


WASHINGTON STATE ELECTION TEXT MESSAGING RFP

EXHIBIT A

Submitted by Prompt.io

APRIL 25, 2025



Prompt.io Inc.
14419 Greenwood Ave N. A-373
Seattle, WA 98133

Statement of Work

Summary

Prompt.io is a Seattle, Washington based company with 11+ years of experience in text messaging. Our platform is deployed across North America by government bodies as large as the US House of Representatives down to the City of Seattle (reference included below).

Our Proposal highlights the features and functionality of the software, organizational team structure, a cross-section of our customer base demonstrating our experience servicing this use case, and cost breakdowns for the term of service.

We are certain our world class platform and team meet and exceed the requirements. We kindly request an in-person opportunity to demonstrate the full breadth and depth of our platform.

Team Structure

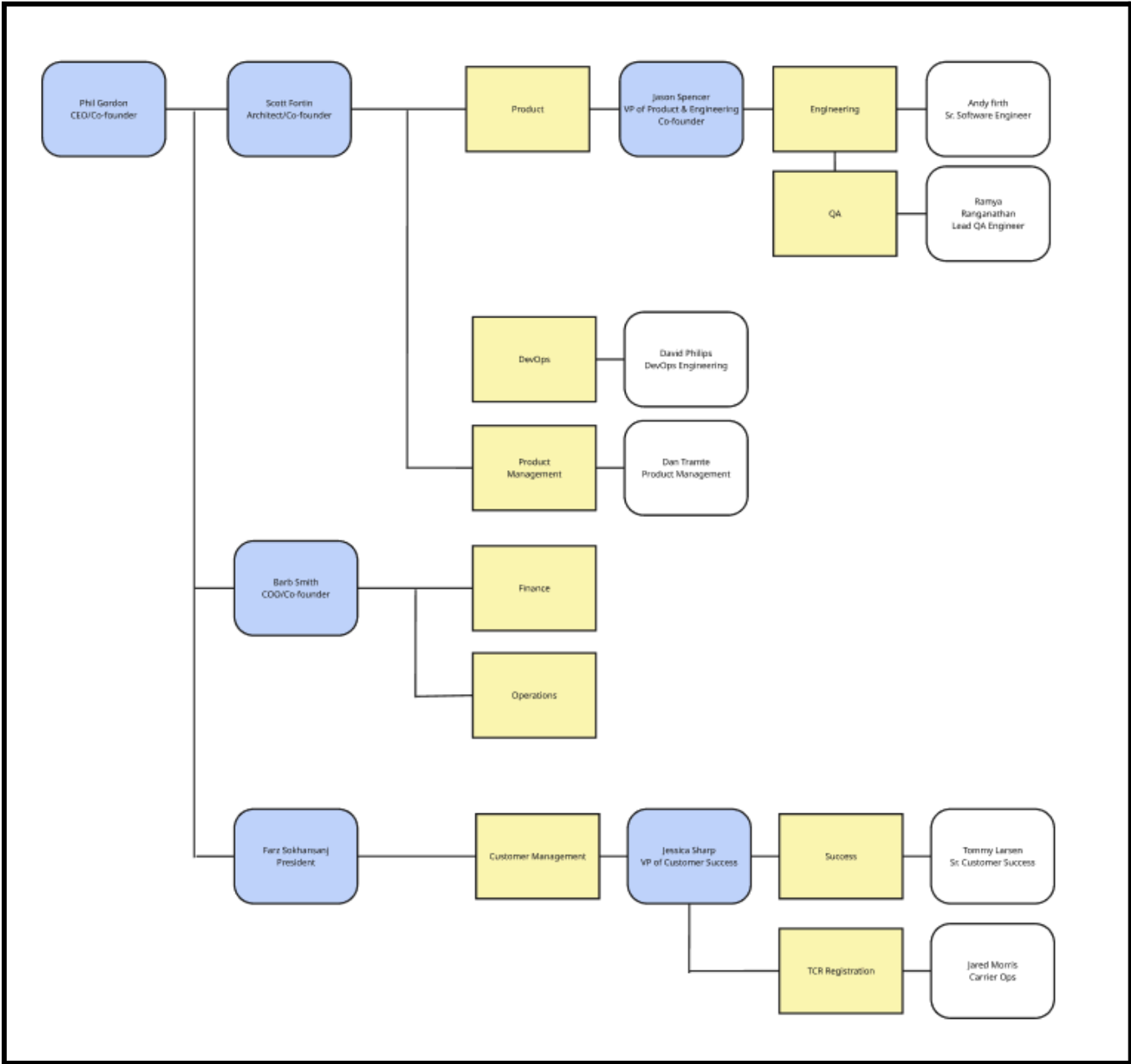
The Prompt.io team is composed of our founder and CEO, Phil Gordon with functional units underneath him.

The leadership team includes Farz Sokhansanj (President), Barb Smith (COO), Scott Fortin (CTO) and Jason Spencer (VP of Engineering). The Go-to-Market team includes Matt Gross (VP of Sales), Tamilla Mirzoyeva (VP of Marketing) and Jessica Sharp (VP of Customer Success) with staff reporting directly to them.

Phil Gordon (CEO) and Barb Smith (COO) are residents of Shoreline, WA and have been full time residents of Washington state since 2010.

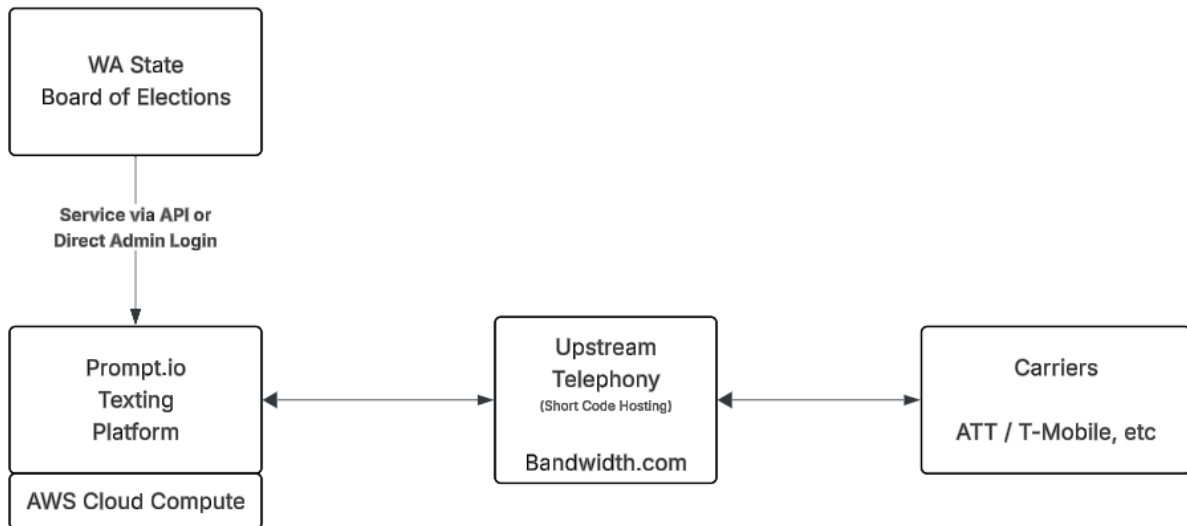
The product and engineering team works hand-in-hand with the go-to-market team to prioritize customer issues and feature requests with Dan Tramte from our team managing the feedback between the two functional units.

An organizational chart outlining the team structure and responsible parties is created in part below. Note that it does not include our entire staff – but rather the staff most directly responsible for the outcomes for the Washington State Board of Elections texting program.



Subcontractors

Prompt.io will be solely responsible for the execution of the contract and service. Prompt.io does not utilize subcontractors. The shortcode used for the text messaging will be hosted at Bandwidth.com, Prompt.io's upstream telephony partner. All computing resources will be hosted at private and secure Amazon Web Services.



Internal Controls

Prompt.io is a SOC II Type 2 certified company and adheres to a strict access and security control process. The State of Washington will have its own instance of the Prompt.io Texting Platform. The data for this instance will be stored in enterprise-grade 256-bit encryption. Access to the instance is restricted and monitored. Prompt.io employees do not have access to the instance without authorization and permission from the administrator of the account.

In addition, our upstream provider referenced above, Bandwidth.com, only receives fully hashed and encrypted data from Prompt.io and encrypts that data at rest to ensure the highest level of security.

Our "troubleshooting mode" includes temporal access limitations to grant and revoke the Prompt team access to assist with issues that may arise. This access can only be granted by the Washington State Board of Elections.

Help Request

Description of issue (optional)

Screenshot (optional)

Drop an Image file here to upload

[Upload an Image](#)

Troubleshooting Mode

When enabled, this will allow Prompt.io employees to access your organization for troubleshooting purposes.

☒ Do Not Allow

☐ 24 Hours

☐ 1 Week

☐ 2 Weeks

Save

Final Authority

Phil Gordon, founder and CEO of Prompt.io, has the final authority on all product and business operations. Phil Gordon is a Washington State resident for the last 15 years and resides in Shoreline, WA. Phil Gordon will be closely involved with the project and intimately involved in scoping, training, staffing, and implementation of the program.

Staff Qualifications/Experience

EMPLOYEE	PERTINENT EXPERIENCE	AVAILABILITY
Phil Gordon <i>CEO / Management</i>	PROMPT.IO Founder/CEO: <i>Mar 2014 – Present</i>	Available on an as needed basis
Dan Tramte <i>Implementation & Integration Engineer</i>	PROMPT.IO Product Manager: <i>Jan 2025 – Present</i> Solutions Engineer: <i>Jun 2022 – Jan 2025</i> ROCHESTER INSTITUTE OF TECHNOLOGY Instructor: <i>Jan 2020 – Jun 2022</i>	2–4 weeks for the initial implementation, set up. 2–5 hours a week or as needed for follow up integration, configuration work.
Jessica Sharp <i>VP Customer Success</i>	PROMPT.IO VP of Customer Success: <i>May 2024 – Present</i> NEIGHBORHOODS.COM VP of Customer Engagement: <i>Sep 2022 – Aug 2023</i> Sr. Director of Product/Operations: <i>Apr 2022 – Sep 2022</i> Dir. of Product/Operations: <i>Feb 2021 – Apr 2022</i> A PLACE FOR MOM Dir. of Sales/Customer Operations: <i>Dec 2019 – Feb 2021</i>	Available on demand.
Jeremy Gill <i>Customer Support</i>	PROMPT.IO Technical Solutions Engineer: <i>July 2024 – Present</i> TWILIO Technical Support Engineer: <i>Apr 2022 – Dec 2023</i> NYC DEPT OF EDUCATION English & Computer Science Teacher: <i>Sep 2018 – Feb 2022</i>	Available on demand for managing support tickets as filed via email or the Prompt.io support portal.
Stacia Yim <i>Onboarding & Account Management</i>	PROMPT.IO Customer Success Manager: <i>Apr 2022 – Present</i> DEMOCRATIC PARTY OF GA Digital Organizing Director: <i>Jul 2020 – Apr 2022</i>	Available on demand – biweekly meeting scheduled for review of progress and results based on needs of the customer.

