



Proposal for Microsoft 365 Licensing

Microsoft 365 Licensing, ITB #25-463

Presented to: Genesee County

Date: December 22, 2025

Crayon Software Experts, LLC.

12221 Merit Drive, Ste 1400

Dallas, TX 75251

Phone: 469-329-0290

Matt Wierman

SLED Client Director

Email: matt.wierman@crayon.com

Phone: 469-699-8099

SIGNATURE PAGE
GENESEE COUNTY ITB #25-463
Microsoft 365 Licensing

The undersigned represents that he or she:

1. is duly authorized to make binding offers on behalf of the company,
2. has read and understands all information, terms, and conditions in the ITB,
3. has not engaged in any collusive actions with any other potential proposers for this ITB,
4. hereby offers to enter into a binding contract with Genesee County for the products and services herein offered, if selected by Genesee County within 120 days from bid due date,
5. certify that it, its principals, and its key employees are not "Iran linked businesses," as that term is described in the Iran Economic Sanctions Act, P.A. 2012, No. 517, codified as MCL 129.311, et seq.
6. acknowledges the following addenda 1 issued as part of the ITB:

Conflict of Interest:

To the best of our knowledge, the undersigned firm has no potential conflict of interest due to any other County contracts or property interest for this bid.

OR
 The undersigned firm, by attachment to this form, submits information which may be a potential conflict of interest due to other County contracts, or property interest for this bid.

Exceptions to Solicitation and/or Standard Contract: NO YES (include attached statement)

Name (typed): Candy Kareem

Signature: *Candy Kareem* Title: Vice President, Finance
Candy Kareem (Dec 15, 2025 11:38:02 CST)

Date: 12/15/2025

Company: Crayon Software Experts, LLC

Federal Employee Identification Number (FEIN): 47-2237420

DUNS Number: 00-598-7431

Contact Person of company representative for matters regarding this ITB

Matt Wierman		SLED Client Director	
CONTACT NAME		POSITION	
12221 Merit Drive, Ste 1400	Dallas	Texas	75251
MAILING ADDRESS		CITY	STATE
469-699-8099		matt.wierman@crayon.com	
PHONE	FAX	E-MAIL	

REFERENCES

List 3 references of similar projects

Company/Client:	Contacts:
City of Whittier	Name: Bob Ambroso
	Title: IT Manager
	Phone: 562-567-9870
Dates of Service: 10/1/2025 - 9/30/28	Email: bambroso@cityofwhittier.org
	Address: 13230 Penn St
	City, State: Whittier, CA 90602

Company/Client:	Contacts:
County of Kings	Name: Reah Tibayan
	Title: IT Supervisor
	Phone: 559.852.2569
Dates of Service: March 2017 to Present	Email: reah.tibayan@co.kings.ca.us
	Address: 1400 West Lacey Blvd
	City, State: Hanford, CA 93230

Company/Client:	Contacts:
Riverside County	Name: Melissa Palma
	Title: Admin Srvcs Supervisor
	Phone: 951-955-7808
Dates of Service: California Statewide Master Agreement - 2015 to present	Email: mpalma@rivco.org
	Address: 3450 14th Street
	City, State: Riverside, CA 92501

Statement of Exceptions

Crayon has reviewed the language, including the terms and conditions, issued by the County through this RFP. The following table outlines our specific exceptions, including proposed revisions and our reasoning. Please do not hesitate to reach out if you have any questions or comments regarding these below.

Section	Original Language	Proposed Revision	Reasoning
Standard T&Cs Section 14 Indemnification	Indemnification: The successful offeror shall defend, indemnify, and hold harmless Genesee County and its officers and employees from and against all claims, losses, damages, and expenses including, but not limited to, attorney's fees arising out of or resulting from the performance of the contract.	Indemnification: The successful offeror shall defend, indemnify, and hold harmless Genesee County and its officers and employees from and against all <u>third-party claims, and associated</u> losses, damages, and expenses including, but not limited to, attorney's fees arising out of or resulting from <u>the Contractor's gross negligence or willful misconduct</u> in the performance of the contract.	"arising out of or resulting from the performance of the contract" is an exceptionally broad indemnity. Crayon agrees to indemnify against third party claims arising from its gross negligence or willful misconduct.
Standard T&Cs Section 15 Warranty	Warranty: The offeror warrants that all goods and services furnished under a contract resulting from this RFP shall be in conformance with the RFP documents, and that the goods are of merchantable quality as described in the Uniform Commercial Code, Section 2-314, and fit for the purpose for which they are sold. This warranty is in addition to any manufacturer's standard warranty which may apply or any warranty provided by law, and is in addition to all other express warranties made by the offeror	Strike Section 15 as <u>Intentionally Omitted</u>	Crayon is acting as a reseller of third party software products and cannot provide any warranties with respect to such software.

