates with stakeholders to create a comprehensive integration strategy that minimizes disruption and maximizes the benefits of AI solutions. The integration phase includes thorough testing and validation to ensure that the AI models operate smoothly within the existing infrastructure.

By utilizing WWT's AI Solution Integration services, organizations can achieve a seamless transition to AI-powered operations, enhancing efficiency and productivity without compromising existing processes.

AI Solution Scaling

WWT's AI Solution Scaling services are focused on expanding the capabilities of AI models to handle increased workloads and larger datasets. This involves optimizing the AI infrastructure, implementing distributed computing techniques, and leveraging cloud-based resources to ensure scalability. WWT works with organizations to develop a scaling strategy that aligns with their growth objectives and operational needs. The scaling process includes performance testing and monitoring to ensure that the AI models maintain their accuracy and efficiency as they scale.

By leveraging WWT's AI Solution Scaling services, organizations can ensure that their AI solutions can grow alongside their business, enabling them to handle larger volumes of data and more complex tasks without sacrificing performance.

AI Performance Optimization

WWT's AI Performance Optimization services aim to enhance the efficiency and effectiveness of AI models. This involves analyzing the models' performance, identifying bottlenecks, and implementing optimization techniques such as hyperparameter tuning, model pruning, and hardware acceleration. WWT collaborates with stakeholders to develop a performance optimization strategy that aligns with their specific goals and requirements. The optimization process includes continuous monitoring and iterative improvements to ensure that the AI models deliver optimal results.

By utilizing WWT's AI Performance Optimization services, organizations can maximize the value of their AI investments, achieving faster and more accurate insights that drive better decision-making and business outcomes.

AI User Training and Support

WWT's AI support services are designed to ensure that organizations can effectively manage and maintain their AI solutions to achieve sustained success and adaptability. These services encompass a range of support activities, including continuous monitoring, optimization, and troubleshooting to ensure that AI systems operate efficiently and deliver the desired outcomes. WWT provides comprehensive support that begins with the initial deployment of AI solutions and extends throughout their lifecycle, ensuring that the AI technologies remain aligned with the organization's evolving business needs. The support services include regular performance assessments to identify areas for improvement and to implement necessary adjustments to enhance the effectiveness of AI models.

WWT also offers training and knowledge transfer to equip the organization's team with the skills required to manage and optimize AI solutions independently. This involves developing customized training programs that cover the fundamentals of AI, as well as specific tools and techniques relevant to the organization's AI initiatives. WWT provides hands-on training sessions, workshops, and ongoing support to ensure that users are confident and proficient in using AI models. The support services also include troubleshooting, updates, and enhancements to address any issues that may arise.

By leveraging WWT's AI User Training and Support services, organizations can benefit from expert guidance and technical assistance, enabling them to maximize the value of their AI investments, and ensure that their teams are well-equipped to harness the full potential of AI solutions, leading to greater adoption and more successful AI deployments.

GENERAL SERVICES

AI Training and Awareness

WWT's AI Training and Awareness services are designed to educate and empower organizations about the potential and applications of AI technologies. This involves developing comprehensive training programs that cover the basics of AI, machine learning, and data science, as well as more advanced topics tailored to the specific needs of the organization. WWT provides a variety of training formats, including workshops, seminars, and hands-on labs, to ensure that participants gain practical knowledge and skills. By leveraging WWT's AI Training and Awareness services, organizations can build a knowledgeable workforce that is capable of leveraging AI technologies to drive innovation and achieve strategic objectives.

Utilizing WWT's AI Training and Awareness services helps organizations foster a culture of continuous learning and innovation, ensuring that their teams are well-prepared to harness the power of AI for competitive advantage.

AI Program and Project Management

WWT's AI Program and Project Management services focus on overseeing and guiding AI initiatives from inception to completion. This involves defining project goals,

developing detailed project plans, and coordinating resources to ensure timely and successful delivery. WWT employs best practices in project management, including agile methodologies, to manage the complexities of AI projects and adapt to changing requirements. By providing expert oversight and management, WWT ensures that AI programs are executed efficiently, within budget, and aligned with the organization's strategic goals.

Utilizing WWT's AI Program and Project Management services helps organizations navigate the complexities of AI implementation, ensuring that projects are delivered successfully and deliver the desired outcomes. By leveraging these services, organizations can achieve their AI objectives more effectively, driving innovation and achieving long-term success.

Resource Augmentation
WWT's Resource Augmentation services provide organizations with access to specialized AI talent and expertise to support their AI initiatives. This involves identifying and deploying skilled professionals, such as data scientists, machine learning engineers, and AI consultants, to work alongside the organization's existing teams. WWT ensures that the augmented resources are well-integrated and aligned with the organization's goals and processes. By leveraging WWT's Resource Augmentation services, organizations can quickly scale their AI capabilities, address skill gaps, and accelerate the development and deployment of AI solutions. This approach enables organizations to enhance their AI projects with the right expertise, ensuring successful implementation and maximizing the value of their AI investments.

By utilizing WWT's Resource Augmentation services, organizations can achieve greater flexibility and agility in their AI initiatives, leading to more effective and impactful AI deployments.

Products (featured in our ATC and AI Proving Ground)
WWT's Advanced Technology Center (ATC) and AI Proving Ground feature a variety of products and solutions across different categories, including On-Premises Infrastructure, Middleware, and Cloud services (SaaS, PaaS, IaaS). Here are detailed descriptions for each category:

On-Prem Infrastructure
WWT's ATC and AI Proving Ground offer a range of on-premises infrastructure solutions designed to support high-performance computing and data-intensive applications. These solutions include powerful servers, storage systems, and networking equipment from leading technology providers. By leveraging these on-premises infrastructure solutions, organizations can achieve optimal performance, security, and control over their data and applications. This setup is ideal for organizations with stringent data privacy requirements or those that need to maintain critical workloads on-site.

Utilizing WWT's on-premises infrastructure solutions ensures that organizations have a robust and scalable foundation to support their AI and IT initiatives, leading to enhanced operational efficiency and reliability.

Middleware
Middleware solutions featured in WWT's ATC and AI Proving Ground facilitate seamless integration and communication between different software applications and systems. These solutions include enterprise service buses (ESBs), message brokers, and API management platforms that enable organizations to connect disparate systems and streamline their workflows. Middleware plays a crucial role in ensuring data consistency, reliability, and real-time processing across various applications.

By leveraging WWT's middleware solutions, organizations can enhance their IT infrastructure's interoperability, reduce complexity, and improve overall system performance. This approach enables organizations to build more agile and responsive IT environments, supporting their digital transformation efforts.

Cloud (SaaS, PaaS, IaaS)
WWT's ATC and AI Proving Ground feature a comprehensive suite of cloud services, including Software as a Service (SaaS), Platform as a Service (PaaS), and Infrastructure as a Service (IaaS). These cloud solutions provide organizations with the flexibility to scale their IT resources on-demand, reduce capital expenditures, and accelerate the deployment of applications and services. SaaS offerings include a wide range of business applications that can be accessed over the internet, eliminating the need for on-premises installations. PaaS solutions provide a platform for developing, testing, and deploying applications, while IaaS offers virtualized

		computing resources over the cloud. By leveraging WWT's cloud services, organizations can achieve greater agility, cost-efficiency, and innovation, enabling them to respond quickly to changing business needs and market demands. By utilizing the products and solutions featured in WWT's ATC and AI Proving Ground, organizations can build a robust and scalable IT infrastructure that supports their strategic goals and drives business success. STRATEGIC PARTNERSHIPS Our AI solutions are backed by strategic partnerships with industry leaders, such as NVIDIA, Intel, AWS, Google, and Microsoft, enabling us to deliver best-in-class AI technologies and services. These partnerships, combined with our AI Proving Ground, allow us to offer scalable, secure, and responsible AI solutions that drive business value and innovation. WWT's AI readiness, implementation, and support solutions are further enhanced by our commitment to responsible AI practices. We prioritize ethical considerations, stakeholder impact assessments, and compliance with regulatory standards to ensure the safe and fair deployment of AI systems. Our AI Driver's License initiative validates and certifies our employees' AI competencies, ensuring they leverage current best practices in client engagements. Additionally, WWT's AI security program addresses multiple areas of concern to protect AI systems. This includes evaluating AI environments, conducting vulnerability assessments, and establishing governance structures and policies for AI deployment. Our comprehensive approach ensures that AI solutions are not only effective but also secure and compliant with organizational goals and regulatory requirements.	
71	Within this RFP category there may be subcategories of solutions. List subcategory titles that best describe your products and services.	1. Strategic Advisory • AI Readiness Assessment • AI Strategy Development • AI Use Case Identification • AI Roadmap Development • AI Governance and Ethics 2. Operationalization • AI Model Development and Training (including Retrieval Augmented Generative AI) • AI Model Deployment • AI Model Monitoring and Maintenance • MLOps (Machine Learning Operations) • Data Management and Integration • AI Security and Compliance 3. Implementation • AI Infrastructure Setup • AI Solution Customization • AI Solution Integration • AI Solution Scaling • AI Performance Optimization • AI User Training and Support 4. General Services • AI Training and Awareness • AI Program and Project Management • Resource Augmentation 5. Products (featured in our ATC and AI Proving Ground) • On Prem Infrastructure • Middleware • Cloud (SaaS, PaaS, IaaS)	*