Rayma Ranganathan <i>QA/Testing</i>	<p>PROMPT.IO Head of Quality Assurance: <i>Jan 2023 – Present</i></p> <p>TWITTER Software Engineering Manager: <i>Aug 2022 – Jan 2023</i> Sr. Test Engineer: <i>Apr 2020 – Aug 2022</i></p>	1–2 hours a week or as needed for testing integration and configuration work.
Scott Fortin – Engineering	<p>PROMPT.IO Chief Technology Officer: <i>Mar 2014 – Present</i></p> <p>JAWFISH GAMES Principle Architect: <i>Jan 2012 – Feb 2014</i></p>	1–2 hours a week or as needed during key election times for monitoring account and server health and/or features required for customer success and integration.
Joe B – DevOps	<p>PROMPT.IO DevOps Architect: <i>Apr 2023 – Present</i></p> <p>SKYTAP Principal Software Engineer: <i>Jul 2020 – Mar 2023</i></p>	1–2 hours a week or as needed during key election times for monitoring account and server health.

Experience of contractor and subcontractors (qualifications)

Prompt.io is a Seattle, Washington based text messaging platform that has been in operation since 2014. In 2024, Prompt customers sent over 520 million text messages for governmental entities, political candidates, advocacy organizations, and non-profits in the United States and Canada.

Prompt.io has vast experience in all things texting. Our platform has been successfully deployed by many organizations:

- The Prompt.io platform powers official government texts for the **United States House of Representatives**. More than 250 sitting members of Congress utilize our service to communicate with constituents. Use cases include disaster response and mitigation, event notification, polling and surveys, constituent education on matters of national importance.
- **The City of Seattle** has utilized Prompt.io messaging services for 5 years. Our platform is used by the city to text message homeless shelters in the city daily to get an up to date and accurate bed count. Prompt.io has provided this service free of charge to the city as our company community service project.

See City of Seattle recommendation below:



Seattle
Human Services

Date: April 21, 2025
Subject: Letter for Support for Prompt.io

To Whom It May Concern,

The City of Seattle Human Services Department (HSD) offers our enthusiastic support for Prompt.io in the request for proposal for the Washington State Board of Elections. HSD has been working closely with Prompt.io since 2019, and they have consistently been an indispensable resource.

Prompt.io's support has been an essential component of our homelessness outreach capabilities. Their texting platform allows HSD to collect daily bed counts for homeless shelters thereby ensuring resources are available to those most in need.

Their team is highly responsive to our needs, going above and beyond to ensure we are supported at every turn. Their service has always been timely, thoughtful, and aligned with our mission and values.

Perhaps most telling of their values is the fact that Prompt.io has generously provided their services to us free of charge, recognizing the importance of our work and helping us reach thousands of individuals when resources were scarce.

We strongly endorse Prompt.io as a reliable, mission-driven, and community-minded partner. Any organization would be fortunate to work with them.

Thank you,

Chris Klaeyson

Chris Klaeyson
Homelessness Division Director
City of Seattle, Human Services Department
chris.klaeyson@seattle.gov

- **United Nations High Commission for Refugees (UNHCR)** has used our platform for 4 years to communicate with hundreds of thousands of supporters via short code.
- **San Francisco Mayor's Office** has used Prompt.io for the preceding 3 years for their Community and Housing Development program.
- **5 of the biggest 20 unions** in the United States utilize the Prompt.io platform to communicate with members including the United Food and Commercial Workers Union (**UFCW**), **Teamsters**, Service Employees International Union (**SEIU**), United Brotherhood of Carpenters (**UBC**), and **United Domestic Workers Union**.
- **American Cancer Society** and many other nationally recognized non-profits utilize our service to communicate with donors and supporters.

All customers listed above can be made available as references upon request.

Representative Contracts

- United States House of Representatives
 - Constituent communication for official U.S. House government business including disaster response and recovery, event notification, polling and surveys, and constituent education.
 - Contract term: 2021 – Present
- United Nations High Commissioner for Refugees
 - Supporter / Donor outreach and communication via shortcode
 - Contract term: 2021 – 2024
- City of Seattle
 - Homeless project
 - Contract term: 2021 – Present
- San Francisco Mayor's Office on Housing and Community Development
 - Wifi distribution to low income residents
 - Contract term: 2022 – Present

Prompt.io Text Messaging Platform

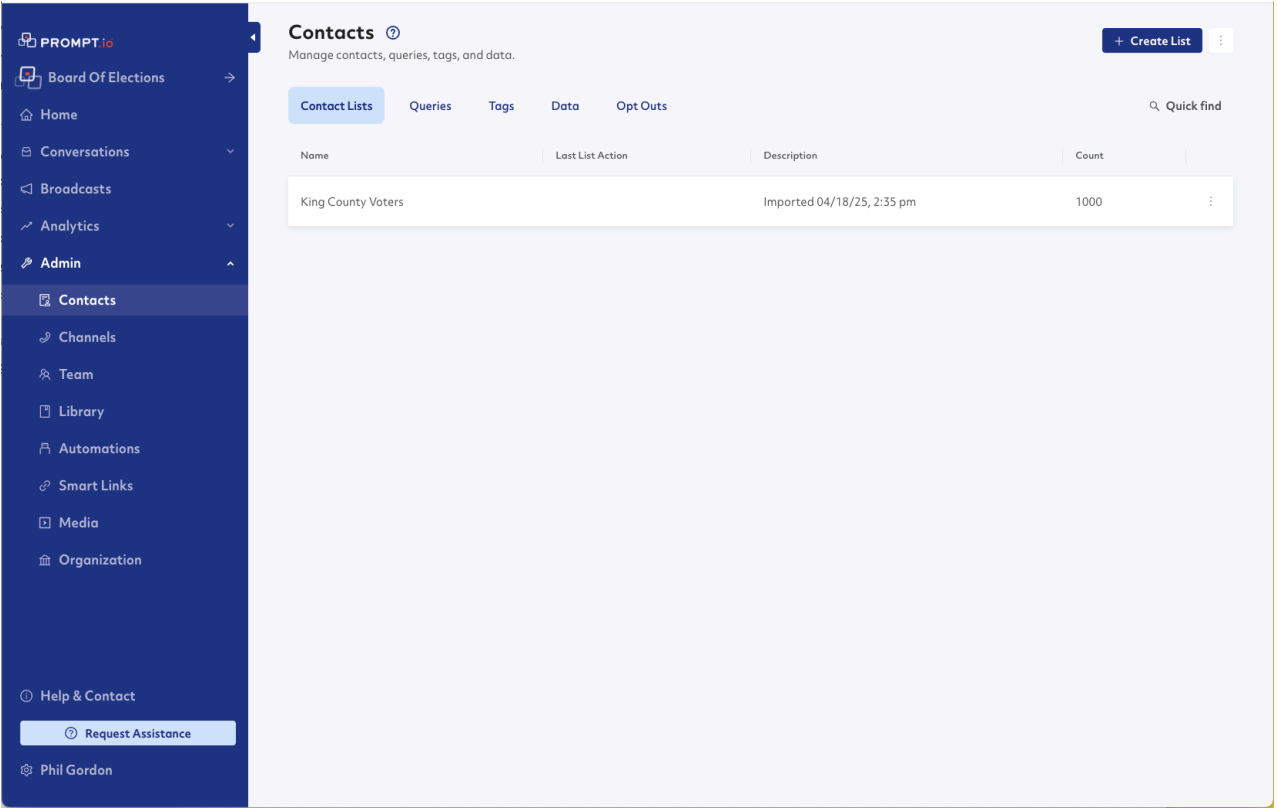
The Prompt.io Text Messaging Platform is the most advanced, feature-rich system on the market. The system has been in continuous operation since 2014 and has sent nearly 1 billion messages in the United States and Canada with a 99.99% historical uptime. Our customer base spans government organizations at the federal, state and local level, unions and advocacy organizations, political campaigns, and non-profits. All utilize the robust feature set to communicate with constituents.

The Board of Elections will likely be utilizing the full suite of our robust platform features:

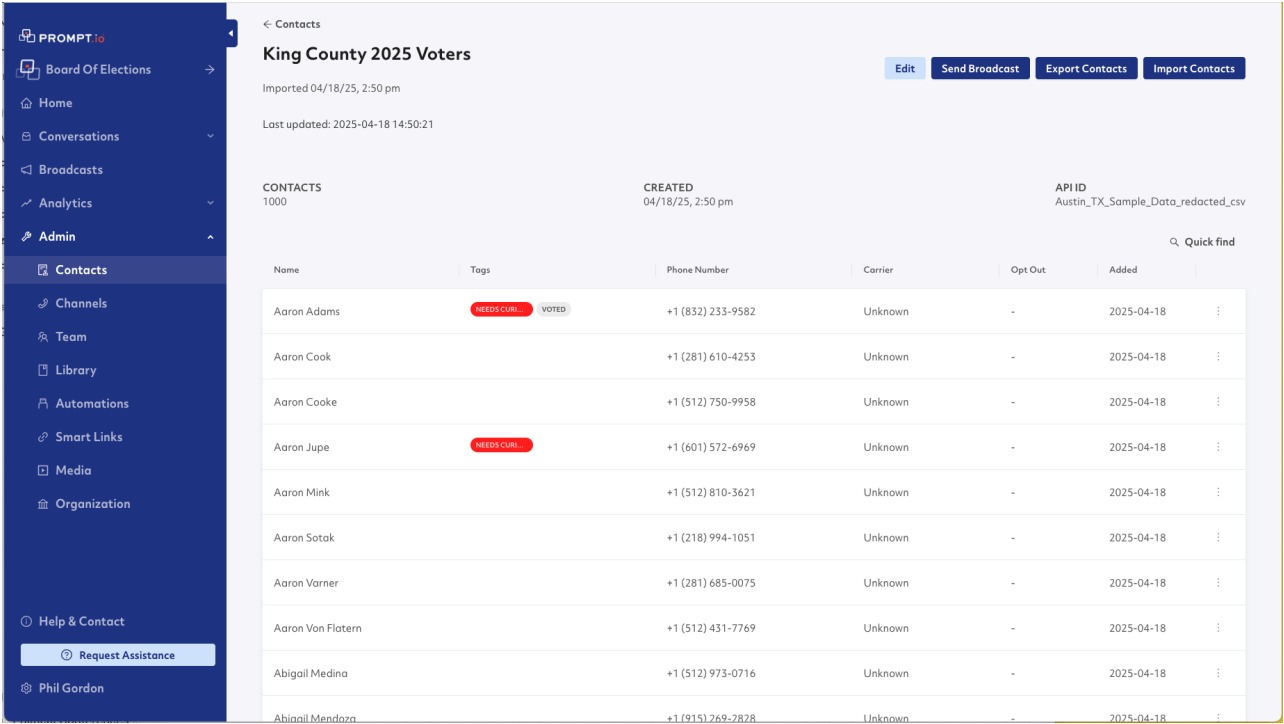
- Contact Lists, Tags, and Queries
- Outboard Broadcast Texting with field-merge via shortcode for either SMS or MMS
- API based interactions
- Robust Opt-Out management
- Inbound reply processing, including keyword automation / auto-replies
- Link/Click tracking
- Mobile Carrier Lookup / Validation
- Structured Data Collection including e-signature
- Data syncing between the systems via Webhook / Integration
- Analytics and error monitoring
- Team Management
- MMS / Image Personalization
- Conversational Tools