Section	Original Language	Proposed Revision	Reasoning
<p>Standard T&Cs Section 26 Non-assignability</p>	<p>Non-assignability. This contract may not be assigned, transferred, or conveyed by the Contractor without the express written consent of Genesee County.</p>	<p>Non-assignability. This contract may not be assigned, transferred, or conveyed by the Contractor without the express written consent of Genesee County. <u>Any Change in Control of a party will not be considered an assignment of the Agreement, for which the other party's prior written consent is required. "Change in Control" means any of the following: (i) a public offering of securities on a recognized exchange; (ii) any purchase or sale of securities held by employees or angel investors; (iii) any purchase or sale of securities held by private equity or venture capital firms; or (iv) a sale of all or substantially all of the assets of seller, whether in a single transaction or a series of transactions, a merger, consolidation, or any other transaction or arrangement the effect of which is that fifty percent (50%) or more of the total voting power entitled to vote in the election of the board of directors is held by a person or persons other than the shareholders of the acquired company who, individually or as a group, held fifty percent (50%) or more of such voting power immediately prior to such event.</u></p>	<p>A change in control via a sale, merger, or acquisition should not be considered an assignment that requires the written consent of the County. Crayon must be able to enter into M&A type relationships without requiring the consent of its customers.</p>
<p>Purchasing Regulations Section 3-103(6) No Modification of Services or Price</p>	<p>No Modification of Services or Price. There shall be no change to the services or the price set in the request for qualifications without the approval of the Purchasing Administrator.</p>	<p>No Modification of Services or Price. There shall be no change <u>during the first year</u> to the services or the price set in the request for qualifications finally awarded <u>binding contract</u> without the approval of the Purchasing Administrator. <u>Contractor shall be entitled to vary the price for the licenses annually. Where a third party (including, for the avoidance of doubt, Microsoft) modifies any product or license fees, expenses, taxes, or other charges or its billing model related thereto, Contractor shall be entitled to modify its fees, expenses, taxes, or other charges and its related billing model</u></p>	<p>Microsoft's quote locks in pricing for a 30 day period, after this period pricing from Microsoft may change. The signature page of the RFP requires the parties to enter into a binding contract within 120 days of the bid due date. Crayon's concern is that during this 120 day negotiation period, the pricing from Microsoft may change and Crayon's price to Genesee would reflect that change up to the date the binding contract is signed. Upon signature of an EA with Microsoft, prices are locked for the duration of the term of the EA.</p>

COST BID FORM

(complete and submit with bid)

PROJECT: ITB 25-463 **Microsoft 365 Licensing**

Product	Product Description	Quantity	Cost Each
Microsoft 365 GCC G5	AAL-45735 M365 G5 GCC Sub Per User	1327	\$ 605.23
Project P3 GCC Sub Per User	7MS-00001 Planner & Project P3 GCC Sub Per User	5	\$ 270.76
Visio P2 GCC Sub Per User	P3U-00001 Visio P2 GCC Sub Per User	10	\$ 135.38
Microsoft Teams Room Pro for GCC	VA1-00001 Teams Rooms Pro GCC Sub Per Device	35	\$ 424.72
Windows Server Datacenter	9EA-00278 Win Server DC Core ALng SA 2L	16	\$ 137.55
Windows Server Standard	9EM-00270 Win Server Standard Core ALng SA 2L	266	\$ 21.12
SQL Server Standard	7NQ-00292 SQL Server Standard Core ALng SA 2L	36	\$ 640.46
TOTAL			\$ 851,588.29

NAME OF BIDDER: Crayon Software Experts, LLC

SERVICE ADDRESS: 12221 Merit Drive, Ste 1400

CITY, STATE, ZIP: Dallas, Texas, 75251

CONTACT PHONE: 469-699-8099

CONTACT EMAIL: matt.wierman@crayon.com

The undersigned bidder, having received specifications, addenda, and examined all conditions affecting the work, hereby submits the following bid:



Additional Information for Cost Bid Form

Crayon has provided pricing for the SKUs (and quantities) identified in the County's ITB for a 3-year Microsoft EA. Furthermore, as your Microsoft Licensing Solution Provider (LSP), Crayon will support the County in validating entitlement status and will ensure that all additional license purchases are processed in full compliance with Microsoft's EA terms and pricing requirements.