Table 8B: Depth and Breadth of Offered Solutions

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

Line Item	Category or Type	Subcategory	Offered *	Comments
72	ARTIFICIAL INTELLIGENCE (AI) READINESS ASSESSMENTS Describe how you evaluate an organization's current AI readiness and identify areas for improvement.		⦿ Yes ○ No	[ADDITIONAL DOCUMENTS: Table 8B: Depth and Breadth of Offered Solutions – Exhibit 1. Q. 72 – WWT AI Readiness Workshop] To evaluate an organization's current AI readiness and identify areas for improvement, WWT follows a structured approach that typically includes the following steps:

			Steps in AI Readiness Assessment
Provide examples of successful AI readiness assessments you have conducted for other public entities.			1. Initial Consultation and Stakeholder Engagement o Engage with key stakeholders to understand the organization's goals, capabilities and challenges, and expectations regarding AI. o Get agreement from the customer around what success looks like and make sure "ALL" leadership is on the same page to ensure AI commitment and outputs. o Educate and align on key considerations and best practices to help customers understand core focus areas. o Identify key use cases and related benefits. 2. Current State Analysis o Assess existing data infrastructure, data quality, and data governance practices, as well as related organizations and their current maturity. o Evaluate the current technology stack, including hardware, software, and network capabilities. o Review existing AI and machine learning initiatives, if any, and their outcomes. 3. Capability and Skill Assessment o Analyze the skill levels of the workforce in terms of AI and data science expertise. o Identify gaps in knowledge and training needs. 4. Process and Workflow Evaluation o Examine current business processes and workflows to identify areas where AI can add value. o Assess the organization's ability to integrate AI into existing processes. 5. Cultural and Organizational Readiness o Ensure the teams involved understand the "Why AI now" is important and why they should support and enable their teams to help drive the initiative. o Evaluate the organization's culture and readiness to adopt AI-driven changes. o Assess leadership support and the willingness of employees to embrace AI technologies. 6. Risk and Compliance Assessment o Identify potential risks associated with AI implementation, including ethical, legal, and compliance issues. o Develop strategies to mitigate these risks. 7. Roadmap Development o Based on the findings, create a detailed AI readiness roadmap that outlines the steps needed to achieve AI maturity. o Prioritize initiatives based on their potential impact and feasibility. Examples of Successful AI Readiness Assessments WWT has a proven track record of helping organizations across various sectors. Here are some general examples of what successful assessments look like: 1. Government Agency o Objective: Improve public service delivery through AI. o Outcome: WWT conducted a comprehensive readiness assessment, identifying key areas for data management and workforce skills improvement. This was a key input in developing a roadmap to implement AI-driven solutions for citizen services, resulting in increased efficiency and better service delivery. 2. Healthcare Organization o Objective: Enhance patient care through predictive	*

analytics.

o	Outcome: WWT evaluated the organization's data infrastructure and identified data quality and integration gaps. This led to creating a strategic plan to upgrade the technology stack and train staff in AI and data science, leading to the successful implementation of predictive analytics for patient care.

3.	Educational Institution
o	Objective: Personalize learning experiences using AI.
o	Outcome: WWT assessed the institution's readiness and identified the need for better data governance and AI training programs for educators. A phased approach was recommended to integrate AI into the curriculum, resulting in personalized learning experiences for students.

These examples illustrate how WWT's AI readiness assessments help organizations identify their current capabilities, pinpoint areas for improvement, and develop a clear roadmap to achieve AI maturity.

| 73 | AI STRATEGY AND ROADMAP DEVELOPMENT

Describe your approach to developing a comprehensive AI strategy and roadmap tailored to the unique needs of public entities.

Describe how you ensure the AI strategy aligns with the entity's goals and objectives. | | ⦿ Yes
○ No | WWT's approach to developing a comprehensive AI strategy and roadmap tailored to the unique needs of public entities involves several key steps and considerations:

1.   Understanding the Client's Strategic Roadmap:

•   Engage: WWT begins by engaging organizational leaders to clearly understand the organization's long-term goals, capabilities, challenges, and key performance criteria).

2.   Balanced, Practical AI Approach:

•   Setting clear goals, assessing current capabilities, and adopting a strategic mindset that prioritizes scalable, impactful AI solutions aligned with business objectives and market opportunities.

3.   Mapping AI Capabilities to Strategic Objectives:

•   Customization: AI solutions are tailored to support specific strategic initiatives such as operational efficiency, stakeholder experience enhancement, or innovation acceleration.
•   Case Studies: Leveraging case studies to show how similar entities have integrated AI into their strategic plans and achieved measurable outcomes.

4.   Demonstrating ROI Beyond Initial Use Cases:

•   Scalability: Explaining how AI solutions can scale with the entity's growth, adapting to new challenges and opportunities.
•   Long-term Value: Focusing on the long-term benefits of AI, such as sustained competitive advantage, continuous improvement, and innovation.

5.   Providing a Roadmap for AI Integration:

•   Phased Approach: Offering a phased implementation plan that aligns with the entity's strategic milestones, ensuring smooth integration with existing systems.
•   Support and Training: Emphasizing ongoing support and training to empower the entity's team to maximize AI capabilities.
AI Security Strategy Accelerator:
•   For organizations focused more narrowly on AI security strategy in the short term, WWT offers an AI Security Strategy Accelerator service. This service provides a vision for optimizing AI security capabilities, including analysis of current and future states, governance of security within AI systems, and a roadmap of prioritized recommendations.

By positioning AI as a strategic enabler rather than just a tool for isolated use cases, WWT ensures that the AI strategy aligns with the public entity's goals and objectives, driving real value and scalability.

To ensure that the proposed AI strategy aligns with our customers' goals and mission, we monitor progress, address any issues, and make necessary adjustments to keep projects on track. Our commitment does not end with deployment; we provide ongoing support to help our customers fully leverage their new technology and achieve their business objectives. |
| 74 | RESPONSIBLE AI POLICY DEVELOPMENT

Describe how your organization addresses ethical concerns related to AI, such as bias, fairness, and transparency. | | ⦿ Yes
○ No | [ADDITIONAL DOCUMENTS: Table 8B: Depth & Breadth of Offered Solutions – 1. Q. 72 – WWT AI Readiness Workshop]

To evaluate an organization's current AI readiness and identify areas for improvement, WWT follows a structured approach that typically includes the following steps: |

| Provide one (1) example of how these considerations have been integrated into your AI solutions for your clients. | | Steps in AI Readiness Assessment

1.   Initial Consultation and Stakeholder Engagement

•   Engage with key stakeholders to understand the organization's goals, capabilities and challenges, and expectations regarding AI.
•   Get agreement from the customer around what success looks like and make sure "ALL" leadership is on the same page to ensure AI commitment and outputs.
•   Educate and align on key considerations and best practices to help customers understand core focus areas.
•   Identify key use cases and related benefits.

2.   Current State Analysis

•   Assess existing data infrastructure, data quality, and data governance practices, as well as related organizations and their current maturity.
•   Evaluate the current technology stack, including hardware, software, and network capabilities.
•   Review existing AI and machine learning initiatives, if any, and their outcomes.

3.   Capability and Skill Assessment

•   Analyze the skill levels of the workforce in terms of AI and data science expertise.
•   Identify gaps in knowledge and training needs.

4.   Process and Workflow Evaluation

•   Examine current business processes and workflows to identify areas where AI can add value.
•   Assess the organization's ability to integrate AI into existing processes.

5.   Cultural and Organizational Readiness

•   Ensure the teams involved understand why "AI now" is important and why they should support and enable their teams to help drive the initiative.
•   Evaluate the organization's culture and readiness to adopt AI-driven changes.
•   Assess leadership support and the willingness of employees to embrace AI technologies.

6.   Risk and Compliance Assessment

•   Identify potential risks associated with AI implementation, including ethical, legal, and compliance issues.
•   Develop strategies to mitigate these risks.

7.   Roadmap Development

•   Based on the findings, create a detailed AI readiness roadmap that outlines the steps needed to achieve AI maturity.
•   Prioritize initiatives based on their potential impact and feasibility.