Contact Lists

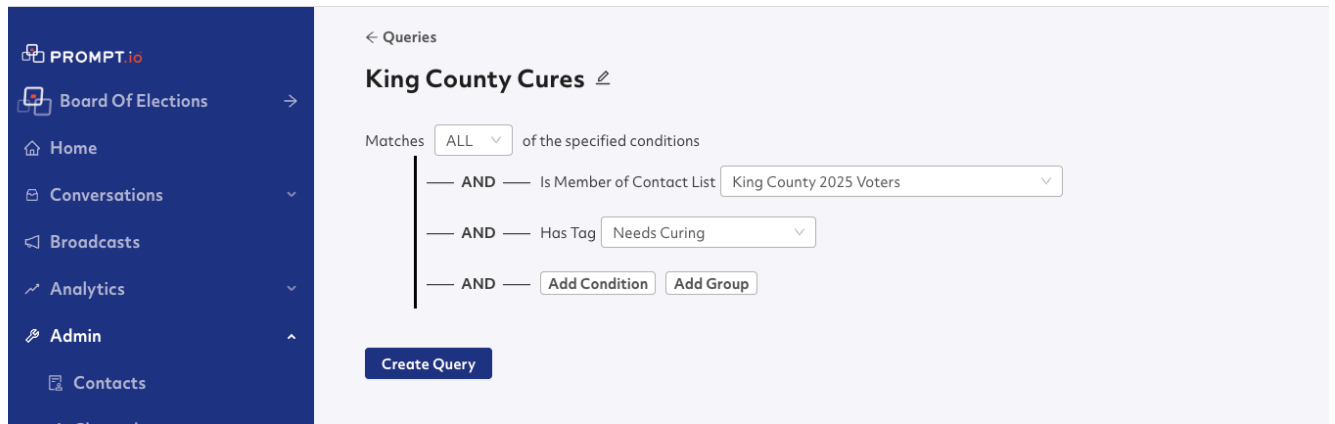
Contact Lists can be uploaded via CSV or API. Additionally, Prompt.io could facilitate an integration from the VoteWA systems into our platform. Contacts can have unlimited data field attributes. Examples of data fields might include zip code, county, voter id, address, nearest polling location, etc.



Contacts are tracked in the system and can be tagged. For instance, here you can see contacts with the “Needs Curing” tag applied. Tags and data fields are at the discretion of the user and are customizable.



Lists, Tags, and Data fields can be used for Queries. The results of a query can then be utilized to form a list for a broadcast:



Outbound Broadcast with Field Merge

The Prompt.io platform offers robust broadcast outbound texting. Administrators select an audience and compose field merged messages for outbound delivery. All delivery metrics, errors, reply rates, click rates are tracked in real-time.

New Broadcast

1 Audience

1000 contacts selected from 1 contact list

2 Channels

Select channels

3 Delivery

Select time

4 Compose

Write your message

5 Assignment

Broadcast routing

6 Library

Select library folders

7 Review

Send to queue

Audience

Select existing contact lists for the broadcast message.

Quick find

Name	Last List Action	Description	Count
<input checked="" type="checkbox"/> King County 2025 Voters		Imported 04/18/25, 2:50 pm	1000

Contact Targeting

Tags to Include

Include contacts that possess ANY of the selected tags

Tag Search

Tags to Exclude

Exclude contacts that possess ANY of the selected tags

Tag Search

Store Data

Only include contacts that possess ALL of the specified store data

Key

Store Key Search

Value (required)

Exclude Contacts from Previous Broadcasts

Create Date	Broadcast	Status	Contacts
<input type="checkbox"/> 03/27/25	03/27/25 to DemoLive List	Completed	2

1000 unique contacts selected from 1 contact list

Continue to Channels

An audience is selected for the outbound broadcast.

New Broadcast

- ☒ Audience
1000 contacts selected from 1 contact list
- 2** Channels
1 channel
- ☒ Delivery
P2P, Deliver immediately
- ☒ Compose
SMS
- 5 Assignment
Broadcast routing
- 6 Library
Select library folders
- 7 Review
Send to queue

[Request Assistance](#)

Channels

Select phone numbers for sending and receiving texts.

[Filter Channels](#)

Channel	Status	Registration	Permissions	Last Message
<input checked="" type="checkbox"/> +1 (206) 647-5779	Active	Registered	Everyone, Admin	2 weeks ago

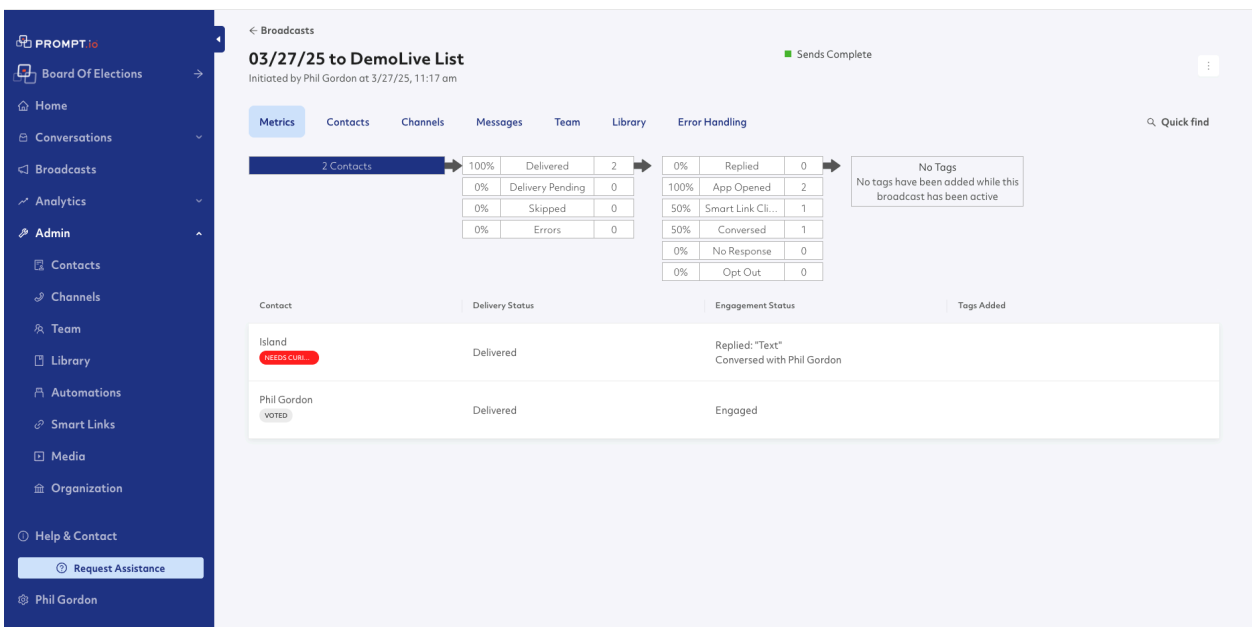
Channels selected: 1

[Select All Channels](#) [Clear Selection](#)

[Back](#) [Continue to Delivery →](#)

Outbound channels are selected. This will be the Washington State short code, though the Prompt platform also supports 10DLC and Toll Free options.