Note Regarding Pricing. Our proposed pricing is based on information provided to us by Microsoft as of December 2025, including Crayon discounts and Microsoft incentives. *Microsoft reserves the right to change pricing at any time. Therefore, our pricing may change as well.* The pricing outlined in this proposal is valid for 30 calendar days from the date of bid opening (December 22, 2025). After this period, pricing is subject to review and may change based on Microsoft's current price lists and applicable program terms.

On-premise SKUs. We confirm that at the time of renewal, the County may renew on-premises licenses as Software Assurance (SA-only) if those licenses were originally purchased with License and Software Assurance and have been maintained throughout the agreement. If additional on-premises licenses are needed during the contract term, these must be purchased as License + Software Assurance (L&SA), with pricing determined by the number of years remaining in the agreement. SA-only pricing is not available for mid-term purchases; it is strictly a renewal option.

Monthly SKUs. Microsoft 365 products, such as Microsoft 365 G5 and Visio Plan 2, are licensed as monthly subscriptions and do not follow SA or L&SA rules. Pricing for these products is locked in at renewal. If the County requires additional seats for Microsoft 365 products already included in the existing Enterprise Agreement, those seats will be provided at the locked-in rate, prorated for the remaining months in the annual cycle. If licensing for new Microsoft 365 products is requested that are not currently owned or not part of the existing EA enrollment, Microsoft program rules require these items be procured as new subscriptions, with pricing based on the current program terms.

Reducing License Counts: On-premise licenses are not reducible during the 3-year term. Monthly subscriptions may be reduced with Microsoft's permission, provided Crayon is notified at least 30 days prior to the anniversary.



December 22, 2025

Crayon Software Experts, LLC

12221 Merit Drive, Ste. 1400
Dallas, Texas 75251

Genesee County Fiscal Services, Purchasing Department

324 S. Saginaw Street, Suite 9A
Flint, Michigan 48502

RE: Microsoft 365 Licensing, ITB #25-463

Dear Rita Schubert and the Evaluation Committee,

Thank you for the opportunity to submit Crayon Software Experts, LLC's (Crayon) response to Genesee County's (County) Invitation to Bid for Microsoft 365 licensing services. We appreciate the County's commitment to operational excellence, fiscal responsibility, and public service, and we are eager to support your technology goals.

Crayon is qualified to transact Enterprise Agreements (EA) contracts for public sector organizations like the County. With more than two decades of experience supporting government clients, we understand the unique requirements of Michigan counties and the importance of aligning technology investments with your operational priorities.

Our proposal is designed specifically for the County, addressing all requirements outlined in ITB #25-463 and Addendum 1. We have included all specified SKUs and quantities, and our approach supports annual anniversary adjustments, ongoing license management, and compliance with your procurement and reporting standards. Your dedicated Client Director will serve as a single point of contact, ensuring proactive communication, strategic planning, and responsive support throughout the agreement lifecycle. Our certified professionals, including Azure Expert MSPs, ISO/IEC 27001 specialists, and FinOps Foundation practitioners, are committed to delivering measurable value, cost optimization, and continuous improvement.

We are excited about the opportunity to become your Microsoft licensing partner. Our goal is to maximize the value of your Microsoft investment, help you streamline technology adoption, and support your mission of serving the community. Please do not hesitate to contact us with any questions or requests for additional information.

Best regards,

Matt Wierman
SLED Client Director
matt.wierman@crayon.com

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Executive Summary

Crayon Software Experts, LLC (Crayon) is a trusted Microsoft Solutions Partner with over two decades of experience supporting public sector organizations in optimizing and managing Microsoft licensing. U.S. Headquartered in Dallas, Texas, our team includes licensing experts, certified engineers, Software Asset Management professionals, cloud architects, and operations experts who understand the unique needs of government institutions and departments. We focus on helping clients navigate licensing complexities, ensure compliance, and maximize long-term value from Microsoft investments.

As an experienced Microsoft licensing solutions provider for state and local government across the United States, Crayon understands the requirements and expectations counties and municipalities have for licensing partners. For Genesee County (County), we propose a Microsoft 365 Licensing Enterprise Agreement (EA) covering all required Microsoft products and services for a three-year term, with options to renew. As a certified Microsoft Solutions Partner, Crayon is fully qualified to transact Enterprise Agreements for government customers and provide ongoing support, compliance, and lifecycle management.