Examples of Successful AI Readiness Assessments

WWT has a proven track record of helping organizations across various sectors. Here are some general examples of what successful assessments look like:

1.   Government Agency

•   Objective: Improve public service delivery through AI.

•   Outcome: WWT conducted a comprehensive readiness assessment, identifying key areas for improvement in data management and workforce skills. | * |

This was a key input in developing a roadmap to implement AI-driven solutions for citizen services, resulting in increased efficiency and better service delivery.

2.   Healthcare Organization

•   Objective: Enhance patient care through predictive analytics.

•   Outcome: WWT evaluated the organization's data infrastructure and identified data quality and integration gaps. This led to creating a strategic plan to upgrade the technology stack and train staff in AI and data science, leading to the successful implementation of predictive analytics for patient care.

3.   Educational Institution

•   Objective: Personalize learning experiences using AI.

•   Outcome: WWT assessed the institution's readiness and identified the need for better data governance and AI training programs for educators. A phased approach was recommended to integrate AI into the curriculum, resulting in personalized learning experiences for students.

These examples illustrate how WWT's AI readiness assessments help organizations identify their current capabilities, pinpoint areas for improvement, and develop a clear roadmap to achieve AI maturity.

| 75 | IMPLEMENTATION AND SUPPORT SERVICES | | ⦿ Yes
○ No | WWT provides comprehensive AI implementation and support services, ensuring that our clients receive reliable and effective solutions tailored to their unique needs.

Implementation at scale
From building, deploying, installing and operating integrated systems to managing complex supply chains, WWT simplifies technology deployments for the world's largest organizations.

Integration and staging
It starts when we receive the components of your solution at one of our four global integration facilities. Here, our expert team stages, integrates and tests the equipment to build fully operational technology solutions tailored to your unique requirements.

Global supply chain
Leveraging our robust global supply chain, we deliver fully integrated solutions to your locations worldwide. Our logistics capabilities are designed to handle the complexities of international shipping, so your equipment arrives on time and ready to install.

Onsite deployment
Once your equipment arrives at your location, our onsite deployment teams take over. These highly skilled professionals are responsible for the physical installation and configuration of your systems, making sure your infrastructure is deployed correctly and efficiently, minimizing downtime and disruption to your operations.

Branch services
For multi-site deployments, we leverage our Branch services experts to streamline the delivery of technology across multiple branch locations, minimizing disruption and maximizing the value of technology investments.

Command Center
Our Command Center is the backbone of our deployment process, providing 24/7 real-time engineering and deployment support. The Command Center monitors the deployment process and addresses any issues that arise, keeping the project on track. This centralized |

oversight is crucial for coordinating complex deployments and ensuring their success.

IT managed services
Our IT Managed Services allow you to focus on core business objectives while knowing your IT systems and infrastructure are well maintained and secure. WWT's managed services include 24/7/365 service desk support, proactive monitoring, and asset and vendor management.

Customer success
Our customer success teams work with you to maximize your return on your investment. They provide ongoing support, training and optimization services to help you fully leverage your new technology. By focusing on your long-term success, we help you achieve your business goals and drive continuous improvement.

Our global presence revolves around integration centers in the United States, the Netherlands, India and Singapore, complemented by client support and delivery teams across the world.

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WWT IT Managed Services (a service offered by Day-2 Operational Services) is different
Conventional IT managed services models can lock you into long-term commitments and out of your environment.

Our custom solutions are designed to give you freedom and flexibility. Rooted in best practices, industry standards and decades of enterprise delivery experience, we built our IT Managed Services Platform from the ground up to monitor, manage and remediate technology issues.

Benefits and value:
Modernize infrastructure and reduce costs with managed services built to scale with your business

Save time and money by freeing IT staff to focus on business challenges instead of manual tasks (e.g., code upgrades, patching, troubleshooting, etc.)

Increase agility and market responsiveness with flexible service plans that pivot when you do
Unlock insights and speed innovation with a managed services platform driven by AI/ML
Improve how issues are triaged by leveraging analytics to anticipate future problems

Reduce the risk of downtime with 24/7/365 monitoring from our Command Center

Fill operational skillset gaps with expert services management from our Strategic Resourcing team

Our Methodology
Services tailored to your desired level of management. We don't want you to feel locked-in to outdated strategies or commitments, so we operate according to the following methodology:

Service Design: First, we partner with you to tailor a solution that fits your business roadmap using the appropriate combination of Managed Services offerings and capabilities.

Service Transition: We then collaborate with you during onboarding using a proven project methodology to ensure smooth transition to our platform.

Service Operation: Once aboard, our in-house 24/7/365 Command Center begins handling a wide range of issues using industry best practices and processes.

				Continuous Improvement/Innovation: Our Managed Services offerings are designed to deliver innovative technology, continuous process improvement and automation. Ongoing platform innovation enhancements are collaborative and largely customer-driven. Feedback and Iteration: We value your feedback and use it to continuously improve our services. We engage in regular communication with our clients to ensure that our solutions are meeting their needs and delivering the desired outcomes.
76			INFRASTRUCTURE AND TECHNOLOGY RECOMMENDATIONS Describe the infrastructure and technology recommendations you provide to support AI implementation. Describe how you ensure that your AI solutions integrate seamlessly with existing IT systems and databases.	⦿ Yes ○ No	[ADDITIONAL DOCUMENT: Table 8B: Depth and Breadth of Offered Solutions – Exhibit 2. Q. 76 - WWT AI Labs] Infrastructure & Technology WWT empowers Sourcewell members to drive their organization to success with access to an industry-first: WWT's AI Proving Ground, a secure multi-OEM AI testing environment where data scientists, data center engineers, and software developers can learn, test, iterate, and innovate to accelerate their organization's AI initiatives. AI's potential to completely transform how organizations operate is exciting. Whether AI is used to enable new revenue streams, cultivate client loyalty through personalization, drive efficiencies through automation, or extract data-driven insights to guide decision-making, the possibilities are limited only by the imagination. [ADDITIONAL DOCUMENT: Table 8B: Depth and Breadth of Offered Solutions – Exhibit 3. Q. 76 - WWT AI Proving Ground] As data centers, workflows and applications evolve to support AI's technical demands, navigating the complexities of this modernization work — including integrating AI solutions with legacy IT systems — can overwhelm even the most seasoned IT professionals. The explosion of generative AI (GenAI) has heightened the need for organizations to modernize their data centers and quickly embrace high-performance architecture (HPA). So, where do organizations go from here? Enter the AI Proving Ground from WWT. What is the AI Proving Ground? The AI Proving Ground is a dynamic environment composed of industry-leading software, hardware and component solutions that can be integrated quickly. Combined with the knowledge and experience of our AI and infrastructure experts, and supported by our longstanding manufacturer partnerships, the AI Proving Ground allows organizations to experience the art of the possible for themselves while accelerating their time to market. Developed within our Advanced Technology Center (ATC), this one-of-a-kind lab environment empowers IT teams to evaluate and test AI infrastructure, software and solutions for efficacy, scalability and flexibility — all under one roof. The AI Proving Ground provides visibility into data flows across the entire development pipeline, enabling more informed decision-making while safeguarding production environments. By addressing common hurdles to AI success — including hardware availability, high costs, skills gaps, power and cooling concerns, connectivity challenges, environment management, and complex architecture designs — the AI Proving Ground enables Sourcewell members to quickly, confidently and safely develop transformational AI solutions that deliver real business

results in a fraction of the time and expense it would take to achieve on their own.

Risk-free learning
Fear of disrupting production environments often hinders experimentation. The AI Proving Ground allays that fear by providing a safe and secure sandbox for data scientists, data center engineers and software developers to learn, test, iterate and innovate. It's a playground for bold ideas, unencumbered by the inherent constraints and risks of live systems.

The AI Proving Ground supports IT professionals with hands-on access so they can evaluate AI hardware, software and reference architectures before deploying these solutions in their production environments:

• Data scientists can use the AI Proving Ground to evaluate a range of AI models, including large language models (LLMs) for GenAI and application development; natural language processing (NLP) models for smart assistants, language translation and digital phone call response; and computer vision models for image classification, object recognition or object tracking.

• Facilities engineers can use the AI Proving Ground to investigate the impact that prospective modernization efforts and AI integrations will have on existing data centers, and they can test drive the latest innovations in cooling technologies.

• IT infrastructure engineers can use the AI Proving Ground to validate hardware and software integrations, assess the performance-per-watt of AI workflows, and ensure the overall supportability of a desired AI solution. They can also test their ability to provision, reclaim and understand chargeback components for each business unit.

• Security engineers can use the AI Proving Ground to compare and contrast the ability of new AI solutions to protect the organization against attacks, breaches, and the exposure or loss of sensitive data.