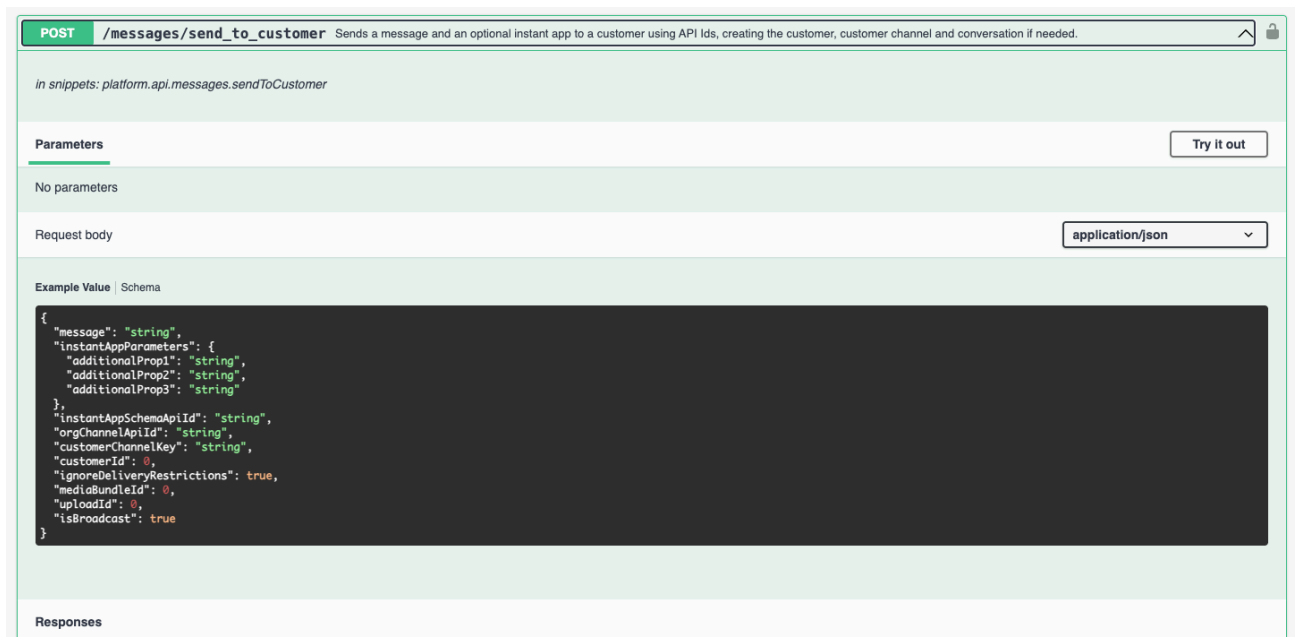
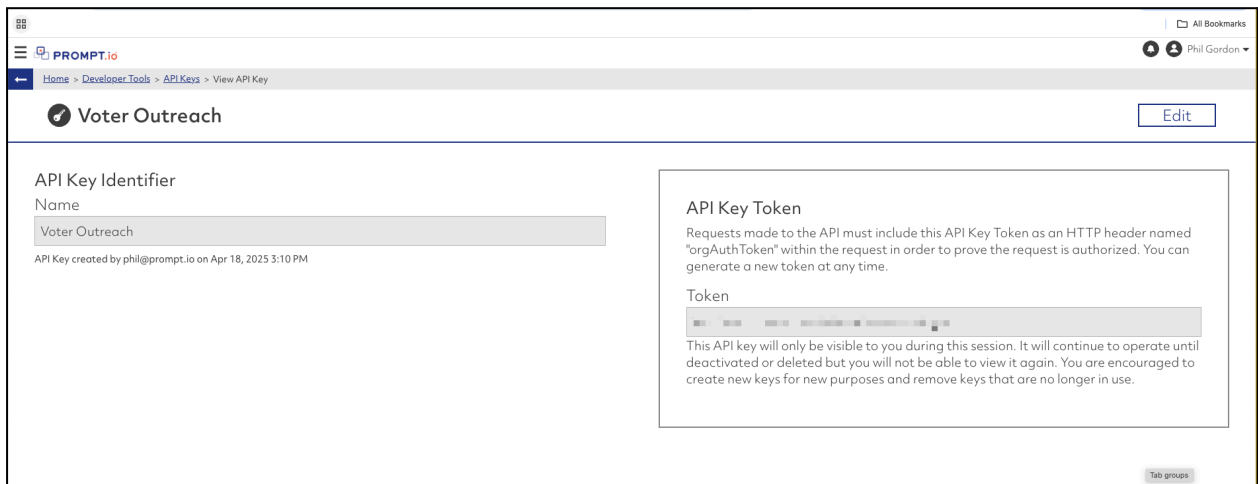
The broadcast is sent at ~80 messages per second.



Aggregated metrics are displayed. These update every 15–20 seconds. Metrics tracked include deliverability, clicks on links, replies, opt outs, and any delivery errors that may have occurred.

API Based Messaging

The Prompt.io platform has a robust suite of APIs that can be utilized for outbound texting. API key management is fully supported. Tracking of API usage is supported in Analytics.

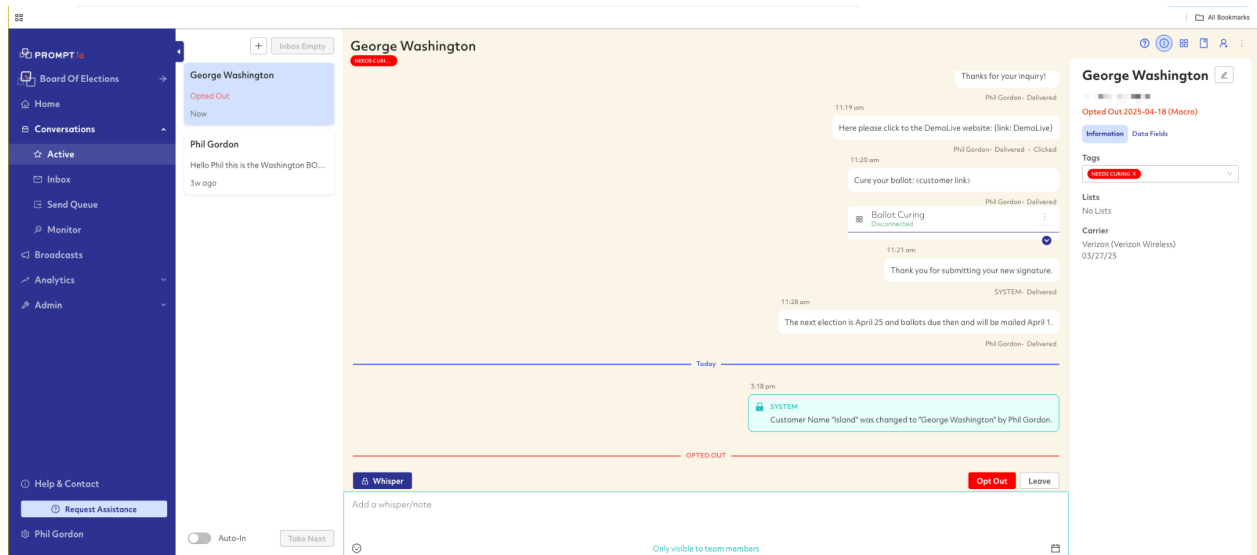


APIs exist to send outbound messages, track inbounds, and just about every other function in the Prompt.io platform.

A full list of the APIs available can be found here: <https://boedemo.prompt.io/rest/ui/>

Opt Out Management

The Prompt.io platform is well equipped to handle opt outs. Carrier Keywords in reply to outbound texts such as STOP, UNSUBSCRIBE automatically trigger an opt out in our system. The system is restricted to send outbound texts to opted out contacts. Additionally, there are manual mechanisms for adding and managing opt outs. All Opted Out contacts are clearly labeled as Opt Out.



Inbound Message Processing via Keyword Automations

Keywords can be configured with various actions resulting. For instance, the keyword "VOTE" could be configured to reply with the nearest polling location and election date:

Automation Details

Automation Type
Keyword Match

Assigned Channels
☐ All Channels
☐ +1 (206) 647-5779

Keyword Match
 Keyword Match will analyze each inbound text and perform actions if the keyword is found. All matching is case-insensitive. Typically a keyword matches if it appears as a distinct word, WIN would match I WIN but not WINNER. However if Direct Match is selected then the incoming text must match the keyword exactly with no extra words.

☐ Direct Match

Enter one keyword per line.
 VOTE

Conditions
☐ Perform actions when no team members are in the conversation
☐ Perform actions when there are no team members, or they are all inactive
☒ Always perform actions (including when team members are active)

Automation Actions

Message *

The next election is **Tuesday, November 6, 2025**.
 Your nearest polling location is {pollingLocation}.
 ✓ Thank you for participating in the Washington State Elections.

166 characters | 3 segments

Field Merge

Keyword automations can also be used to schedule messages for the future, call external third party systems to retrieve data, add/remove from contact lists, or add/remove tags.

Link Click Tracking

The Prompt.io platform offers our SmartLink service. These Smart Links are utilized to send trackable links (similar to the way a bit.ly service might work). When a contact clicks the link, the link is tracked by the system and automatically redirects to the intended location. Additionally, data from the contact can be passed from our system through URL parameters to the destination site.

For instance, a smart link could be sent that redirects to DemocracyLive page that passes down the constituent voter ID, name, and other information automatically.

?

Create Smart Link

X

Smart Link Details

Descriptive Link Name (e.g. Donation Page) *

VoteWA

Original Link Address *

https://voter.votewa.gov/portal2023/login.aspx?voterId={voterId}

Field Merge ▾

Smart Domain *

gather.vote ▾

/

Extension (optional)

wa

Here is an example of a voter link passing a URL parameter of the data field associated with the voter ID.

Mobile Lookup and Validation

Our platform uses mobile telephony sources of truth to do mobile carrier validation and lookups. Lists uploaded can be scrubbed of non-mobile phone numbers automatically.

Phil Gordon

InformationData Fields

Tags

VOTED X

Lists

No Lists

Carrier

T-Mobile (T-Mobile USA, Inc.)

03/27/25

Structured Data Capture via Instant App Technology

The Prompt.io platform offers a robust way to build, deliver, and capture structured data via mobile “app-like” experiences.

Here is an example “Ballot Curing” app configuration in the Prompt.io Platform:

The screenshot displays the Prompt.io platform interface for configuring a "Ballot Curing" app. The interface is divided into several sections:

- Header:** Shows the Prompt.io logo, navigation links (Home, Instant Apps, Edit Customer App), and the user profile (Phil Gordon).
- App Configuration:** The app is named "Ballot Curing" and is currently "Active". There are "Cancel" and "Save" buttons.
- Left Sidebar:** Contains navigation options: INSTANT APP INFO, INVITATION, LAYOUT (selected), EVENTS & ACTIONS, PARAMETERS, LOCALIZATIONS, STYLE / CSS OVERRIDES, REPORTS, SCHEMA, and TEST MODE.
- Configuration Panel:** Shows the configuration for the "radioButtons_2" element.
 - CONFIGURE:** Includes fields for Element ID (radioButtons_2), Element Usability (Only recipient can edit), and checkboxes for Initially Visible and Initially Enabled.
 - Label:** A text field with the value "Tell us why your signature didn't match".
 - Options:** A list of radio button options with their respective values:
 - Radio Button: Label: "No idea", Value: "value1"
 - Radio Button: Label: "I rushed it", Value: "value2"
 - Radio Button: Label: "I think it matches", Value: "value3"
 - Selected Icon:** A dropdown menu showing "fa-check-circle".
- Preview Pane:** Shows a preview of the mobile app interface. It includes the Washington State Secretary of State logo, instructions for ballot curing, a signature matching section, and a "Submit Cured Ballot" button.

Our implementation team will utilize the platform to build out these use cases to your specification. A no-code, easy drag and drop builder is available for configuration that supports input fields, checkboxes, radio buttons, e-signatures, and more. All data is live synced to the contact's conversational history and can be routed to the data systems of your choice.

WASHINGTON
Secretary of State

match the signature on file.

For your vote to count, the signature must match the signature on file.

Please acknowledge that you returned your ballot and provide a signature that matches your Washington State Driver's License.

☒ I acknowledge that I returned my {county} county ballot.

