

SpyGlass

Challenging the Technology Cost Status Quo

20+ YEARS

Personalized technology audits,
comprehensive savings

14,000+ CLIENTS

Served throughout the U.S. and Canada

\$140 MILLION+

Technology service costs saved
annually over 20 years

Competitive Solicitation by Region 14 Education Service Center for Telecommunications Services

Expense Management and Audit Services Proposal

PRICING

RFP# 24-S866

Due: April 4, 2024

Submitted to:

Region 14 Education Service Center
1850 Highway 351
Abilene, Texas 79601

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Dear Region 14 Education Service Center Leaders,

On behalf of [SpyGlass](#) and our entire national team, thank you for the opportunity to present our qualifications to serve as the nationally preferred provider of expense audit and management services with our industry-leading telecom and technology expense management (TEM) [SnapShot Audit®](#) solution. Through our work with Region 14 Education Service Center members, OMNIA, and a wide variety of public sector industries across the country, we know this is a pivotal time for supporting efficient and economically strong operations — a goal we make possible by finding technology expense savings opportunities in 99% of engagements.

A personalized telecom and technology audit approach. By leveraging our proven SnapShot Audit through a trained team of technology expense experts, innovative technologies, and customized proprietary data, our approach provides expense management and support for organizations throughout various industries to analyze, control, and reduce technology spending across voice, data, internet, mobility, cloud services, and SaaS licensing.

An expense audit team that is easily accessible, responsive, and collaborative. Your primary contact, Larry Seiler, Senior Vice President of Revenue, and both of us are based at our headquarters in Cleveland, Ohio. With over 20 years of service from this location, our team of dedicated technology expense experts throughout the U.S. makes us one of the TEM industry's leading service providers.

Broad expense audit and management service experience for the public sector industry, including serving 14,000+ clients nationally. We collaborate with organizations across the U.S. to help provide powerful technology expense audits specialized in finding errors, overcharges, and inefficiencies in bills, contracts, usage reports, and customer service records. Our trusted insight helps government organizations manage and achieve their objectives by proactively facing the unknown of additional technology service costs.

A proven, success-based audit process. Our personalized SnapShot Audit and team of Implementation Project Managers (IPM) and Audit and Analysis experts use an efficient and proven TEM process. From our Kickoff Meeting to the presentation of personalized savings opportunities, we provide timely savings solutions for a wide variety of industries, regardless of the size and scope of technology service billing. With the combination of over two decades of industry-leading SnapShot Audits and our growing Technology Service Expense Database providing inside intelligence on where organizations stand on technology expenses, SpyGlass identifies savings opportunities that provide cost clarity.

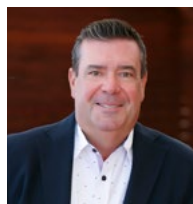
Value within and beyond the audit. After securing tech service savings through our comprehensive expense audit, we offer proactive support from our exclusive TEM solution, [SpyCare®](#). Combining cloud software, access to our experts and help desk, valuable market data, and annual optimization, SpyCare is the optimal single-managed service for ongoing savings.

We are committed to delivering the high-quality TEM audit you deserve. Our team is focused on serving the public sector with the full support and strength organizations require to overcome challenges and achieve success. Thank you again for your time and consideration.

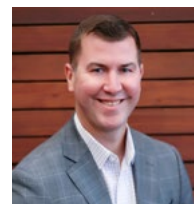
Sincerely,



Ed DeAngelo
Co-President



Brad Clark
Co-President



Larry Seiler
Senior Vice President,
Revenue

PRICING



OUR SERVICES & PRICING

SnapShot Audit[®] and Optimization

For its industry-leading telecom and technology expense management (TEM) SnapShot Audit, SpyGlass uses a success-based fee model with no startup or analytical costs to engage our TEM team to perform the work and make recommendations. Clients will also control the decisions around what recommendations to implement as SpyGlass presents opportunities for cost savings and optimizations.

Fees only result from recommendations a client chooses for implementation and break down as described below:

- Not to exceed 50% of any cost recovery. A cost recovery is any refund, credit, or compensation received by a client relating to past services or charges already paid to a technology vendor.
- Not to exceed twelve times any monthly service elimination or cost reduction savings received by a client relating to a recommendation resulting in forward-looking and ongoing monthly savings.

All fees include a SpyGlass team of experts working to successfully implement the action leading to savings. Our experience tells us that public sector clients particularly appreciate this type of fee structure. It allows for a way to engage with SpyGlass without risk and only pay fees for positive outcomes. It also creates a fee environment for a public sector client to receive a fast return on investment (ROI) of one year or less, and be in a position to own all the savings outright quickly.

Per the requirements of the RFP, pricing is proposed as a not to exceed equal to the amounts described above. That said, clients with large technology spends will be eligible for customized pricing at levels lower than the not to exceed amounts listed.

The pricing will be agreed to and contracted in advance of any work performed. All SpyGlass invoices are accompanied by an Invoice Support Document (ISD) outlining the action(s) completed, the associated confirmation numbers for the order processed with the technology supplier, and the calculated savings and can be jointly verified with customer-supplier invoices. Standard payment terms are within 10 days of invoice receipt but can be adjusted based on customer needs.

SpyCare[®] Managed Service

After benefiting from a SnapShot Audit, SpyGlass clients have the option to procure our ongoing managed service, SpyCare. SpyCare is a Software as a Service (SaaS) platform tailored to assist clients in sustaining the optimization achieved from our SnapShot Audit while preventing new technology cost threats. As our exclusive TEM solution, SpyCare offers the necessary visibility, tools, and oversight through automation and active management.

SpyCare charges an annual fee, not to exceed:

- Fixed & Mobile Services: 6% of the post audit annualized spend
- Cloud: \$35 per active resource

We built SpyCare out of need from both the private and public sectors, with thousands of clients engaging us for a second SnapShot Audit several years after their initial assessment. Even with heightened awareness after the first engagement, we still found new unused services, pricing inefficiencies, and problems that were just as expensive, if not more, the second time around.

Per the requirements of the RFP, pricing is proposed as a not to exceed equal to the amounts described above. That said, clients with large technology spends will be eligible for customized pricing at levels lower than the not to exceed amounts listed.

SpyGlass BY THE NUMBERS



15,000+

SnapShot® audits completed over 20 years



14,000+

clients served in 50 states & Canada



\$140 M+

annual technology service costs saved over 20 years



Regarding Contract Sales (as defined in Section 12 of the OMNIA Partners Administration Agreement) SpyGlass cannot guarantee contract sales each year under the Master Agreement for the initial three years of the Master Agreement (“Guaranteed Contract Sales”) at this time.