• Software engineers can use the AI Proving Ground to design and deploy AI solutions in a hybrid environment that features easy access to cloud, on-premises, edge and cloud-adjacent components.

What makes up the AI Proving Ground?
From a technical lens, the AI Proving Ground is a heterogeneous "lab of labs" ecosystem that currently houses 14 different AI environments.
You can find details about these environments below in "Environment details: 14 AI labs and growing."

Our AI Proving Ground labs strategically range in focus from reference architectures to automated component orchestrations. By seizing this unique opportunity to validate the performance of the latest AI hardware and software integrations, technologists can quickly and confidently pursue the types of AI-powered solutions that deliver the most business value.

Environment details: 14 AI labs and growing
This section details each of the 14 lab environments currently operating in the AI Proving Ground. In the coming months, we plan to expand the number of dedicated AI labs available to our clients and partners.

AI Lab 1: Innovation lab with NVIDIA DGX
The NVIDIA DGX H100 is a prescriptive AI system from NVIDIA designed for enterprise AI workflows. The DGX H100 environment inside the AI Proving Ground features

four DGX H100 systems, two different 400GbE Ethernet fabrics (Cisco and Arista), 400Gb NVIDIA InfiniBand fabric, and seven different storage providers to choose from (Dell, NetApp, Pure Storage, VAST Data, IBM, DataDirect Networks, HPE GreenLake/VAST Data). This lab also includes NVIDIA AI Enterprise software platform and Run:ai's Optimization and Orchestration solution.

Use cases: Clients can use this lab to understand the level of effort needed to build and support their own AI environments and validate the integration of different enterprise networking and storage solutions. Clients can also leverage the lab's synthetic load generation solutions to record power and performance metrics or even build their own use cases to better understand the performance of different workloads within an integrated solution of their choice.

AI Lab 2: NVIDIA GH200 Grace Hopper Superchip lab
The NVIDIA GH200 Grace Hopper Superchip is a small but powerful breakthrough processor designed for giant-scale AI and high-performance computing (HPC) applications. The GH200 lab environment inside the AI Proving Ground supports a single GH200 appliance with both 400Gb InfiniBand and 400GbE Ethernet connections. NVIDIA's superchip can deliver up to 10 times the performance for applications running terabytes of data.

Use cases: Clients can test HPC workloads on the GH200, recording performance and power metrics for each test.

AI Lab 3: Composable XPU-as-a-Service lab
The AI Proving Ground features a dedicated GPU-as-a-Service (GaaS or GPUaaS) environment. This fully automated solution enables our engineers to build physical server environments with different server, CPU, GPU and operating system options. Thanks to our Liqid Composable Disaggregated Infrastructure solution and RackN Digital Rebar Platform, dedicated specialized builds can happen within minutes without the need to physically touch the servers.

The following options are available for specialized, dedicated servers:
• Server partners: Dell and HPE
• CPU partners: Intel and AMD
• GPU partners:
  o NVIDIA: A100, A30, L40
  o Intel: Flex 140, Flex 170, Max 1100
  o AMD: MI210
• Operating systems: RHEL 8, RHEL 9 and Ubuntu 22.04

Use cases: In this lab, clients can engage servers with different configurations without the need to fully build and integrate different accelerators by hand simply to evaluate different AI models from training or inference standpoints.

AI Lab 4: Intel Gaudi performance cluster lab
Intel's Gaudi AI accelerator cluster supports a single Gaudi-1 appliance (with eight first-generation deep learning processors) and a single Gaudi-2 appliance (with eight second-generation deep learning processors). Each HPC appliance can leverage both local NVMe storage or high-speed storage systems via a dedicated 100GbE network fabric.

Use cases: Clients can leverage this lab to validate different deep learning training or inferencing solutions while recording both performance and power metrics during testing.

AI Lab 5: NVIDIA Omniverse Digital twin lab (with Dell) cluster
Our digital twin environment features dedicated Dell 16G PowerEdge server nodes to support NVIDIA's Omniverse developer platform and its L40 and A40 GPUs. This lab supports Omniverse's database and collaboration engine components as well (e.g., the Enterprise Nucleus Server) in a dedicated environment, allowing developers to build highly scalable, high-performance solutions.

Use cases: Clients can use this lab to evaluate and build digital twin solutions specific to their needs within a NVIDIA Omniverse framework.

AI Lab 6: Dell reference architecture lab (with NVIDIA)
This Dell reference architecture environment is a full-stack solution. Hardware components include dedicated Dell PowerSwitches for high-speed networking, Dell PowerEdge accelerator-optimized compute nodes (XE9680 and R760xa servers), and Dell PowerScale storage (the F600 array). The lab also features multiple MLOps and Kubernetes platform solutions, and it's enabled with NVIDIA H100 and L40 GPUs. Clients can choose to apply the NVIDIA NVAIE framework to the environment or choose a preferred MLOps and Kubernetes solution.

Use cases: This lab allows clients to evaluate full-stack solutions from both management and performance validation standpoints, including power consumption and performance metrics.

AI Lab 7: Data scientist development for GenAI lab (with Dell and RedHat)
Our data scientist development cluster is a dedicated HPC environment that enables our data scientists to develop and train the LLMs used in GenAI solutions. This environment consists of an integrated solution that includes dedicated high-speed networking via Dell PowerEdge 15G servers and NVIDIA A100 GPUs. Additionally, the environment is configured with an OpenShift container platform and a dedicated MLOps solution that gives data scientists their own dedicated workspace within the cluster to execute their work without fear of interfering with others who are also utilizing the cluster. The team can check in approved models for quick access.

Use cases: In this lab, data scientists can demonstrate different LLM solutions and training techniques.

AI Lab 8: Data scientist capabilities lab
The Data Scientist Capabilities Cluster is a dedicated high-performance computing environment enabling our data scientists to evaluate and demo LLM solutions and training techniques for our clients and partners. The environment is a high-performance compute cluster with NVIDIA A100 GPUs. The environment is also configured with an OpenShift Container Platform and a dedicated MLOps solution that provides data scientists with a dedicated space to execute their work without fear of interference from other concurrent efforts within the cluster.

Use cases: Data scientists can leverage this lab environment to demo and validate different LLM solutions and training techniques.

AI Lab 9: AI security and application services lab (with Dell and Liqid)
This AI lab environment contains Dell PowerEdge 15G servers, a Liqid CDI fabric for dynamic swapping, and

additional GPUs, as needed.

Use cases: The lab features a dynamic, dedicated cluster that enables our security and application services teams to evaluate and showcase independent software vendor (ISV) solutions that leverage accelerators for faster, more accurate outcomes. This AI lab environment gives organizations the ability to leverage multiple types of GPUs from WWT's roster of manufacturing partners.

AI Lab 10: Intel AI-Reference Kit lab (with Dell and RedHat)

The Intel AI-Reference Kit cluster consists of a five-node Dell PowerEdge 16G server environment with Intel 5th Generation Xeon Scalable processors. The nodes are connected via 100GbE speed Ethernet connections and are managed by a RedHat OpenShift AI platform. Users can leverage one of the lab's five prebuilt AI solutions, or they can request that we build a special instance from one of Intel's other 29 solutions.

Use cases: Clients can experience demonstrations of one of the five prebuilt solutions on demand or reserve a cluster for their specific use case validation.

AI Lab 11: Liqid CDI POC lab (with Dell, Liqid and more)

The Liqid proof of concept (POC) cluster features composable disaggregated infrastructure solutions from Liqid along with Dell PowerEdge 15G servers. The dedicated environment currently supports two Dell PowerEdge Intel-based servers, two Dell PowerEdge AMD-based servers, and an 8-slot Liqid Chassis that can be populated with Intel, AMD, or NVIDIA GPUs along with a Liqid NVMe IO Accelerator storage cards.

Use cases: Clients can validate the performance of in-server GPUs vs Liqid-attached GPUs for VDI, inference or training workflows.

AI Lab 12: HPE reference architecture for GenAI lab (with Aruba)

Our HPE reference architecture lab environment inside the AI Proving Ground is a full-stack solution. Hardware components include dedicated Aruba high-speed networking, HPE ProLiant and Cray accelerator-optimized compute nodes (Cray XD-670 and ProLiant DL-385 servers), and a dedicated HPE Greenlake/VAST Data array. The environment includes an MLOps platform from Determined AI as well as data fabric from Pachyderm, and it is enabled with NVIDIA H100 and L40 GPUs.

Use cases: Clients can use this lab to evaluate full-stack solutions, including power consumption and performance metrics, from both management and performance validation standpoints.