Our solution includes all specified SKUs and quantities, and we support annual anniversary adjustments, ongoing license management, and compliance with the County's operational priorities. Our team is structured to manage high-volume transactions, compliance requirements, and evolving technology needs. We provide centralized reporting, coordinated renewal planning, and tailored support for each department. Furthermore, Matt Wierman, Crayon SLED Client Director, will serve as your main point of contact for this bid and primary Microsoft licensing specialist. His contact information is as follows:

Name: Matt Wierman

Title: SLED Client Director

Phone: 469-699-8099

Email: matt.wierman@crayon.com

Through Matt Wierman, we will provide the County strategic planning, renewals, and day-to-day support. He will lead quarterly business reviews and roadmap sessions, keeping your team informed of Microsoft updates, services, and strategic opportunities. Our approach is proactive and transparent, so you always have the information and guidance needed to make informed decisions. We are committed to maximizing the value of your Microsoft licensing, helping streamline technology adoption, and supporting you in your mission of service.

Company Overview & Qualifications

Crayon is recognized as a global leader in Microsoft licensing solutions for government agencies. As a Microsoft Solutions Partner, Licensing Solution Provider (LSP), and Cloud Solution Provider (CSP), we bring deep expertise in Enterprise Agreements, compliance, and lifecycle management. Our team leverages advanced certifications, proven methodologies, and our proprietary platforms to deliver scalable, cost-effective, and secure licensing solutions. Crayon was honored as the 2024 Microsoft Partner of the Year for Scale Solutions, reflecting our commitment to innovation and measurable results for public sector clients.

Organizational Strengths

Crayon is a Microsoft Managed Partner with extensive experience supporting public sector organizations like the County in Microsoft 365 licensing. Our team includes Microsoft-certified licensing specialists, Software Asset Management (SAM) professionals, and FinOps-certified analysts. We help clients optimize their Microsoft 365 investments, ensure compliance, and efficiently manage Microsoft licensing agreements of all types throughout the agreement lifecycle.

What Sets Us Apart. Our customer-first approach is at the heart of everything we do. We prioritize listening and understanding every client's unique needs, delivering tailored solutions and providing support at every step of your technology journey.

- Microsoft Solutions Partner. Recognized expertise in delivering Microsoft solutions, including 2024 Microsoft Global Partner of the Year for Scale Solutions (LSP).
- Microsoft Licensing & FinOps Advisory. Extensive experience with EA, CSP, SPLA programs and financial optimization strategies.
- License Procurement & Vendor Negotiation. Leveraging our global scale to secure competitive pricing and favorable term for our clients.
- Customer Empowerment. Clear documentation, proactive communication, and ongoing support so clients can confidently manage their Microsoft 365 licensing environment.
- Proven Public Sector Experience. Hundreds of successful engagements with counties, municipalities, and agencies, ensuring familiarity with government procurement and compliance requirements.
- Dedicated Client Director. Every engagement includes a dedicated Client Director who serves as your single point of contact, overseeing all aspects of your Microsoft 365 licensing relationship and ensuring your needs are proactively addressed.
- Technical Expertise and End-to-End Support. Advanced certifications and hands-on experience guiding organizations through complex licensing transitions. We manage the entire licensing lifecycle, including anniversary adjustments, agreement renewals, and audit readiness.

Certified Microsoft Partner with Proven Licensing for Government Customers

Crayon is a top-tier Microsoft Partner, holding all seven Solutions Partner designations and recognized as an Azure Expert MSP. We deliver end-to-end licensing services across the Microsoft ecosystem, including Microsoft 365, Azure, Teams, Dynamics 365, and other major software vendors.



Crayon meets the County’s requirements for a vendor to be a certified Microsoft Partner with the ability to transact EAs for government customers. We have attached a letter from Microsoft confirming our partner status (Appendix). We have successfully transacted a range of Microsoft licensing solutions for public sector organizations, including large, geographically dispersed government entities such as the County. Our experience, certifications, and commitment to compliance ensure you will receive best-in-class service and support for Microsoft 365 licensing.



Riverside County Master Agreement: Annual Revenue Value \$189M We’ve supported this statewide contract vehicle in California for more than a decade and currently support over 350 MS licensing agreements under this program.



County of Los Angeles: Annual Revenue Value \$42.5M We’re in our second 5-year agreement with the county to support over 125K users for their Microsoft licensing across disparate departments.



State of West Virginia (SoWV): Annual Revenue Value \$45M We’re currently managing this statewide contract encompassing 19 enrollment agreements with over 13 agencies and educational institutions.



University of Texas System: Comprehensive Microsoft licensing support for a large university system, including 10 campuses and 5 healthcare facilities. This covers more than 150,000 faculty and staff and over 200,000 students, managing 50 EES enrollments.