Tell us why your signature didn't match

☒ No idea
☐ I rushed it
☐ I think it matches

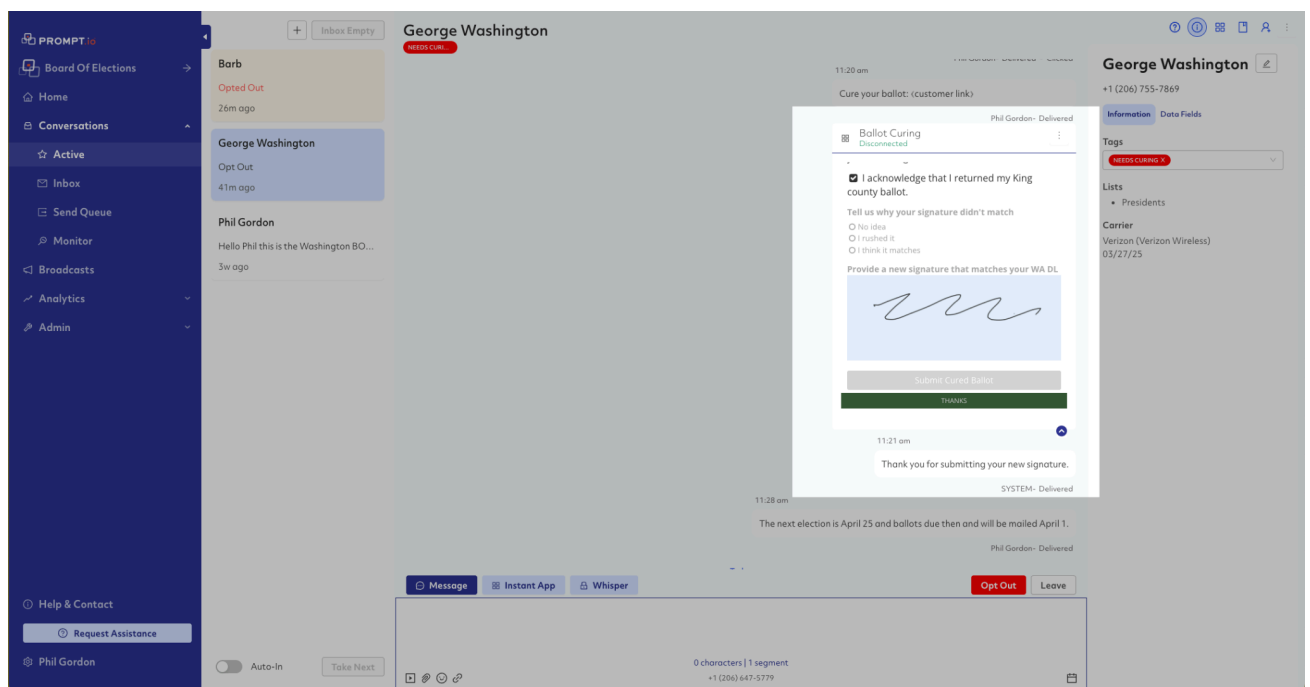
Provide a new signature that matches your WA DL

Phil Gordon

Clear Confirm Signature

Submit Cured Ballot

Mobile optimized app-like experiences are delivered via text message and can be opened on any mobile device with no download and no install of an app. These app experiences are secured by enterprise-grade 256-bit encryption.



All data is captured inside the conversational history and synced live to the record.

Data syncing between the systems via Webhook / Integration

Our platform is designed for easy integration. One feature we offer for integration is the configuration of webhooks. Webhooks allow subscription to system events (examples include inbound message, message error, message delivery). Our system will POST data back to your system when these various events occur.

WA DOE Active

[Cancel](#) [Save](#)

Event Endpoint Identifier

Name

WA DOE

Event Endpoint URL

https://votewa.gov/webhook/ingest

Authentication No

Event Subscriptions

To subscribe this Event Endpoint to events, select from the list below.

☐ Subscribe to All

Instant Apps

☐ /instantApp/added

☐ /instantApp/customerConnected

☐ /instantApp/customerDisconnected

☐ /instantApp/status

☐ /instantApp/update

☐ /instantApp/custom

☐ /instantApp/error

Conversations

☐ /conversation/added

☐ /conversation/joined

☐ /conversation/left

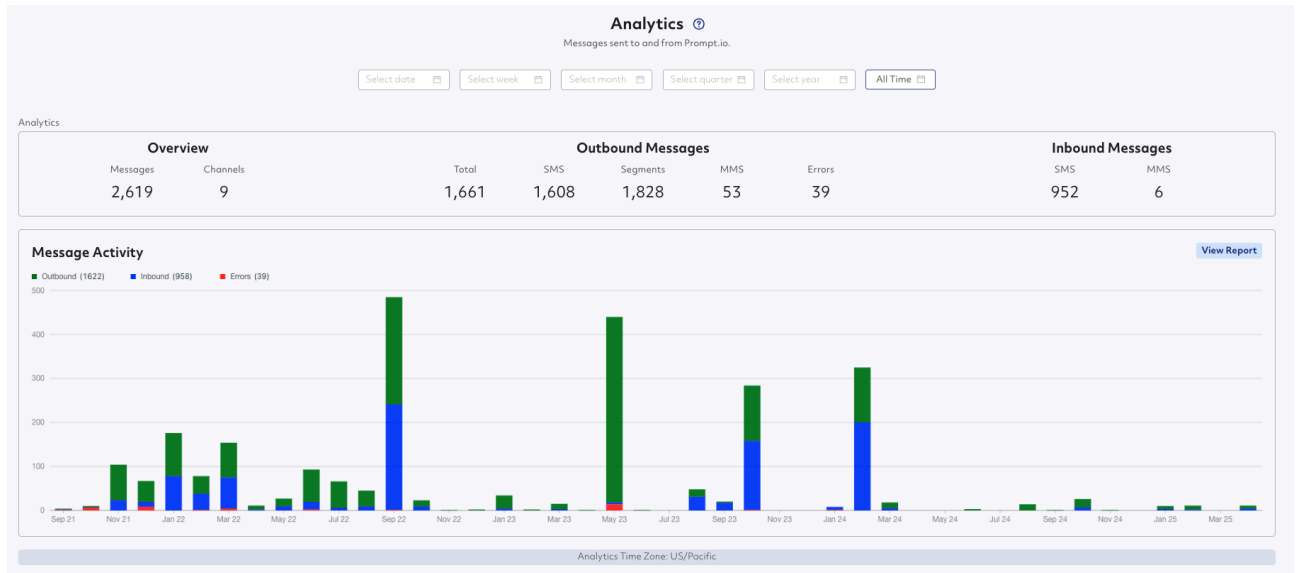
Conversation Configuration

☐ /conversation-config/modified

Messages

Analytics and Error Monitoring

The platform tracks and presents analytics for all outbound and inbound messaging activity, opt outs, and other key indicators.



Team Management

The platform enables fine-grained access and control. Roles, user rights and permissions can all be granted to users of the platform and usage monitored.

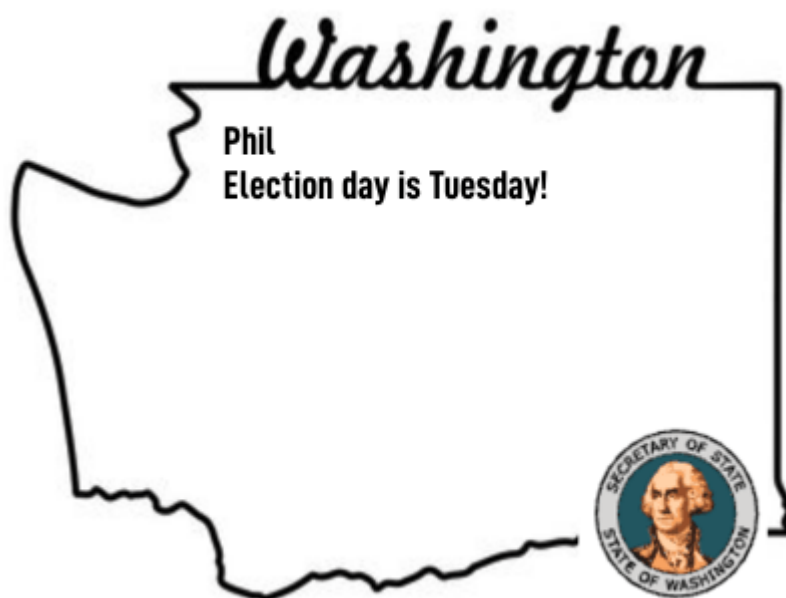
Team ⓘ Manage your team and view their activity.

Refresh + Invite New Team Members ⓘ

Manage Activity

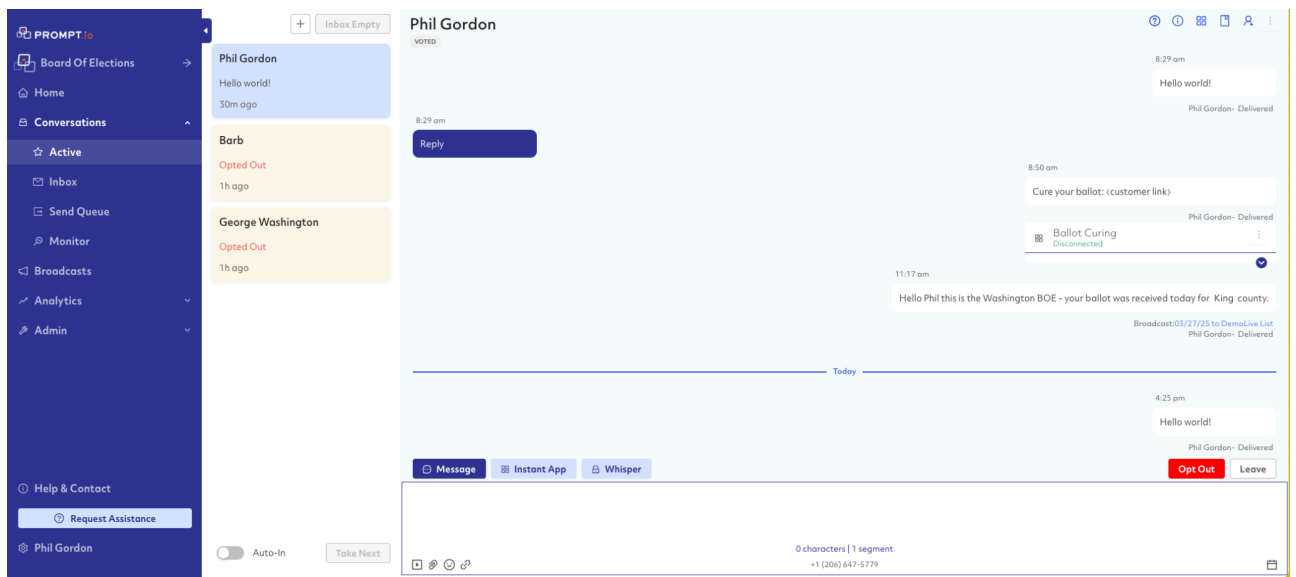
Name	Email	Groups	
dan@prompt.io	dan@prompt.io	Admin	⋮
Phil Gordon	phil@prompt.io	Admin	⋮
Farz Sokhansanj	farz@prompt.io	Admin	⋮

Fused Images can be sent via API or via Broadcast.