AI Lab 13: NetApp AIPod lab (with NVIDIA)

NetApp's ONTAP AI Base Pod (AIPod) is a dedicated NVIDIA NeMo RAG (retrieval-augmented generation) demo environment. The lab includes dedicated high-speed networking, an NVIDIA DGX H100 appliance and a NetApp AFF800 array. The environment will showcase NetApp's BlueXP portfolio and highlight NetApp's ability to provide industry-leading data mobility and multi-tenancy for AI workloads in all the ATC-connected public cloud providers. This instance will be the first of the AI Proving Ground's hybrid cloud solutions.

Use cases: The environment will leverage NVIDIA NeMo Framework to quickly deploy different RAG environment frameworks including NeMo Retriever with NetApp

storage endpoints (StorageGRID, ONTAP, FSxN, ANF and GCNV) that can be configured as vertical-specific use cases with the appropriate data ingestion.

AI Lab 14: Dell Reference Architecture for Generative AI with AMD
The Dell Reference Architecture environment is a full-stack solution that includes Dedicated Dell PowerSwitch High-Speed Networking, Dell PowerEdge Accelerator Optimized Compute nodes (XE9680) and Dell PowerScale Storage (F710 Array) as the hardware components. It also includes ML and the Kubernetes Platform options. We invite our clients to evaluate this full-stack solution from a management and performance standpoint. The environment is enabled with AMD's MI300X GPU and 4th Generation EPYC Processors. Clients can choose both their ML platform and their Kubernetes platform to validate both hardware and software integration.

Use cases: Clients can use this lab to evaluate full-stack solutions from both management and performance validation standpoints, including power consumption and performance metrics. Clients can also leverage the environment to evaluate different LLM, SLM, and RAG (retrieval-augmented generation) solutions.

As AI and data solutions continue to evolve across manufacturers and industries, so too will the AI Proving Ground. WWT is dedicated to enhancing and scaling the capabilities of the AI Proving Ground, in close collaboration with our partners, to deliver cutting-edge AI-powered solutions and high-performance architectures that generate real business value.
AI is revolutionizing the way we do business. Together, we can drive innovation to make a new world happen.

Describe how you ensure that your AI solutions integrate seamlessly with existing IT systems and databases.

Many organizations looking forward to the promise of the future with AI are wrestling with how their existing technology stack can be leveraged. Organizations have current technologies in place, and it would be wasteful to not consider these significant technology investments when looking towards AI implementation. Integrating AI with the existing technology makes financial sense, but it must be done correctly to maximize the current investments while minimizing risks and optimizing performance of the AI. These are key areas that organizations much consider when looking to leverage their existing technology for an AI deployment:

Starting with use case and goal determination, WWT will make sure that the desired outcomes from AI are clearly articulated and represent the needs of the relevant stakeholders. This step must not be overlooked when planning for AI integration with existing AI systems because of the potential for misalignment with stakeholder objectives, which can result in underestimating resource requirements from the IT systems and/or wasted resources.

Infrastructure: Robust and scalable AI solutions require appropriate technological infrastructure. This includes items such as cloud services, data storage, and computing resources. WWT will assist organizations in assessing their current IT capabilities to optimize the use of existing IT investments. This includes aspects such as exploring cloud solutions for scalability and flexibility and evaluating infrastructure's ability to support high-performance computing needs today and in the

future.

In addition to the infrastructure, other aspects of IT that must be considered are items such as data management tools, data flows, and APIs. Items such as API conflicts and data management issues can at a minimum result in performance issues or cause larger concerns such as compromised data integrity. WWT can help ensure data sources are integrated correctly and appropriately to optimize the accuracy of the AI.

Contingency/rollback planning: WWT can identify possible problems like system overload or integration difficulties and develop plans to handle and/or recover from these issues. While proper planning can help to mitigate many integration issues, in some environments it may not be feasible to identify all issues pre-integration. WWT can help identify areas of risk and work with the organization to determine the level of risk specific to the organization and which mitigation or avoidance strategies are warranted – such as contingency/rollback planning, or investments in new technology.

Skill Development: AI is a complex and rapidly evolving technology. WWT helps customers stay ahead of the learning curve by providing customized learning paths through our Advanced Technology Center (ATC), where customers can gain hands-on experience in interactive labs, workshops, and other educational resources. This is important as organization look to their staff to assist with integration of AI into their existing environments and to maintain these systems post-integration.

Testing and validation: Thorough iterative and incremental integration testing is essential to confirm the AI model operates smoothly within an organization's system infrastructure and to be able to identify where specific problems originate. User Acceptance Testing (UAT) should be included in this testing phase, to validate the AI is performing in accordance with the desires of the end-users. System performance from pre-integration can be used as a baseline to identify improvements as well as issues. This type of effort can identify integration issues such as previously unidentified flaws, misconfigurations, or even cybersecurity vulnerabilities.

Feedback loops: post-integration, real-time monitoring and feedback loops are important manage the roll-out and quickly address issues. Iterative improvements to the AI systems and supporting infrastructure is a primary goal here. Conversely, a failure implement monitoring and feedback loops can lead to performance issues, outages, and ultimately users losing faith in the system's ability to support their workloads.

Sustainability Goals and ROI: Effective AI readiness can help organizations reduce their carbon footprint by doing more with less, thereby driving up ROI through vastly improved performance. WWT will consider the organization's sustainability goals and the short-term and long-term ROIs when making recommendations on the reuse of existing IT investments vs new investment in IT infrastructure.

Security Considerations: Protecting AI systems is paramount. WWT offers comprehensive AI security programs that address multiple areas of concern, including vulnerability assessments, governance, and policy development, and regular security awareness training. These measures ensure that any gaps in an organization's existing security controls are identified so that AI deployments can be assured of security and compliance with organizational goals and regulatory requirements.

			In conclusion, WWT employs a proven phased approach to integrating AI with existing IT systems, incorporating concepts from international standards organizations such as PMI, ITIL, and ISO. This approach ensures that AI solutions are designed, implemented, and supported in a structured and efficient manner. By addressing these considerations, WWT ensures that organizations are well-prepared to implement and support AI solutions that drive business value while leveraging their existing IT investments to the greatest degree possible, all while maintaining ethical standards and compliance requirements.	
77		DATA PREPARATION Describe what steps you take to prepare data for AI implementation, and how do you ensure data quality and consistency.	⦿ Yes ○ No	Data Preparation WWT offers comprehensive data preparation services designed to ensure AI readiness and successful implementation. We recognize data represents an asset that has both value and liability implications, and it must be managed accordingly. Quality data is also foundational to realizing the benefits of AI. Recognizing that data management and preparation are often the most time-consuming aspects of an AI project, WWT provides a robust suite of services to streamline this critical phase. Our Data Services include data analysis, machine learning, and computer science expertise, which positions us ideally to help clients prepare their data for AI projects. We emphasize the importance of data quality and having a data architecture that helps reduce the overhead associated with data quality while increasing its readiness for AI, as the quality of data directly impacts the effectiveness of AI models. Our consulting services assist clients in cleaning up their data, preparing it for ingestion into AI models, and taking actionable steps based on the data. WWT's AI Proving Ground (AIPG) offers a unique environment where clients can test and validate their data and AI models before full-scale implementation. This facility allows for the evaluation of architectural decisions, proof-of-concept capabilities, and the practical value of AI use cases. Additionally, WWT leverages AWS tools such as Amazon Bedrock and Amazon SageMaker to structure database information optimally for AI model consumption and to build custom models from scratch or in combination with other models. These tools facilitate seamless connection of data to foundational models, generative AI tools, and large language models (LLMs), ensuring that data is AI-ready. Our services also include data engineering and data pipelines, data management, responsible AI and data governance, model risk and compliance, orchestration (MLOps, LLMOps), and data security and protection. This comprehensive approach ensures that all aspects of data preparation are covered, from initial analysis to final deployment and ongoing sustainment. For clients interested in leveraging natural language processing (NLP) or other advanced AI capabilities, WWT provides specialized services to prepare and optimize data for these applications. Our expertise spans various AI technologies, including computer vision, IoT, automation, and ML models, ensuring that data is prepared to meet the specific needs of each AI project.	*
78		PROOF OF CONCEPT Provide one (1) example of a proof-of-concept project you have conducted and what were the outcomes.	⦿ Yes ○ No	WWT was engaged in a 16-week activity to support the client. The engagement was broken down into three phases: 1. Diagnostic and design 2. Build 3. Document Diagnostic and design – WWT undertook discovery	

activities to understand the current state system and desired end-state needs and create design documentation to prepare to build the streaming platform's initial production-ready release. Four use cases were initially identified, and through a value-prioritization exercise, two were selected:
• Infrastructure Health: provides real-time telemetry data for CPU, RAM, and Disk for the hosts that were installed in the environment
• Agent Hygiene: provides real-time health information for Tanium and Puppet agents for the hosts that were installed in the environment

Build – WWT built an initial streaming platform in the client's internal cloud. The streaming platform was created in their development environment and could collect and stream data from multiple source systems, perform transformations and processing, and make the data available to multiple consumers. It was vendor-neutral, reliable, secure, and scalable. The data sources necessary to monitor the two selected use cases – Infrastructure Health and Agent Hygiene – were added to the streaming platform.