Security and Compliance

Crayon's internal security posture is built on ISO-certified governance, Zero Trust principles, and a preventive-first approach that prioritizes continuous improvement. It includes secured endpoints, identities, collaboration, and data protection. Our framework emphasizes proactive monitoring, drift detection, vulnerability management, and compliance with global standards like NIST and ISO, while maintaining strong employee accountability through security awareness and reporting. This model ensures resilience, regulatory alignment, and rapid adaptation to evolving threats.

Our security and compliance framework has been certified to follow six globally recognized ISO certifications: ISO 27001 for information security, ISO 27701 for privacy, ISO 37001 for anti-bribery, ISO 14001 for environmental management, ISO 9001 for quality management, and ISO 42001 for responsible AI governance. These certifications apply across all global entities and are complemented by UK Cyber Essentials Plus, SOC 2 Type I & II audits, and alignment with NIST standards, ensuring strong security, ethical practices, and operational excellence. This comprehensive certification portfolio underscores our commitment to trust, compliance, and innovation.

Business Reliability and Financial Stability

Crayon maintains a strong record of financial stability and operational reliability, ensuring we can meet contractual obligations without interruption. We are committed to upholding all contract requirements and timelines within reason and within our ability, and have established processes for compliance, risk management, and quality assurance. Our team consistently delivers on schedule and in accordance with all specifications, providing our clients with confidence in our ability to support their long-term objectives.

Approach to Microsoft EA Licensing Support

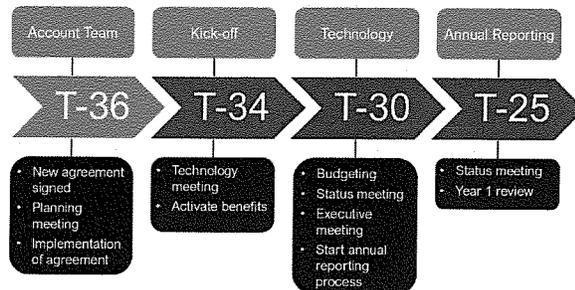
Overview. Crayon will provide the County with comprehensive and strategic Microsoft licensing support, based on the Microsoft T-36 Licensing Service Model, designed to deliver long-term value. As the County's Licensing Solutions Partner (LSP), Crayon ensures seamless lifecycle management, proactive engagement, and responsive support across all Microsoft agreements. Our approach is built on deep public sector experience, a dedicated account team, and a commitment to helping the County optimize licensing investments, maintain compliance, and align technology decisions with operational goals. We will work closely with your stakeholders to ensure your Microsoft environment remains aligned with your evolving needs. We support you not only during renewal, but throughout the life of the agreement.

Full Lifecycle Support. Our engagement methodology follows Microsoft's Licensing Services Model (T-36), a three-year framework designed to maximize the value of your EA. This approach ensures consistent, proactive engagement throughout the agreement term, with renewal planning beginning six months prior to the agreement expiration date. This framework includes key engagement components such as:

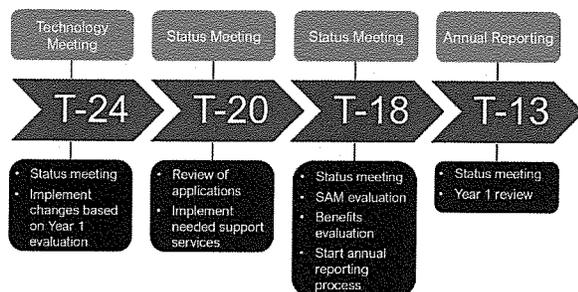
- Quarterly Business Reviews: Strategic planning, licensing updates, and roadmap alignment
- Status Meetings: Ongoing check-ins to address operational needs and Microsoft changes
- Roadmap & Budget Planning: Forecasting future licensing and technology needs
- License Anniversary Quote (True-Up): Conducted at least four months prior to renewal
- Monthly Reporting & Alerts: Usage tracking, compliance updates, and optimization opportunities

These pre-planned, proactive touchpoints and constant communications help us stay aligned with your goals, anticipate changes, and deliver measurable value throughout the agreement term.