Conversational Tools

Our platform stores all outbound and resulting inbound messages in a conversational history. If circumstances dictate, staff can utilize conversational tools to send messages to individuals to answer their questions or spur further action. All inbound messages are routed to a shared “inbox” of contacts. Escalation of conversations to other named team members is supported. Shortcuts and “macros” of commonly used phrases are available for use to speed response.



Feature Summary


There is no more robust, feature-filled, secure, scalable texting platform on the market. No matter your use case, needs, and scale, the Prompt.io platform will deliver excellent results. We would welcome an opportunity to demonstrate our platform in person.

WASHINGTON STATE ELECTION TEXT MESSAGING RFP

EXHIBIT B

Submitted by Prompt.io

APRIL 25, 2025



Prompt.io Inc.
14419 Greenwood Ave N. A-373
Seattle, WA 98133

Project Cost

No form is provided for this submission. Identify all costs including expenses to be charged for performing the services necessary to accomplish the objectives of the contract. The Contractor is to submit a fully detailed budget for the contract term, including staff costs, applicable hourly rates and any expenses necessary to accomplish the objectives under the contract. Total cost cannot exceed One Hundred and Fifty Thousand annually (\$150,000.00) or Six Hundred Thousand Dollars (\$600,000.00) for the term. Contractors are required to collect and pay Washington state sales tax, if applicable. Costs for subcontractors are to be broken out separately.

Prompt.io Platform fee:

- \$75,000 annual fee, inclusive of:
 - Hosting for one texting Short Code
 - Up to 500,000 SMS or MMS texts, inbound and outbound per year
 - Named Senior Account Manager
 - All on-call support
 - Integration via API and webhook where required
 - Ongoing engineering maintenance and support

Summary of Cost

Prompt.io will charge a flat \$75,000 ("flat fee") per year fee (\$300,000 for the full term of the contract) to provide services for Washington state's election text messaging program. The flat annual fee represented is all inclusive.

Text Messaging Types

Pricing includes up to 500,000 SMS or MMS text messages, inbound or outbound, per year. For SMS messages, the 500,000 total volume includes up to 2-segments per message. Each segment is typically up to 160 characters. This count can change based on a variety of factors such as using emoji's. In addition the character count can occasionally exceed expectations if using merge fields. For 2-segment messages the character count is approximately 308 to accommodate additional encoding's Prompt.io affixes to multi-segment messages to ensure proper sequencing of segments for the carriers.

Additional segments beyond the two outlined above will count towards the 500,000 text message annual cap.

MMS messages are also included in the cost outlined here. MMS messages are image or video files and the size of those messages is dependent on the maximum file size the recipient's carrier accepts. Prompt.io can validate the recipient's carrier to ensure the highest quality video file is delivered. Please see the section entitled "Validation" for more information about this process.

Validation

Prompt.io can provide phone number validation to ensure recipient phone numbers are up to date and that data hygiene is maintained. Our proposal includes up to 600,000 validations per year which allows Washington's Election Division to run multiple validations per year on the total recipient list.

Validation ensures MMS videos are delivered at the highest possible quality supported by the recipient carrier.

Support

Prompt.io will assign a named Customer Success Manager (CSM) to assist with onboarding, implementation and coordination with the Product and Engineering teams on any requests Washington state may have with respect to new features or integrations.

You will have weekly calls with your CSM to ensure any usage issues are addressed as soon as possible. In addition, for particularly time-sensitive sends, Prompt.io will provide usage monitoring during texting windows to address issues in-real time.

API Access

Access to the Prompt.io developer console and public APIs is included and Prompt.io will provide guidance and professional services engineering for any required integrations. This also includes access to our event endpoint/webhook functionality.

Shortcode







One Short code can also be provisioned inclusive of cost. The current short code will be ported to our upstream provider, Bandwidth.com, and provisioned for use on the Prompt.io platform. We have done this short code porting many times in the past and will facilitate a smooth and timely transition.

WASHINGTON STATE ELECTION TEXT MESSAGING RFP

ISSUES

Submitted by Prompt.io

APRIL 25, 2025



Prompt.io Inc.
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Seattle, WA 98133

Contract Issues

3.12 – WASHINGTON'S STATEWIDE PAYEE DESK

Contractor Represents and warrants that Contractor is registered with Washington's Statewide Payee Desk, which registration is a condition to payment.

Prompt.io is not currently registered with Washington's Statewide Payee Desk. Absent any issues with registration, we will be happy to do so as soon as necessary.

4.1 – SERVICES WARRANTY

Contractor warrants that: (a) Services will be performed in a timely, efficient, professional, and workmanlike manner; (b) all Contractor personnel assigned to perform the services will have the necessary skill and training; and (c) Services will be performed in a manner consistent with the standard of care in the industry ("Services Warranty"). The Services Warranty will survive for a period of twelve (12) months after the date when Services are completed ("Services Warranty Period").

Note that the language here indicates Prompt.io is a service provider as opposed to a software vendor. Prompt.io is only providing claims and warranties as it applies to the Prompt.io texting platform.

7.6 – OWNERSHIP OF DELIVERABLES

Notwithstanding any provision to the contrary, the parties understand and agree that OSOS shall own all rights to any plans, reports, or other deliverables provided to OSOS pursuant to this Contract. The copyright in all works of authorship created pursuant to this Contract shall be owned by the State of Washington. All such works or portions of works created by the Contractor are hereby agreed to be "works made for hire" within the meaning of 17 U.S.C. § 201. If, however, the State of Washington is not able to obtain copyright ownership under the statutory provisions for "works made for hire," then Contractor hereby assigns to State of Washington all right, title, and interest in: (a) the copyright to Contractor's work of authorship ("Work") and contribution to any such Work ("Contribution"); (b) any registrations and copyright applications, along with any renewals and extensions thereof, relating to the Contribution or the Work; (c) all works based upon, derived from, or incorporating the Contribution or the Work; (d) all income, royalties, damages, claims and payments now or hereafter due or payable with respect to the Contribution or the Work; (e) all causes of action, either in law or in equity, for past, present, or future infringement of copyright related to the Contribution or the Work, and all rights corresponding to any of the foregoing, throughout the world. In addition, to the extent any applicable law or treaty prohibits the transfer or

assignment of any moral rights or rights of restraint the Contractor has in the Contribution or the Work, the Contractor waives those rights as to State of Washington, its successors, licensees, and assigns.

Prompt.io is licensing our software and other deliverables. The language in this section of the contract template indicates ownership transfer which Prompt.io would not agree to.

EXHIBIT A-1 – CONTRACTOR’S CERTIFICATION

Competitive Solicitation:	RF <u>QQ</u> No. <u>25</u> - <u>04</u> issued <u>April 28, 2025</u>		
Contractor:	<u>Prompt.io, Inc</u> Type/print full legal name of Contractor		
Contractor’s Address:	<u>14419 Greenwood Ave N. A-373, Seattle WA 98133</u> Type/print Contractor’s Address		
Contractor Organization Type: Check appropriate box	Corporation:	<input type="checkbox"/> Domestic	<input type="checkbox"/> Foreign
	Limited Liability Company (LLC):	<input type="checkbox"/> Domestic	<input type="checkbox"/> Foreign
	Partnership:	<input type="checkbox"/> Domestic	<input type="checkbox"/> Foreign
	Sole Proprietorship:	<input type="checkbox"/>	
State of Formation:	<u>De laware</u> Type/print the state where the corporation, LLC, or partnership is formed – e.g., ‘Washington’ if domestic and the name of the state if ‘Foreign’ (i.e., not Washington)		
Doing Business Under Another Name: Check appropriate box	State whether Contractor has been doing business under another name during the past five years: <input type="checkbox"/> Contractor has NOT done business under another name <input type="checkbox"/> Contractor HAS done business under another name If Contractor HAS done business under another name, provide the name(s) and addresses: Name: _____ Address: _____		

Contractor, through the duly authorized undersigned, makes this certification as a required element of submitting a responsive Proposal. Contractor certifies, to the best of its knowledge and belief that the following are true, complete, correct, and made in good faith:

1. UNDERSTANDING. Contractor certifies that Contractor has read, thoroughly examined, and fully understands all of the provisions in the solicitation (including all exhibits) and the terms and conditions of the contract and any amendments or clarifications to the solicitation, and agrees to abide by the same.
2. ACCURACY. Contractor certifies that Contractor has carefully prepared and reviewed its Proposal and

fully attests to the accuracy of the same. Contractor further understands and acknowledges that OSOS shall not be responsible for any errors or omissions on the part of Contractor in preparing its Proposal. Contractor further certifies that the facts declared herein are true and accurate. Contractor further understands and acknowledges that the continuing compliance with these statements and all requirements of the solicitation are conditions precedent to the award or continuation of the resulting contract.

EXHIBIT A-1 – CONTRACTOR’S CERTIFICATION: RF QQ No. 25 -04 PAGE 1

3. NO COLLUSION, ANTI-COMPETITIVE PRACTICES, OR SHARING PROPOSAL INFORMATION. Contractor certifies that Contractor has not: (1) either directly or indirectly, entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free competition; (2) improperly shared information with other Contractors in connection with this solicitation; and (3) made any attempt and shall not make any attempt to induce any other person or firm to submit or not to submit a proposal for the purpose of restricting competition. If there is evidence of such communication, collusion, or anti-competitive activities among Contractors, OSOS reserves the right to disqualify such Contractors. Contractor, however, freely may join with other persons or organizations for the purpose of presenting a joint proposal.
4. FIRM OFFER. Contractor certifies that its Proposal pertaining to the above-referenced solicitation is a firm offer which cannot be withdrawn for a time period of sixty (60) days from and after the proposal due date specified in the solicitation. OSOS may accept such Proposal, with or without further negotiation, at any time within such period. In the event of a protest, Contractor’s Proposal shall remain valid for such time period or until the protest and any related court action is resolved, whichever is later.
5. CONFLICT OF INTEREST. Contractor certifies that, in preparing its Proposal, Contractor has not been assisted by any current or former employee of the State of Washington whose duties relate (or did relate) to this solicitation or prospective contract and who was assisting in other than the employee’s official, public capacity. Contractor further certifies that no such current or former public employee nor any member of such person’s immediate family have any financial interest in the outcome of Contractor’s Proposal.
6. NO REIMBURSEMENT. Contractor certifies that Contractor understands that the State of Washington will not reimburse Contractor for any costs incurred in the preparation of Contractor’s Proposal. All proposals become the property of the State of Washington, and Contractor claims no proprietary right to the ideas, writings, items, or samples unless so stated in the Proposal.
7. PERFORMANCE. Contractor certifies that Contractor understands that its submittal of a Proposal and execution of this Contractor’s Certification certifies Contractor’s willingness to comply with the terms of the contract, if awarded such. By submitting this Proposal, Contractor hereby offers to furnish the goods and/or services solicited pursuant to this solicitation in compliance with all terms, conditions, and performance requirements contained in this solicitation and the resulting contract or, if applicable, as detailed on a Contract Issues List, if permitted, in this solicitation.
8. INSURANCE. Contractor certifies as follows (*must check one*):
 - ☐ *CONTRACTOR HAS REQUIRED INSURANCE.* Contractor has attached a current, valid certificate of insurance for each and all of the required insurance coverages as specified in the contract (note: Contractor must attach the insurance certificate).