Document – As the work progressed, WWT ensured that all activities were documented (including all final as-written source code), and regular hands-on knowledge transfer sessions were held with the client to ensure that they could continue to develop and scale the streaming platform globally following the initial two use cases. The key deliverables are summarized below:

Results
The WWT Delivery Team aligned with the client stakeholders to design and deliver a development streaming environment with two working use cases: Infrastructure Health and Agent Hygiene.

The Streaming Environment provides the ability to collect and stream data from multiple source systems and make the data available to multiple downstream consumers. This offers excellent opportunities for further use cases by being able to perform complex aggregations and transforms in real time from multiple data sources. In addition, by being able to connect, aggregate, and merge multiple data sources, the streaming platform was able to provide the client, in a single dashboard, a specific level of information and data per server not available prior to the project.

The initial Streaming Environment provides a tangible foundation, with hands-on experience from building two use cases, that will enhance the client team's ability to continue to expand the environment and use cases leveraging near real-time access to data. The client has a long-term vision of having a full data-centric organization, and the next step is to create a global architectural design to produce the streaming environment to enable the realization of further analytics use cases.

Proof of Concept
WWT offers comprehensive proof-of-concept (POC) services for AI projects, leveraging our Advanced Technology Center (ATC) and AI Proving Ground (AIPG) to ensure seamless integration and validation of AI solutions. Our approach is designed to accelerate the evaluation and deployment of AI technologies, providing clients with a robust environment to test and refine their AI initiatives.

The ATC is a collaborative ecosystem where clients can evaluate multiple OEM technologies in a single, integrated, remotely accessible environment. This facility is equipped with the latest data center, collaboration, security, and networking technologies, enabling our

engineers to design and integrate systems that address complex business and technical challenges. With over 3,000 engineers and technical resources available, we can perform product demonstrations and POCs in a virtual environment accessible from anywhere worldwide.

The AI Proving Ground (AIPG) is a dedicated environment within the ATC that allows organizations to experiment with AI solutions before committing to full-scale deployment. This facility supports a wide range of AI projects, from testing powerful processors and building digital twins to developing custom AI models. The AIPG includes the AI Security Enclave, which provides a secure environment for testing AI security solutions and safely exploring the dynamic landscape of AI.

Our POC services are designed to reduce proof-of-concept time from months to weeks, if not days, by leveraging the ATC's testing and automation infrastructure. Clients can utilize the ATC to quickly test and validate new features and solutions and train their internal resources. For example, one major oil company was able to reduce the time it took to evaluate complex object storage from six months to two weeks by utilizing the ATC.

WWT's POC services include:
Targeted AI Education: Our AI experts develop Key Learning Events tailored to the specific technologies in the client's AI system. These collaborative training sessions cover critical topics such as NVIDIA DGX H100™ overview, NVIDIA InfiniBand switch setup, Ethernet switching implementation, IBM storage architecture review, NVIDIA Base Command Manager education, and run AI machine learning platform setup.

Hands-on Training in the AIPG: Clients can engage in hands-on training sessions within the AIPG, allowing them to visualize and test AI applications in real-world scenarios before full-scale deployment. This ensures seamless integration with existing systems and enhances the effectiveness and efficiency of AI initiatives.

Lab Hosting: WWT offers Lab Hosting services, allowing clients to use the ATC in longer-term lab environments to augment pre-production testing needs. This includes verifying capabilities, quantifying product and system capabilities, validation/certification of products and systems, and testing interoperability.

Advanced Configuration Lab: AIPG's Advanced Configuration Lab provides access to a wide range of LLMs, either local or remote via API, and supports rapid design and implementation for testing specific OEM solutions. This lab facilitates projects such as testing the efficacy of LLM firewalls, building malicious model files, profiling execution times, and functionality testing of AI security solutions.

By leveraging our ATC and AIPG, WWT provides clients with a comprehensive and efficient POC process, ensuring that AI solutions are thoroughly tested and validated before deployment. This approach accelerates the evaluation and implementation of AI technologies and ensures that clients achieve their desired business outcomes with confidence.

| 79 | | CUSTOM AI MODEL DEVELOPMENT Describe your approach to developing custom AI models tailored to the specific needs of an entity. | ⦿ Yes ◯ No | Custom AI Model Development WWT's custom AI model development process is meticulously designed to ensure each solution is tailored to meet our client's specific needs and objectives. This process is comprehensive, encompassing various stages from initial stakeholder identification to final deployment and continuous improvement. |

The journey begins with the identification of key AI/ML stakeholders, including executives, department heads, and data scientists, to ensure a holistic understanding of the organizational landscape and objectives. This initial phase is crucial for aligning the AI initiatives with the organization's strategic goals.

Next, we address organizational challenges by pinpointing areas for maximum impact, such as process optimization, customer experience enhancement, and market trend prediction. This involves conducting extensive interviews and workshops with various departments to gather detailed requirements and understand the specific pain points that AI can address.

Once the key areas are identified, we move on to the model design phase. This involves selecting the appropriate machine learning algorithms and techniques that best suit the identified use cases. Our approach often includes using artificial neural networks inspired by the human brain to process complex data and extract meaningful insights. This phase also includes preparing detailed configurations for each technology, which are reviewed with respective technology providers to ensure alignment with the project goals.

The next step is developing and training the AI model. This involves gathering and preprocessing the data, followed by training the model on labeled data to ensure accuracy and reliability. Our AI Proving Ground (AIPG) lab environment plays a pivotal role in this phase, allowing organizations to test how various AI technologies perform for the required models before making large or long-term commitments.

Customization is a critical aspect of our process. We focus intensely on customizing AI solutions to leverage specific client data, ensuring relevance and effectiveness. This is not a plug-and-play approach; it requires significant effort in customization and reliability to move from proof-of-concepts (POCs) to production-ready solutions.

We emphasize continuous experimentation with data and methodologies throughout the development process to discover optimal approaches and refine models. This iterative process ensures that the AI solutions are accurate, relatable, and capable of generating real value.

Finally, we ensure holistic organizational integration by fostering cross-department collaboration to harmonize goals and leverage diverse expertise. This includes planning for scalability from the outset to seamlessly expand AI solutions as business needs grow and upholding ethical and responsible AI practices to maintain trust and compliance.

Utilizing our Lab Services model, WWT can create an ecosystem that gives our customers a vehicle to do any of the following on top of custom development:

AI ecosystem enablement
• Thermal modeling and ESG impact estimation
• GPU capacity forecasting and right-sizing
• AI stack comparisons (e.g., InfiniBand vs. Ultra-Ethernet)
• Public cloud vs. Specialist GPU cloud vs. on-prem bake-offs
• TCO estimation for SaaS vs. custom AI products

Generative AI and deep-learning
• LLM fine-tuning (cloud and on-prem)
• Computer vision and image modeling
• Vector DBs selection and LLMOps

Edge-compute and AI inference

			• Edge frameworks and AI inference • Testing LLM/GenAI embeddings in edge-compute products Foundational data capabilities • Digital twins, AI workload replication • Federated machine learning • AI middleware: data catalogs, lineage tools, etc.	

| 80 | | PILOT PROJECT

Describe how you manage and implement pilot projects. | ⊙ Yes
○ No | Pilot Project

WWT offers a comprehensive suite of pilot project services designed to accelerate the realization of business value from AI implementations. Our approach is centered around proving the viability of AI solutions through iterative development, quick wins, and continuous feedback loops. This ensures that our clients can make informed decisions about wider rollouts in the future.

The WWT AI Proving Ground manages and implements pilot projects through a structured and comprehensive approach that includes the following key elements:

1. Safe and Secure Environment: The AI Proving Ground provides a sandbox environment where data scientists, data center engineers, and software developers can safely test, iterate, and innovate without the risks associated with live systems. This allows for bold experimentation and learning.

2. Comprehensive Suite of AI Services: WWT offers end-to-end AI services, from initial consultation to AI solution validation and implementation. This includes developing and testing AI use cases, AI tools development, and talent acquisition.

3. Advanced Technology Center (ATC): The AI Proving Ground is developed within WWT's ATC, which is equipped with industry-leading software, hardware, and component solutions. This setup allows for the evaluation and testing of AI infrastructure, software, and solutions for efficacy, scalability, and flexibility.

