



CODE OF ETHICS AFFIDAVIT

**(THIS FORM SHOULD BE FULLY COMPLETED AND RETURNED WITH YOUR SUBMITTAL AND WILL BE REQUIRED PRIOR TO EVALUATION)**

In accordance with Section 54-33 of the Gwinnett County Code of Ordinances the undersigned bidder/proposer makes the following full and complete disclosure under oath, to the best of his/her knowledge, of the name(s) of all elected officials whom it employs or who have a direct or indirect pecuniary interest in or with the bidder/proposer, its affiliates or its subcontractors:

1. Carahsoft Technology Corporation  
(Company Submitting Bid/Proposal)

2. (Please check  one box below)  
 No information to disclose (complete only section 4 below)  
 Disclosed information below (complete section 3 & section 4 below)

3. (if additional space is required, please attach list)

_____	_____
Gwinnett County Elected Official Name	Gwinnett County Elected Official Name
_____	_____
Gwinnett County Elected Official Name	Gwinnett County Elected Official Name

4. BY: Kristina Smith  
Authorized Officer or Agent Signature  
Kristina Smith  
Printed Name of Authorized Officer or Agent  
Director of Contracts  
Title of Authorized Officer or Agent of Contractor

Sworn to and subscribed before me this  
14th day of April, 2021  
Elise B. Roell  
Electronic Notary Public  
Commonwealth of Virginia  
Notary Expiration #: 7/31/2023  
Notary Registration #: 7852639  
Digitally signed by Elise B Roell  
Date: 2021.04.14 09:27:03  
-04'00'

Notary Public  
(seal)



## Executive Summary

Smart Communications is pleased to present our response to Gwinnett County's requirements for a Digital Automation Solution. We have reviewed and understand the Background and Current Environment. Smart Communications is ideally suited to meet the requirements given by Gwinnett County. We look forward to building a strong and mutually beneficial relationship. This document provides a description of Smart Communications and the SmartIQ solution.

Smart Communications™ is the only provider of a customer conversations management platform. Built from the cloud up, we help enterprises deliver SMARTER conversations across the entire customer lifecycle – and at scale. In 2016, with the backing of Accel-KKR, one of the world's premier tech-focused private equity firms, Smart Communications as it exists today was born. Quickly ranked as the only cloud solution in the Leaders Quadrant in Gartner's Magic Quadrant for Customer Communications Management, we were just scratching the surface. With a renewed focus, we forged ahead, developing innovative product features and unmatched professional services offerings designed to help the world's largest enterprises – in all kinds of industries – improve internal efficiency and increase ROI while delivering more meaningful communications.

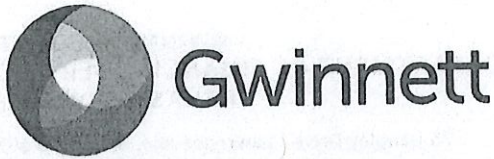
Smart Communications is uniquely capable of helping enterprises evolve from delivering communications toward, instead, enabling interactive, two-way conversations that result in exceptional customer experiences. But don't just take our word for it! Today, IDC, Aragon, Novarica and Aspire all rank Smart Communications as a Leader.

Smart Communications is proposing the SmartIQ solution to meet the stated requirements of Gwinnett County. With SmartIQ you can digitally transform paper and PDF forms and manual business processes to enhance and simplify your customer experience. By offering intelligent, conversational user experiences, you increase engagement while streamlining internal processes, managing risk and reducing demand for support services.

Specifically, SmartIQ makes it possible to:

- Achieve enterprise-class digital transformation: Paper and eForms-based manual business processes are transformed into intuitive, guided user experiences that can be accessed from any device.
- Empower users: SmartIQ's web-based, drag-and-drop designer tools can be used by process owners and can be built and maintained easily giving time back to your IT team — meaning no code and faster time to market.
- Gain access to data insights: An analytics dashboard provides key insights that allow for continuous improvement and improves the customer experience.
- Increase compliance: Manage risk with templated, interview-style questioning that identifies incomplete or ineligible forms before they make their way to your team.





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**CONTRACTOR AFFIDAVIT AND AGREEMENT  
(THIS FORM SHOULD BE FULLY COMPLETED AND RETURNED WITH YOUR SUBMITTAL)**

By executing this affidavit, the undersigned contractor verifies its compliance with The Illegal Immigration Reform Enhancements for 2013, stating affirmatively that the individual, firm, or corporation which is contracting with the Gwinnett County Board of Commissioners has registered with and is participating in a federal work authorization program\* [any of the electronic verification of work authorization programs operated by the United States Department of Homeland Security or any equivalent federal work authorization program operated by the United States Department of Homeland Security] to verify information of newly hired employees, pursuant to the Immigration Reform and Control Act, in accordance with the applicability provisions and deadlines established therein.

The undersigned further agrees that, should it employ or contract with any subcontractor(s) in connection with the physical performance of services or the performance of labor pursuant to this contract with the Gwinnett County Board of Commissioners, contractor will secure from such subcontractor(s) similar verification of compliance with the Illegal Immigration Reform and Enforcement Act on the Subcontractor Affidavit provided in Rule 300-10-01-.08 or a substantially similar form. Contractor further agrees to maintain records of such compliance and provide a copy of each such verification to the Gwinnett County Board of Commissioners at the time the subcontractor(s) is retained to perform such service.

90689 1/1/2008  
E-Verify \* User Identification Number Date Registered

Protiviti, Inc.  
Legal Company Name

2884 Sand Hill Road Suite 200  
Street Address

Menlo Park, CA 94025  
City/State/Zip Code

[Signature] 9/19/2021  
BY: Authorized Officer or Agent Date  
(Contractor Signature)

Manager Director  
Title of Authorized Officer or Agent of Contractor

James Edmonke  
Printed Name of Authorized Officer of Agent

SUBSCRIBED AND SWORN  
BEFORE ME ON THIS THE  
19th DAY OF April, 2021

[Signature]  
Notary Public  
Commission Expires: 12-2-23

**For Gwinnett County Use Only:**  
Document ID # \_\_\_\_\_  
Issue Date: \_\_\_\_\_  
Initials: \_\_\_\_\_

\* As of the effective date of O.C.G.A. 13-10-91, the applicable federal work authorization program is "E-Verify" operated by the U.S. Citizenship and Immigration Services Bureau of the U.S. Department of Homeland Security, in conjunction with the Social Security Administration (SSA).