OR

- ☒ *CONTRACTOR WILL OBTAIN REQUIRED INSURANCE.* Contractor does not have a current,

valid certificate of insurance for each and all of the required insurance coverages as specified in the contract but, if designated as the Apparent Successful Contractor, Contractor will provide such a certificate of insurance, without exception of any kind, to OSOS within twenty-four (24) hours of such designation or notification by OSOS or be deemed a nonresponsive Proposal.

OR

☐ *CONTRACTOR DOES NOT HAVE REQUIRED INSURANCE.* As detailed on the attached

EXHIBIT A-1 – CONTRACTOR’S CERTIFICATION: RF QQ No. 25 -04 PAGE 2

explanation (Contractor to provide), Contractor does not have a current, valid certificate of insurance for each and all of the required insurance coverages as specified in the contract and, if designated as the Apparent Successful Contractor would not be able to provide such a certificate of insurance to OSOS within twenty four (24) hours of such designation.

9. DEBARMENT. Contractor certifies as follows (*must check one*):

☒ *NO DEBARMENT.* Contractor and/or its principals are not presently nor has ever been debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from contracting with any federal, state, or local governmental entity within the United States.

OR

☐ *DEBARRED.* As detailed on the attached explanation (Contractor to provide), Contractor and/or its principals presently are debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from contracting with a federal, state, or local governmental entity within the United States.

10. CRIMINAL OFFENSE. Contractor (including Contractor’s officers) certifies as follows (*must check one*):

☒ *NO CRIMINAL OFFENSE.* Contractor has not, within the three (3)-year period preceding the date of this solicitation, been convicted or had a civil judgment rendered against Contractor for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a governmental contract; violation of any federal or state antitrust statute; or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property. Contractor further certifies that it is not presently indicted or otherwise criminally or civilly charged by a governmental entity with commission of any of the offenses enumerated in this paragraph.

OR

☐ *CRIMINAL OFFENSE.* As detailed on the attached explanation (Contractor to provide), within the three (3)-year period preceding the date of this solicitation, Contractor has been convicted or had a civil judgment rendered against Contractor for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a governmental contract; violation of any federal or state antitrust statute; or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property.

11. WAGE THEFT PREVENTION. Contractor certifies as follows (*must check one*):

☒ *NO WAGE VIOLATIONS.* Contractor has NOT been determined by a final and binding

citation and notice of assessment issued by the Washington Department of Labor and Industries or through a civil judgment entered by a court of limited or general jurisdiction to have willfully violated, as defined in [RCW 49.48.082](#), any provision of RCW chapters [49.46](#), [49.48](#), or [49.52](#) within three (3) years prior to the date of the above-referenced solicitation date.

OR

☐ *VIOLATIONS OF WAGE LAWS*. Contractor has been determined by a final and binding

EXHIBIT A-1 – CONTRACTOR’S CERTIFICATION: RFRF QQ No. 25 -04 PAGE 3

citation and notice of assessment issued by the Washington Department of Labor and Industries or through a civil judgment entered by a court of limited or general jurisdiction to have willfully violated, as defined in [RCW 49.48.082](#), a provision of RCW chapters [49.46](#), [49.48](#), or [49.52](#) within three (3) years prior to the date of the above-referenced solicitation date.

12. CIVIL RIGHTS. Contractor certifies as follows (*must check one*):

☒ *COMPLIANCE WITH CIVIL RIGHTS REQUIREMENTS*. Contractor complies with all applicable requirements regarding civil rights. Such requirements prohibit discrimination against individuals based on their status as protected veterans or individuals with disabilities, and prohibit discrimination against all individuals based on their race, color, religion, sex, sexual orientation, gender identity, or national origin.

OR

☐ *NON-COMPLIANCE WITH CIVIL RIGHTS REQUIREMENTS*. Contractor does not comply with all applicable requirements regarding civil rights.

13. WORKERS’ RIGHTS ([EXECUTIVE ORDER 18-03](#)). Contractor certifies as follows (*must check one*):

☐ *NO MANDATORY INDIVIDUAL ARBITRATION CLAUSES AND CLASS OR COLLECTIVE ACTION WAIVERS FOR EMPLOYEES*. Contractor does NOT require its employees, as a condition of employment, to sign or agree to mandatory individual arbitration clauses or class or collective action waivers.

OR

☒ *MANDATORY INDIVIDUAL ARBITRATION CLAUSES AND CLASS OR COLLECTIVE ACTION WAIVERS FOR EMPLOYEES*. Contractor requires its employees, as a condition of employment, to sign or agree to mandatory individual arbitration clauses or class or collective action waivers.

14. TERMINATION FOR DEFAULT OR CAUSE. Contractor certifies as follows (*must check one*):

☒ *NO TERMINATION FOR DEFAULT OR CAUSE*. Contractor has not, within the three (3)-year period preceding the date of this solicitation, had one (1) or more federal, state, or local governmental contracts terminated for cause or default.

OR

☐ *TERMINATION FOR DEFAULT OR CAUSE*. As detailed on the attached explanation (Contractor to provide), within the three (3)-year period preceding the date of this solicitation, Contractor has had one (1) or more federal, state, or local governmental contracts terminated for cause or default.

15. TAXES. Contractor certifies as follows (*must check one*):

- ☒ *TAXES PAID.* Except as validly contested, Contractor is not delinquent and has paid or has arranged for payment of all taxes due to the State of Washington and has filed all required returns and reports as applicable.

OR

- ☐ *DELINQUENT TAXES.* As detailed on the attached explanation (Contractor to provide), Contractor has not paid or arranged for payment of all taxes due to the State of Washington and/or has not timely filed all required returns and reports as applicable.

EXHIBIT A-1 – CONTRACTOR’S CERTIFICATION: RF QQ No. 25 -04 PAGE 4

16. FINANCIALLY SOLVENT. Contractor certifies as follows (*must check one*):

- ☒ *FINANCIALLY SOLVENT.* Contractor is financially stable and solvent, has adequate cash reserves to meet all financial obligations, has not commenced bankruptcy proceedings voluntarily or otherwise, and is not subject to any judgments, liens, or encumbrances of any kind affecting title to any goods or services that are the subject of this solicitation.

OR

- ☐ *NOT FINANCIALLY SOLVENT.* As detailed on the attached explanation (Contractor to provide), Contractor is not financially stable and solvent – i.e., Contractor does not have adequate cash reserves to meet all financial obligations, has commenced bankruptcy proceedings voluntarily or otherwise, or is subject to a judgment, lien, or encumbrance that affects title to the goods or services that are the subject of this solicitation.

17. LAWFUL REGISTRATION. Contractor, if conducting business other than as a sole proprietorship (e.g., Contractor is a corporation, limited liability company, partnership) certifies as follows (*must check one*):

- ☒ *CURRENT LAWFUL REGISTRATION.* Contractor is in good standing in the State of Washington and the jurisdiction where Contractor is organized, including having timely filed all required annual reports.

OR

- ☐ *DELINQUENT REGISTRATION.* As detailed on the attached explanation (Contractor to provide), Contractor currently is not in good standing in the State of Washington and/or the jurisdiction where Contractor is organized.

18. REGISTRATION WITH WASHINGTON SECRETARY OF STATE. Contractor certifies as follows (*must check one*):

- ☒ *CONTRACTOR IS REGISTERED WITH WASHINGTON SECRETARY OF STATE.* Contractor is registered with the Washington Secretary of State, such registration is active, and Contractor has the following Unified Business Identifier (UBI) number: 603 384 013.

OR

- ☐ *CONTRACTOR WILL REGISTER WITH WASHINGTON SECRETARY OF STATE.* Contractor is not registered with the Washington Secretary of State but, if designated as an Apparent Successful Contractor, Contractor will register with the Washington Secretary of State to obtain a UBI number and provide proof of such registration satisfactory to OSOS within twenty-four (24) hours of such designation or notification by OSOS or be deemed a nonresponsive Proposal.

OR

- ☐ *CONTRACTOR IS NOT REGISTERED WITH WASHINGTON SECRETARY OF STATE.* Contractor is not registered with the Washington Secretary of State and Contractor declines to register with the Washington Secretary of State. *Note:* OSOS requires all awarded Contractors (including Washington firms and out of state firms) to be registered with the Washington Secretary of State. Contractors who are not registered will not be awarded a contract.

EXHIBIT A-1 – CONTRACTOR’S CERTIFICATION: RF QQ No. 25 -04 PAGE 5

19. REGISTRATION WITH WASHINGTON STATE DEPARTMENT OF REVENUE. Contractor certifies as follows (*must check one*):

- ☒ *CONTRACTOR IS REGISTERED WITH WASHINGTON STATE DEPARTMENT OF REVENUE.* Contractor is registered with the Washington State Department of Revenue, has a business license to do business in Washington, and has the following Unified Business Identifier (UBI) number: 603 384 013.

OR

- ☐ *CONTRACTOR WILL REGISTER WITH WASHINGTON STATE DEPARTMENT OF REVENUE.* Contractor is not registered with the Washington State Department of Revenue but, if designated as an Apparent Successful Contractor, Contractor will register with the Washington State Department of Revenue for a business license and provide proof of such registration satisfactory to OSOS within twenty-four (24) hours of such designation or notification by OSOS or be deemed a nonresponsive Proposal.

OR

- ☐ *CONTRACTOR IS NOT REGISTERED WITH WASHINGTON STATE DEPARTMENT OF REVENUE.* Contractor is not registered with the Washington State Department of Revenue and Contractor declines to register with the Washington State Department of Revenue. *Note:* OSOS requires all awarded Contractors (including Washington firms and out of state firms) to be registered with the Washington State Department of Revenue. Contractors who are not registered will not be awarded a contract.