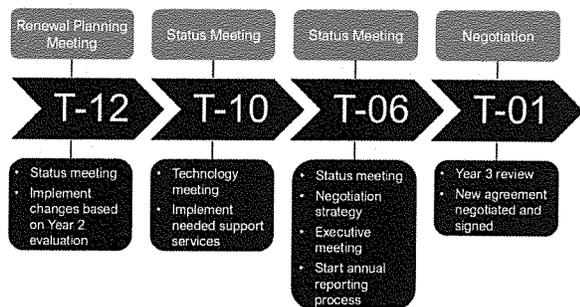
Process – Year 1



Process – Year 2



Process – Year 3



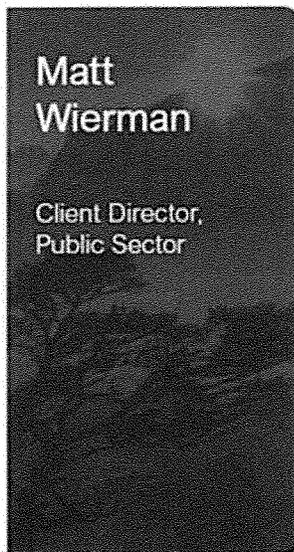
Licensing Advisory and Strategic Guidance.

- General Licensing Advisory: Support for general licensing questions, product licensing rules and requirements, and advice on optimal timing for license purchases
- Strategic Licensing Guidance: Ongoing support with licensing strategy, budgeting, and planning for new software deployments; analysis of your Microsoft License Statement (MLS) to optimize licensing position and maximize value
- Licensing and Product Updates: Keeping you current on all product and licensing regulations and changes, with advice and guidance on how to make these changes

Value Added Strategic Advisory.

- Cloud Services Advisory: Technical guidance for evaluating, designing, and managing hybrid and cloud environments, including usage reporting and cost forecasting
- Software Assurance Activation: Support in redeeming benefits such as e-learning, training vouchers, and planning services
- Microsoft Relationship Facilitation: Liaison to help the County access Microsoft programs, incentives, and technical workshops
- VLSC Administration Support: Assistance with license tracking, product key management, and MSDN subscriptions

Dedicated Client Director. Matt Wierman, Crayon’s SLED Client Director, will serve as the County’s primary Microsoft Licensing Specialist. He will lead quarterly business reviews and roadmap sessions, keeping your team informed of Microsoft updates, services, and strategic opportunities



Matt Wierman is a Client Director for the SLED (State, Local, Education, and Nonprofit) sector at Crayon, bringing over 20 years of industry experience and a strong track record of delivering impactful solutions across the public sector. With deep expertise in licensing, cloud strategy, and IT transformation, Matt helps public sector organizations maximize value through strategic partnerships and tailored technology solutions. His client-first approach and knowledge of complex procurement environments have made him a trusted advisor in the state and education markets.

In his role at Crayon, Matt focuses on building long-term, strategic relationships within the state, local government, and higher education sectors. He works closely with clients to understand their unique challenges and priorities, delivering customized solutions that drive growth, efficiency, and digital transformation. Leveraging Crayon’s capabilities in cloud optimization, software asset management, licensing and contract negotiation, cloud migration, data analytics, and IT governance, Matt helps organizations achieve measurable outcomes while aligning with budget and compliance requirements.

Prior to joining Crayon, Matt served as a Public Sector Digital Transformation and Portfolio Advisor, where he built and maintained a robust portfolio across K-12 and higher education markets nationwide. He leveraged his deep knowledge of cooperative contracts, including Texas DIR and TIPS, to support procurement processes, drive growth, and establish trusted, long-standing client relationships across the public sector.



CERTIFICATIONS

- AWS Certified Cloud Practitioner
- AWS Partner: Cloud Economic Essentials
- AWS Partner: Generative AI Essentials
- AWS Partner: Sales Accreditation
- Copilot for Microsoft 365 Technical Champion

Operations Center. Crayon's operations support ensures accurate execution, proactive lifecycle management, and compliance across all Microsoft agreements. They manage agreement setup, renewal tracking, and full lifecycle management. The team is structured to deliver responsive service and strategic oversight through:

- License Desk: Handles order validation, submission, and tracking for timely delivery
- Agreement Lifecycle Management: Oversees setup, renewal coordination, and compliance reporting
- Licensing Anniversary Quote (True-Up) Planning: Facilitates cost-effective, compliant license usage reporting aligned with Microsoft's requirements

Optional Add-On Services Available at Additional Cost.

- Licensing Optimization: Strategic analysis and entitlement reviews that have helped clients save up to 23% on renewals
- Premium Support Services: Alternative to Microsoft Unified Support, offering up to 60% cost savings with high-priority access
- AI-Ready Licensing Strategy: Guidance for Microsoft Copilot and Azure AI adoption

Summary

Crayon appreciates the opportunity to participate in this RFP process for Microsoft licensing services. Our “customer-first” philosophy means we are committed to understanding the County’s priorities and to help deliver solutions that maximize value, ensure compliance, and support your technology goals.