4. GPU-as-a-Service: Clients have access to powerful GPU resources on-demand, which are critical for powering both pre-built and customizable AI applications.

5. Proof of Concepts (POCs): The AI Proving Ground supports the implementation of AI projects and the measurement of their performance in terms of latency, throughput, and concurrency. This helps in recommending appropriate hardware accelerators based on application requirements.

6. Risk-Free Learning: The environment mitigates the fear of disrupting production environments by providing a secure space for experimentation. This encourages learning and innovation without the inherent constraints and risks of live systems.

7. Client and Partner Collaboration: WWT collaborates closely with clients and partners to build and optimize AI architectures, large language models (LLMs), and AI-powered solutions. This collaboration ensures that AI solutions are tailored to meet specific client needs and deliver significant business outcomes.

8. Automation and Integration: The AI Proving Ground includes automation practices that span the entire AI product stack, from physical components to application layers. This ensures efficient deployment and integration of AI solutions.

By leveraging these elements, WWT's AI Proving Ground effectively manages and implements pilot projects, enabling organizations to quickly, confidently, and safely develop transformational AI solutions that deliver real business results. |
| 81 | | DEPLOYMENT AND INTEGRATION

Describe how you take a pilot project and transition it to a full-scale deployment, include what | ⊙ Yes
○ No | Deployment and Integration

WWT offers a comprehensive suite of deployment and integration services designed to support AI solutions from concept to implementation. Our approach ensures that clients can seamlessly integrate AI technologies into their existing infrastructure, driving business outcomes |

| | | metrics are used to measure their success. | | efficiently and effectively. At the center of our AI deployment capabilities is the AI Proving Ground (AIPG), a unique lab environment that allows organizations to test how various AI technologies perform for their required models. This environment includes a fully automated GPU-as-a-Service solution, enabling WWT engineers to build physical server environments with different server, CPU, GPU, and operating system options within minutes. This flexibility supports the discovery of optimal setups for specific AI use cases, simplifying the evaluation process and fostering innovation through diverse configurations.

To best describe the WWT process for transitioning an AI pilot project to a full-scale deployment and the metrics used to measure their success, we will break down the process into the following key steps and elements:

1.   Initial Pilot Project Implementation:

Safe and Secure Environment: The AI Proving Ground provides a sandbox environment for safe testing and iteration without the risks associated with live systems. This allows for bold experimentation and learning.

Proof of Concepts (POCs): WWT supports the implementation of AI projects and measures their performance in terms of latency, throughput, and concurrency. This helps in recommending appropriate hardware accelerators based on application requirements.

2.   Evaluation and Testing:

Advanced Technology Center (ATC): The AI Proving Ground is developed within WWT's ATC, which is equipped with industry-leading software, hardware, and component solutions. This setup allows for the evaluation and testing of AI infrastructure, software, and solutions for efficacy, scalability, and flexibility.

3.   Metrics for Success:

Performance Metrics: Key performance indicators (KPIs) such as latency, throughput, and concurrency are measured to evaluate the effectiveness of the AI solutions.

o Business Outcomes: The success of AI solutions is also measured by their ability to deliver significant business outcomes, which are tailored to meet specific client needs.

4.   Scaling and Deployment:

Comprehensive Suite of AI Services: WWT offers end-to-end AI services, from initial consultation to AI solution validation and implementation. This includes developing and testing AI use cases, AI tool development, and talent acquisition.

GPU-as-a-Service: Clients have access to powerful GPU resources on-demand, which are critical for powering both pre-built and customizable AI applications.

Automation and Integration: The AI Proving Ground includes automation practices that span the entire AI product stack, from physical components to application layers. This ensures efficient deployment and integration of AI solutions. |

			5. Client and Partner Collaboration: Collaboration: WWT collaborates closely with clients and partners to build and optimize AI architectures, large language models (LLMs), and AI-powered solutions. This collaboration ensures that AI solutions are tailored to meet specific client needs and deliver significant business outcomes. By leveraging these elements, WWT effectively transitions AI pilot projects to full-scale deployments, ensuring that the solutions are scalable and efficient, and deliver the desired business results. The use of performance metrics and business outcomes as measures of success ensures that the AI solutions are both technically sound and aligned with client objectives.

| 82 | | ONGOING SUPPORT AND MAINTENANCE

Describe what ongoing support and maintenance services are offered to ensure continued success of AI solutions in the face of rapidly evolving technology. | ⦿ Yes
○ No | Ongoing Support and Maintenance

WWT's ongoing support and maintenance services for AI projects are designed to ensure the long-term success and effectiveness of our clients' AI initiatives. Our comprehensive Day-2 Operational Services (D2OS) provide continuous technical support and maintenance, starting from the second day after the initial deployment and extending throughout the lifecycle of the AI system. This support phase is crucial for minimizing downtime, maximizing productivity, and ensuring the technology investment remains valuable.

Our D2OS offerings include several key components:

Troubleshooting: We assist users in resolving any technical problems they encounter while using the AI system, ensuring smooth and uninterrupted operations.

Updates and Upgrades: We ensure the AI system stays up-to-date with the latest software updates and version upgrades to improve performance, security, and functionality.

Maintenance: Regular maintenance and monitoring are conducted to prevent issues and keep the system running smoothly. This includes proactive monitoring, MACDs (Moves, Adds, Changes, Deletes), and remediation.

User Training: We provide additional training or resources to help users maximize the AI system's features and capabilities, ensuring they can effectively leverage the technology. *

Security: A priority is to implement robust security measures to safeguard the AI system and its data. This includes regular security assessments and updates to protect against emerging threats.

Performance Optimization: We continuously monitor and optimize the system's performance to ensure it meets the required service levels and delivers the expected outcomes.

Our flexible support options include Managed Services (Device), Service Desk as a Service (SDaaS), and Managed Operational Support (Ticket), allowing us to tailor our services to meet our client's specific needs. This flexibility ensures we can adapt to changing requirements and provide the most effective support possible.

Additionally, WWT's Quality Management System (QMS), based on ISO 9001:2015 and industry best practices, ensures that our support services are delivered with the highest standards of quality and efficiency. Our QMS is a proactive risk-management system that assesses and mitigates potential risks through planning, process design, training, product realization, measurement, analysis, and continual improvement activities. |
| 83 | TRAINING AND EDUCATION

Describe what training and education programs you provide to help entity staff effectively adopt, use, and manage AI solutions.

Describe the topics and skills covered in your training program as well as your experience in providing AI training and education. | | ⦿ Yes
○ No | Describe what training and education programs you provide to help entity staff effectively adopt, use, and manage AI solutions.

[ADDITIONAL DOCUMENT: Table 8B: Depth and Breadth of Offered Solutions – Exhibit 4. Q. 83 – WWT Labs & Learning]

Training and Education
WWT offers a comprehensive suite of training and education services designed to support AI readiness and implementation. Our training capabilities are extensive and adaptable, catering to a wide range of needs and preferences, ensuring our clients can fully leverage AI technologies' transformative potential. |

WWT provides training through in-house, certified trainers and a network of approved partners, offering both private delivery and open enrollment options at locations nationwide or remotely. If certified training does not meet specific requirements, WWT leverages its experts to develop customized curriculums tailored to exact training needs. Additionally, our Advanced Technology Center (ATC) can be utilized to conduct informal training or workshops on specific technologies.

Our training options include:

• On-site training: Delivered at the client's location for convenience and direct engagement.

• Virtual training: Flexible and accessible training sessions conducted online.

• Labs: Hands-on lab environments for practical learning and experimentation.

• Guides and Videos: Comprehensive instructional materials and video tutorials for self-paced learning.

• Open houses and Interactive click and learns: Engaging sessions that provide interactive learning experiences.

• Interactive FAQs: Dynamic resources to address common questions and enhance understanding.

The ATC is a state-of-the-art facility where our engineers and customers collaborate to build solutions using over 500 racks of equipment for testing in areas such as big data, collaboration, computing, cloud, mobility, networking, security, software, and storage. Customers can work on-site or virtually with access to demos, workshops, labs, proofs of concepts, consulting services, and training. The ATC offers scalable lab resources that allow teams to interact with customer and partner environments, facilitating collaboration on architectural solutions.

WWT also offers specialized workshops that can be conducted at a customer site or at our ATC. These workshops provide hands-on access to cutting-edge technology. These strategic whiteboard sessions, lasting two to four hours, address both business and technical goals and serve as an excellent starting point for engaging with WWT.

Our Adoption Services are designed to ensure successful technology adoption by focusing on end-user experience and institutional understanding of new tools. We help architect comprehensive post-deployment utilization strategies to maximize investment returns, including creating internal communications and custom training aids to socialize new technologies within organizations.

