

Exhibit to Agenda Item #2

Discuss authorizing the Chief Executive Officer and General Manager to negotiate and award a contract to **KloudGin, Inc.**, for Field Service Management Software and associated implementation services during the five-year period from November 21, 2025, through November 20, 2030, for a not-to-exceed amount of \$5,699,739.

Board Strategic Development Committee and Special SMUD Board of Directors Meeting

Tuesday, November 11, 2025, scheduled to begin at 6:00 p.m.

SMUD Headquarters Building, Auditorium

Background

- Salesforce announced that the cloud version of Click would be end-of-life effective 12/31/2026.
- SMUD currently has approximately 300 Click users, and supports 7 workgroups
- Benefits of KloudGin Field Service Management Solution:

Highly configurable, with
Intelligent Predictive
Scheduling and
embedded AI



Experience migrating
Click users to their
platform



Continuous
improvement based on
customer need as part
of standard product

Procurement Process

RFP Process

- SMUD received ten (10) proposals in response to the RFP
- 5 proposers passed the Mandatory Requirements

Scoring Matrix

- RFP was evaluated by a cross-functional team
- Successful proposers were scored on questions pertaining to their background and experience as a System Integrator
- The proposed software solution was scored on a mix of technical and functional requirements



Procurement Award Outcome

Responsive Proposals Received	Pass/Fail	SEED Points	Technical Points	Price Points	Total Score	Rank	Proposal Amount	SEED Credit	Evaluated Proposal Amount
		10	60	30	100				
KloudGin, Inc.	Passed	5.05	58.05	30.00	93.10	1	\$4,187,020	\$21,144	\$4,165,876
Deloitte Consulting LLP	Passed	10.00	54.60	23.92	88.52	2	\$5,433,900	\$209,351	\$5,224,549
Smart Energy Systems, Inc. dba Smart Energy Water	Passed	10.00	47.69	25.90	83.59	3	\$5,034,375	\$209,351	\$4,825,024
OverIT International Inc.	Passed	10.00	45.91	18.41	74.33	4	\$6,997,005	\$209,351	\$6,787,654
CGI Technologies and Solutions Inc.	Passed	1.30	50.26	18.45	70.00	5	\$6,784,226	\$8,819	\$6,775,407

Contract Details

- The contract term: November 21, 2025, to November 20, 2030
- Total Contract Amount not-to-exceed \$5,699,739
- Fixed-price contract for professional services related to the software implementation and 5-year subscription services
- SMUD negotiated pricing with KloudGin, resulting in a savings of \$768,480 or 12.92%