Our team is truly committed to helping you manage your Microsoft licensing agreements efficiently and effectively. We do this through proactive support, Anniversary planning (True-Up), and providing strategic guidance. We will help ensure compliance, optimize licensing investments, and deliver measurable outcomes.

Our licensing solutions are designed to scale across large government agencies and organizations such as the County. We help align technology decisions with strategic priorities, increase adoption of Microsoft technologies, and support IT planning and budgeting. Our engagement framework, built on Microsoft’s T-36 Licensing Services Model, ensures consistent communication, early renewal planning, and full lifecycle support.

Crayon is a certified Microsoft Solutions Partner and Authorized Cloud Solution Provider (CSP), fully qualified to transact Enterprise Agreements for government customers. We provide centralized reporting, coordinated renewal planning, and tailored support to help you maximize the value of your Microsoft investment. Again, thank you for considering Crayon. We’re excited for the opportunity to help support your team and to help you reach your technology goals.

WHY CHOOSE CRAYON

-  Proven track record with government Microsoft licensing
-  Dedicated Client Director
-  Strategic partner for public sector IT transformation
-  Cloud-iQ platform for real-time analytics and compliance
-  End-to-end cloud migration, modernization, and managed operations
-  AI-powered solutions for data insights and automation
-  Certified team: Azure Expert MSP, ISO/IEC 27001, FinOps Foundation
-  Documented cost optimization and entitlement management
-  Microsoft Solutions Partner: Data & AI, Infrastructure, Digital & App Innovation

Appendix

Crayon Differentiators

Crayon is not just a Microsoft reseller; we are a strategic, end-to-end IT transformation partner. We make complex technology projects easier to plan, implement, and manage. Our teams bring hands-on, certified and practical expertise and experience with cloud platforms, software management, and building smart data solutions that work in real-world settings. Whether it's helping you manage your IT estate, modernizing your business systems, or charting a strategic roadmap for your technology portfolio, our licensing experts, engineers, architects, and solution specialists are ready to partner with you to minimize disruption, enable future innovation, and help you refocus your efforts on better serving your stakeholders.

Empowering your success through our expertise

 <p>Software Procurement</p> <p>We help you buy software</p> <p>Smart solutions for software and cloud needs. We handle licensing, so you don't have to. Secure the right tools at the best prices.</p> <ul style="list-style-type: none"> Software purchasing Software advisory Licensing expertise Operational excellence 	 <p>IT Cost Management</p> <p>We help you control costs</p> <p>Get the most out of your digital resources. We streamline your software and cloud systems to boost efficiency and cut costs.</p> <ul style="list-style-type: none"> Software Asset Management FinOps Cost Optimization Compliance 	 <p>Cloud Services</p> <p>We help you run & manage your IT estate</p> <p>Your IT partner, regardless of the tech. We offer expert advice and manage your IT services, no matter the platform or technology.</p> <ul style="list-style-type: none"> Modern Work & GenAI Cloud Modernization Cybersecurity Managed Services & Support 	 <p>Data and AI Solutions</p> <p>We help you modernize and innovate</p> <p>Turning data into insights, powered by AI. We provide cutting-edge solutions & expertise to help you harness the full potential of your data.</p> <ul style="list-style-type: none"> Language Technologies Decision Intelligence Computer Vision Data Platform & Engineering
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Our government partners benefit from our collaborative approach that goes beyond managing Microsoft licensing. We provide strategic options and fresh perspectives regarding your entire technology portfolio and making it work for you, thus delivering greater value to you and your administrators, employees, and stakeholders.

Software Procurement. Our software procurement services go beyond just the Microsoft ecosystem, including Adobe, VMware, Citrix, Cisco, Google, AWS, and many more. We deliver measurable value to SLED organizations by simplifying complex purchasing processes and ensuring cost-effective, compliant technology acquisition. We leverage deep vendor relationships and cooperative purchasing strategies to secure competitive pricing, optimize licensing models, and align technology investments with strategic goals. Beyond procurement, we provide end-to-end lifecycle support so clients can focus on serving their stakeholders rather than administration. By prioritizing interoperability, security, and scalability, we help public sector clients build sustainable digital ecosystems.

IT Cost Management. Our IT cost management services empower SLED organizations to achieve financial efficiency and operational resilience by aligning technology investments with your priorities. We deliver transparency and control over IT spending through advanced analytics, strategic sourcing, and lifecycle management, ensuring districts avoid waste and maximize ROI. By leveraging proven methodologies and vendor-agnostic expertise, we help institutions optimize software licensing, streamline cloud usage, and mitigate compliance risks, while supporting predictable budgeting and sustainable growth. Our approach transforms IT from a cost center into a strategic enabler for serving your stakeholders.