Furthermore, our Collaboration Labs and Digital Workspace Labs within the ATC provide environments for customers to familiarize themselves with disruptive collaborative technologies and design, build, demo, deploy, compare, and learn about the latest collaboration technologies on demand. These labs include over 60 solutions based on customer interests, such as workforce productivity, customer experience, interoperability, and lifecycle management.

Describe the topics and skills covered in your training program and your experience in providing AI training and education.

WWT's AI training programs cover a wide range of topics and skills designed to equip staff participants with the necessary knowledge and competencies to utilize AI

technologies effectively. The key topics and skills covered are:

AI Fundamentals and Competencies:

• Basic AI concepts and applications.
• Practical AI methodologies for creating AI solutions tailored to specific business needs.
• AI ethics, including fairness, transparency, privacy, bias, and accountability in AI systems.

Technical Skills:

• Machine Learning (ML) and Deep Learning techniques.
• Natural Language Processing (NLP) and its applications.
• Computer Vision and its use cases.
• High-Performance AI/ML Networking.

Generative AI:

• Understanding and applying Generative AI (GenAI) technologies.
• Use cases and business value of Generative AI.
• Training on positioning and presenting GenAI to customers.

AI Security:

• Building secure AI systems and enhancing cybersecurity.
• Strategies for a comprehensive AI security program.
• Addressing AI-related security risks, data privacy, and compliance requirements.
AI Integration and Adoption:
• Real-world AI integration challenges and solutions.
• Methodologies for adopting AI within organizations.
• Practical use cases demonstrating AI's impact across industries.

Specialized Learning Paths:

• AI Driver's License: Validates and certifies basic AI competencies and best practices.
• AI Essentials Learning Path: Comprehensive training on AI fundamentals, machine learning, deep learning, and NLP

WWT has conducted AI workshops and assessments across many of our industry sectors and also provides access to self-paced labs and learning paths designed to create proficient knowledge and understanding of how to adopt AI tools and solutions responsibly and practically.

Exceptions to Terms, Conditions, or Specifications Form

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

Documents

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

1. Documents in PDF format are preferred. Documents in Word, Excel, or compatible formats may also be provided.

2. Documents should NOT have a security password, as Sourcewell may not be able to open the file. It is your sole responsibility to ensure that the uploaded document(s) are not either defective, corrupted or blank and that the documents can be opened and viewed by Sourcewell.

3. Sourcewell may reject any response where any document(s) cannot be opened and viewed by Sourcewell.

4. If you need to upload more than one (1) document for a single item, you should combine the documents into one zipped file. If the zipped file contains more than one (1) document, ensure each document is named, in relation to the submission format item responding to. For example, if responding to the Marketing Plan category save the document as "Marketing Plan."

- [Pricing](#) - WWT Pricing_Sourcewell RFP No. 110724_Final.xlsx - Thursday November 07, 2024 11:28:20
- [Financial Strength and Stability](#) - Table 2A-Financial Viability and Marketplace Success.zip - Thursday November 07, 2024 11:43:45
- [Marketing Plan/Samples](#) - Table 4-Marketing Plan Samples.zip - Thursday November 07, 2024 10:18:44
- [WMBE/MBE/SBE or Related Certificates](#) - MBE Certificates_World Wide Technology.zip - Wednesday November 06, 2024 23:38:42
- Standard Transaction Document Samples (optional)
- [Requested Exceptions](#) - Line Item 84 - Requested Exceptions_WWT Redline - RFP_110724_AI_Readiness_Master_Agreement.pdf - Tuesday November 05, 2024 13:48:11
- [Upload Additional Document](#) - Table 8B-Depth and Breadth of Offered Solutions.zip - Thursday November 07, 2024 10:37:45

Addenda, Terms and Conditions

PROPOSER AFFIDAVIT OF COMPLIANCE

I certify that I am an authorized representative of Proposer and have authority to submit the foregoing Proposal:

1. The Proposer is submitting this Proposal under its full and complete legal name, and the Proposer legally exists in good standing in the jurisdiction of its residence.

2. The Proposer warrants that the information provided in this Proposal is true, correct, and reliable for purposes of evaluation for award.

3. The Proposer certifies that:

   (1) The prices in this Proposal have been arrived at independently, without, for the purpose of restricting competition, any consultation, communication, or agreement with any other Proposer or competitor relating to-

     (i) Those prices;

     (ii) The intention to submit an offer; or

     (iii) The methods or factors used to calculate the prices offered.

   (2) The prices in this Proposal have not been and will not be knowingly disclosed by the Proposer, directly or indirectly, to any other Proposer or competitor   before award unless otherwise required by law; and

   (3) No attempt has been made or will be made by Proposer to induce any other concern to submit or not to submit a Proposal for the purpose of restricting   competition.

4. To the best of its knowledge and belief, and except as otherwise disclosed in the Proposal, there are no relevant facts or circumstances which could give rise   to an organizational conflict of interest. An organizational conflict of interest is created when a current or prospective supplier is unable to render impartial service to Sourcewell due to the supplier's: a. creation of evaluation criteria during performance of a prior agreement which potentially influences future competitive opportunities to its favor; b. access to nonpublic and material information that may provide for a competitive advantage in a later procurement competition; c. impaired objectivity in providing advice to Sourcewell.

5. Proposer will provide to Sourcewell Participating Entities Solutions in accordance with the terms, conditions, and scope of a resulting master agreement.

6. The Proposer possesses, or will possess all applicable licenses or certifications necessary to deliver Solutions under any resulting master agreement.

7. The Proposer will comply with all applicable provisions of federal, state, and local laws, regulations, rules, and orders.

8. Proposer its employees, agents, and subcontractors are not:

   1. Included on the "Specially Designated Nationals and Blocked Persons" list maintained by the Office of Foreign Assets Control of the United States Department of the Treasury found at: https://www.treasury.gov/ofac/downloads/sdnlist.pdf;
   2. Included on the government-wide exclusions lists in the United States System for Award Management found at: https://sam.gov/SAM/; or
   3. Presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from programs operated by the State of Minnesota; the United States federal government, as applicable; or any Participating Entity. Vendor certifies and warrants that neither it nor its principals have been convicted of a criminal offense related to the subject matter of this solicitation.

☑ By checking this box I acknowledge that I am bound by the terms of the Proposer's Affidavit, have the legal authority to submit this Proposal on behalf of the Proposer, and that this electronic acknowledgment has the same legal effect, validity, and enforceability as if I had hand signed the Proposal. This signature will not be denied such legal effect, validity, or enforceability solely because an electronic signature or electronic record was used in its formation. - Carol Harting, Business Development Manager, World Wide Technology, LLC

The Proposer declares that there is an actual or potential Conflict of Interest relating to the preparation of its submission, and/or the Proposer foresees an actual or potential Conflict of Interest in performing the 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_16_Artificial_Intelligence_Readiness_RFP110724 Thu October 31 2024 01:28 PM	☑	19
Addendum_15_Artificial_Intelligence_Readiness_RFP110724 Tue October 29 2024 04:21 PM	☑	2
Addendum_14_Artificial_Intelligence_Readiness_RFP110724 Mon October 28 2024 03:58 PM	☑	2
Addendum_13_Artificial_Intelligence_Readiness_RFP110724 Fri October 25 2024 08:03 AM	☑	4
Addendum_12_Artificial_Intelligence_Readiness_RFP110724 Tue October 22 2024 02:06 PM	☑	2
Addendum_11_Artificial_Intelligence_Readiness_RFP110724 Thu October 17 2024 12:52 PM	☑	6
Addendum_10_Artificial_Intelligence_Readiness_RFP110724 Tue October 15 2024 03:11 PM	☑	3
Addendum_9_Artificial_Intelligence_Readiness_RFP110724 Mon October 14 2024 04:12 PM	☑	4
Addendum_8_Artificial_Intelligence_Readiness_RFP110724 Thu October 10 2024 03:44 PM	☑	3
Addendum_7_Artificial_Intelligence_Readiness_RFP110724 Wed October 9 2024 08:27 AM	☑	2
Addendum_6_Artificial_Intelligence_Readiness_RFP110724 Mon October 7 2024 01:55 PM	☑	2
Addendum_5_Artificial_Intelligence_Readiness_RFP110724 Wed October 2 2024 02:17 PM	☑	2
Addendum_4_Artificial_Intelligence_Readiness_RFP110724 Mon September 30 2024 01:45 PM	☑	4
Addendum_3_Artificial_Intelligence_Readiness_RFP110724 Thu September 26 2024 03:00 PM	☑	4
Addendum_2_Artificial_Intelligence_Readiness_RFP110724 Tue September 24 2024 09:11 AM	☑	7
Addendum_1_Artificial_Intelligence_Readiness_RFP110724 Fri September 20 2024 12:54 PM	☑	2