20. SUBCONTRACTORS. Contractor certifies as follows (*must check one*):

- ☐ *NO SUBCONTRACTORS.* If awarded a contract, Contractor will not utilize subcontractors to provide the goods and/or services subject to this solicitation.

OR

- ☒ *SUBCONTRACTORS.* As detailed on the attached Exhibit A-2 Contractor’s Profile and References, if awarded a contract, Contractor will utilize subcontractor(s) to provide the goods and/or services subject to this solicitation. In such event, Contractor further certifies that, as to the State of Washington, Contractor shall retain responsibility for its subcontractors, including, without limitation, liability for any subcontractor’s acts or omissions. *Note:* Contractor must provide the precise legal name (including state of organization), business address, and federal tax identification number (TIN) for each subcontractor. *Note:* If the TIN is a SSN, do not provide the SSN.

21. WASHINGTON SMALL BUSINESS. Contractor certifies as follows (*must check one*):

- ☐ *WASHINGTON SMALL BUSINESS.* Contractor is a Washington small business as defined in RCW 39.26.010. To qualify as a Washington Small Business, Contractor must meet three (3) requirements:
 - *Location.* Contractor's principal office/place of business must be located in and identified as being in the State of Washington. A principal office or principal place of business is a firm's headquarters where business decisions are made and the location for the firm's books and records as well as the firm's senior management personnel.
 - *Size.* Contractor must be owned and operated independently from

EXHIBIT A-1 – CONTRACTOR'S CERTIFICATION: RF QQ No. 25 -04 PAGE 6

all other businesses and have either: (a) fifty (50) or fewer employees; or (b) gross revenue of less than seven million dollars (\$7,000,000) annually as reported on Contractor's federal income tax return or its return filed with the Washington State Department of Revenue over the previous three consecutive years).

- *WEBS Certification.* Contractor must have certified its Washington small business status in Washington's Electronic Business Solution ([WEBS](#)).

OR

- ☒ *NOT WASHINGTON SMALL BUSINESS.* Contractor does not qualify as a Washington small business as defined in RCW 39.26.010.

22. CERTIFIED VETERAN-OWNED BUSINESS. Contractor certifies as follows (*must check one*):

- ☐ *CERTIFIED VETERAN-OWNED BUSINESS.* Contractor is a certified veteran-owned business under RCW 43.60A.190. To qualify as a certified veteran-owned business, Contractor must meet four (4) requirements:
 - *51% Ownership.* Contractor must be at least fifty-one percent (51%) owned and controlled by:
 - (a) A veteran as defined as every person who at the time he or she seeks certification has received a discharge with an honorable characterization or received a discharge for medical reasons with an honorable record, where applicable, and who has served in at least one of the capacities listed in RCW 41.04.007;
 - (b) A person who is in receipt of disability compensation or pension from the department of veterans affairs; or
 - (c) An active or reserve member in any branch of the armed forces of the United States, including the national guard, coast guard, and armed forces reserves.
 - *Washington Incorporation/Location.* Contractor must be either an

entity that is incorporated in the state of Washington as a Washington domestic corporation or, if not incorporated, an entity whose principal place of business is located within the State of Washington.

- **WEBS Certification.** Contractor must have certified its veteran owned business status in Washington's Electronic Business Solution ([WEBS](#)).
- **WDVA Certification.** Contractor must have provided certification documentation to the Washington Department of Veterans' Affairs (WDVA) and be certified by WDVA and listed as such on WDVA's website ([WDVA – Veteran-Owned Businesses](#)).

OR

☒ **NOT A CERTIFIED VETERAN-OWNED BUSINESS.** Contractor does not qualify as a certified

EXHIBIT A-1 – CONTRACTOR'S CERTIFICATION: RF QQ No. 25 - 04 PAGE 7
veteran-owned business.

23. REFERENCES. Contractor certifies that the references provided to OSOS have worked with Contractor and that such individuals and firms have full permission, without any additional requirement or release, to provide such references and information to OSOS. Contractor hereby authorizes OSOS (or its agent) to contact Contractor's references and others who may have pertinent information regarding Contractor's prior experience and ability to perform the work set forth in this solicitation. Contractor hereby authorizes such individuals and firms to provide such references and release to OSOS information pertaining to the same.

Contractor further certifies that it shall provide immediate written notice to OSOS if, at any time prior to a contract award, Contractor learns that any of its certifications set forth herein were erroneous when submitted or have become erroneous by reason of changed circumstances.

I hereby certify, under penalty of perjury under the laws of the State of Washington, that the certifications herein are true and correct and that I am duly authorized to make these certifications on behalf of the Contractor listed herein.

CONTRACTOR NAME: Prompt.io, Inc
Print Name of Contractor – Print full legal entity name of the firm submitting the Bid

By: Farz Sokhansanj
Signature of Contractor's authorized person

Title: President
Title of person signing certificate

Date: 4/28/2025

Farz Sokhansanj

Print Name of person making certifications for Contractor

Place: Austin, Texas
Print city and state where signed

Return this Contractor's Certification to the RF QQ Coordinator
at:

EXHIBIT A-1 – CONTRACTOR'S CERTIFICATION: RF QQ No. 25 -04 PAGE 8

EXHIBIT A-2 – CONTRACTOR’S PROFILE & REFERENCES

Competitive Solicitation:	RF <u>QQ</u> No. <u>25</u> - <u>04</u> issued <u>April 28, 2025</u>
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CONTRACTOR’S INFORMATION PROFILE	
Contractor:	<u>Prompt.io, Inc</u> Type/print full legal name of Contractor
Contractor’s Address:	<u>Prompt.io, Inc</u> Business Name <u>14419 Greenwood Ave N. A-373</u> Address <u>Seattle, WA 98133</u> City, State, Zip Code
Contractor’s Unified Business Identifier Number (UBI): <i>Note: A nine digit UBI number is assigned to each registered business in Washington.</i>	UBI No. <u>603 384 013</u>
Contractor’s Taxpayer Identification Number (TIN): <i>Note: Your TIN will be either a number issued by the IRS (e.g., Employer Identification Number, Federal Tax Identification Number) or a number issued by the Social Security Administration (i.e., your Social Security Number). Do Not provide a Social Security Number.</i>	<u>46-5077202</u>
Is your firm certified as a minority- or woman-owned business with the Washington State Office of Minority and Women’s Business Enterprises (OMWBE)?	Yes No If yes, provide Contractor’s MWBE certification no.: _____

<p>Is your firm a self-certified Washington State Small Business?</p> <p><i>Note: See Exhibit A-1 – Contractor’s Certification for criteria to qualify as a Washington State Small Business.</i></p> <p><i>Note: Regardless of size, a qualifying business must be owned and operated independently from all other businesses. In regard to size, the gross revenue thresholds, as reported on Contractor’s tax returns, are as follows:</i></p> <ul style="list-style-type: none"> ▪ Microbusiness: Annual gross revenue of less than \$1,000,000 ▪ Minibusiness: Annual gross revenue of more than \$1,000,000, but less than \$3,000,000 ▪ Small Business: Annual gross revenue of less than \$7,000,000 over each of the three prior consecutive years. 	<p style="text-align: center;">Yes No</p> <p>If yes, provide the location for Contractor’s principal place of business:</p> <p style="text-align: center;">_____</p> <p style="text-align: center;">Street Address</p> <p style="text-align: center;">_____</p> <p style="text-align: center;">City, State, Zip Code</p> <p>If yes, what is your business size (based on annual gross revenue)?</p> <p style="text-align: center;">Microbusiness</p> <p style="text-align: center;">Minibusiness</p> <p style="text-align: center;">Small Business</p>
<p>Is your firm certified as a Veteran-Owned Business with the Washington State Department of Veteran Affairs?</p> <p><i>Note: See Exhibit A-1 – Contractor’s Certification for criteria to qualify as a Certified Veteran-Owned Business.</i></p>	<p style="text-align: center;">Yes No</p> <p>If yes, provide Contractor’s WDVA certification no.: _____</p>

CONTRACTOR'S PRIMARY POINTS OF CONTACT:	Authorized Representative: Name: Farz Sokhansanj Email: farz@prompt.io Phone: 214.682.7085 Contract Administrator: Name: Farz Sokhansanj Email: farz@prompt.io Phone: 214.682.7085
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EXHIBIT A-2 – CONTRACTOR'S PROFILE & REFERENCES: RF QQ No. 25 -04

PAGE 2

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REFERENCES

Provide at least three (3) references for Contractor including company name, contact name, title, phone number, email address, and a description of the work engagement upon which the reference is based.

CONTRACTOR REFERENCES	
Company Name: City of Seattle Contact Name: Chris Klaeyen Title: Homeless Division Director Phone: 206.386.1001 Email: chris.klaeyen@seattle.gov	Description of Work Engagement: The City of Seattle Human Services Department has been using Prompt.io since 2019 to engage the homeless community within Seattle for alerts and notifications related to homeless bed counts.
Company Name: United Nations High Commissioner for Refugees Contact Name: Lloyd Cotler Title: CEO of Banter Messaging Phone: 718.490.7921 Email: lloyd@bantermssg.com	Description of Work Engagement: UNHCR used Prompt.io's short code functionality to grow their donor base over the course of 3 years. A year after starting the program, text based fundraising outgrew email contributions.
Company Name: San Francisco Mayor's Office Contact Name: Reymon Lachaux Title: Digital Equity Manager Phone: 628.652.5814 Email: reymon.lachaux@sfgov.org	Description of Work Engagement: The San Francisco's mayor's office used Prompt.io's texting capabilities within the Office of Housing and Community Development to identify the need for broadband connection within the low income community and coordinate the facilitation of those services.
Company Name: Contact Name: Title: Phone: Email:	Description of Work Engagement:
Company Name: Contact Name: Title: Phone:	Description of Work Engagement:

Email:	
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SUBCONTRACTORS

Identify authorized subcontractors who will provide service on a contract resulting from this solicitation.

LEGAL NAME	SMALL, WOMEN OWNED, VETERAN OR OTHER DISADVANTAGED STATUS	POINT OF CONTACT NAME	PHONE NUMBER	EMAIL ADDRESS
Bandwidth Inc.	N/A	Hudson Callaway	919.296.3073	hcallaway@bandwidth.com

Return this Contractor's Profile & References to the RF_QQ_ Coordinator at:



EXHIBIT A-2 – CONTRACTOR'S PROFILE & REFERENCES: RF_QQ_ No. 25 -04