Cloud Services. Our cloud services empower SLED organizations to modernize their IT environments, reduce costs, and deliver secure, scalable solutions. By leveraging leading platforms and best practices, we help government agencies and organizations transition from legacy infrastructure to agile, cloud-first models. Our approach combines technical expertise with strategic planning, so you can maximize resources, enhance resilience, and align technology investments with strategic goals.

Data and AI Solutions. Our Data and AI Solutions services enable SLED organizations to harness the power of data-driven insights and intelligent automation to improve outcomes and operational efficiency. By integrating advanced analytics and AI capabilities, we help organizations make informed decisions and optimize resource allocation. Our approach ensures compliance with privacy regulations while delivering scalable, secure solutions that transform raw data into actionable intelligence.

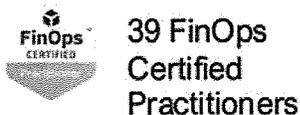
Awards and Accolades. We are proud to be recognized for our innovation, excellence, and commitment to delivering value to our customers. These awards reflect our dedication to empowering businesses through cutting-edge technology and expert services.



For the fourth time, Crayon has been named a Leader in the 2024 Gartner® Magic Quadrant™ for Software Asset Management Managed Services*. In addition, of the four companies recognized as Leaders, Anglepoint is a subsidiary of Crayon. We believe this prestigious recognition underscores our commitment to excellence and innovation in the SAM space.



Crayon has been awarded the Global 2024 Microsoft Partner Award for Scale Solutions (LSP). This recognition highlights our commitment to delivering high-quality IT services. Our collaboration with Microsoft has enabled us to provide effective solutions across various sectors.



Crayon has achieved the prestigious Certified FinOps Service Provider status from the FinOps Foundation. This designation recognizes Crayon's expertise in cloud financial management and its commitment to helping organizations optimize cloud costs with best-in-class FinOps practices.



December 15, 2025
Genesee County Fiscal Services, Purchasing Department
324 S Saginaw Street, Suite 9A
Flint, MI, USA 48502
Microsoft 365 Licensing

To: Crayon US, US, Dallas
Tender Reference: ITB #25-463

WHEREAS Microsoft Corporation, with business address at One Microsoft Way, Redmond, WA 98052, USA, and its Affiliates is a global producer of software and services. Microsoft works with distributors, resellers and others ("business entities"), who carry out commercial transactions for Microsoft products and services. These business entities enter into contracts directly with customers, and are independent from Microsoft. Microsoft is the sole manufacturer of Microsoft products which can be procured through such business entities.

We confirm that Crayon US, US, Dallas headquartered at the below address (hereinafter, the "Partner") has the following active agreements:

Crayon US, US, Dallas (Partner ID: 4435248)
12221 Merit Drive, Ste 1400
Dallas, TX - 75251
United States



Agreement Name and Type: Channel Partner Terms and Conditions (Reseller)

Authorised Program(s): Academic Select, Enrollment for Education Solutions (EES), Enterprise Agreements (Indirect EA), Enterprise Agreements (Direct EA), Get Genuine Windows Agreement (GGWA) Large Organizations, Government Select, Government Select Plus, Microsoft Products and Services Agreement (MPSA), Select, Select Plus, Services Provider License Agreement (SPLA), Unified Broker

Status: Active

This entitles them to do business in the following territories:

Authorised Territory(s): United States

and supply the following products:

- AAL-45735 M365 G5 GCC
- 9EM-00270 Windows Server
- 7NQ-00292 SQL Server
- VA1-00001 Teams
- 7MS-00001 Planner
- P3U-00001 Visio



This letter is issued at the request of Crayon US, US, Dallas and does not subject Microsoft Corporation or any of its affiliates to any liability for obligations that Crayon US, US, Dallas assumed by itself and at its own risk with third parties and does not grant any Microsoft intellectual property rights to any party. We make no representation about the financial strength or capabilities of the above company and nothing in this letter is to be seen as a recommendation on the part of Microsoft to select a particular partner or that the partner named here is the only partner authorized to supply the foregoing Microsoft products.

This letter is valid for 90 days from the date of issuance.

Best Regards,

A handwritten signature in black ink, appearing to read "Emily Grindberg".

Authorized Signer
Emily Grindberg

Duly authorized,
Microsoft Corporation

History of Litigation

Crayon Software Experts, LLC has had no lawsuits, mediations, or arbitrations in the past five years.

