



STRATEGIC PARTNERSHIP PROGRAM

Building strategic collaborations with qualified partner organizations for government digital transformation

**External strategic
partner document**

1 INTRODUCTION

Synergy International Systems, Inc. is a global software company focused on delivering digital enterprise platforms for governments and public institutions. Founded in 1997 and headquartered in the Washington, D.C. metropolitan area, the company operates internationally with active implementations across multiple regions and institutional environments.

Synergy works in complex, regulated public sector digitalization programs that require long-term institutional engagement, structured procurement processes, and strong governance standards. Our portfolio spans justice, governance, public finance, social protection, and related government domains.

As part of its operating model, Synergy has established a structured Strategic Partnership Framework governing collaboration with qualified organizations.

2 PARTNERSHIP PROGRAM OVERVIEW

This framework establishes a global collaboration model for organizations seeking to participate in the pursuit and delivery of enterprise government programs alongside Synergy. It applies across the regions in which Synergy operates and reflects the realities of working in complex, regulated public sector environments.

Within this model, collaboration may extend across multiple stages of a project lifecycle, from opportunity identification and market positioning to competitive pursuit, delivery participation, and long-term program support. The scope of engagement is defined per opportunity and formalized through clear commercial and contractual arrangements.

Partnership structures are adapted to the regulatory and procurement context of each project, ensuring clarity of responsibility, balanced risk allocation, and alignment of interests. Participation in the program is contribution-driven and grounded in demonstrable capability, strategic value, and alignment with Synergy's operating standards.

3 WHO THIS PROGRAM IS DESIGNED FOR

The program is intended for organizations and entities capable of contributing directly to the pursuit and delivery of public sector digital transformation programs. Organizations we typically engage include:

- Local or regional IT, hardware supplier, and systems integration companies
- Consulting and advisory firms with established government or donor access
- Sector specialists operating in public sector domains
- Agencies, state-affiliated entities, or qualified organizations that participate in competitive public procurement processes

Successful collaboration is built on relevant experience, institutional credibility, and meaningful market access, combined with the ability to contribute across opportunity development and program execution. Although partners may vary in size and structure, suitability is ultimately defined by alignment, capability, and a sustained commitment to shared outcomes.

4 HOW COLLABORATION WORKS

Synergy's collaboration model is structured to reflect the lifecycle of public sector digital transformation programs. Engagement typically begins at the opportunity stage and may evolve through contract award, delivery execution, and formal contractual structuring. Roles and responsibilities expand in accordance with contribution, capability, and project requirements.

4.1 OPPORTUNITY DEVELOPMENT

Collaboration commonly begins during the identification and pursuit of strategic opportunities. Partners may contribute through:

- Identification and early-stage positioning of relevant opportunities
- Structured engagement with relevant public-sector stakeholders
- Positioning support and bid strategy input
- Market intelligence and contextual insight

Contribution at this stage establishes the basis for continued involvement as the opportunity advances, with both parties remaining actively engaged in securing and preparing for successful delivery of the program. All pursuit-phase engagement is conducted in accordance with applicable procurement regulations and ethical standards.

5 AWARD AND COMMERCIAL ALIGNMENT

When a jointly pursued opportunity results in contract award, financial participation reflects the respective roles and contributions of the parties throughout the pursuit and, where applicable, in subsequent delivery.

To formalize this alignment, commercial arrangements are defined on a project-by-project basis through written agreements specifying scope, responsibilities, and revenue allocation. Within this structure, revenue sharing is proportionate to demonstrated contribution during opportunity development and to any defined role in program execution.

5.1 PROGRAM DELIVERY

When a jointly pursued opportunity moves into execution, collaboration may extend into the delivery phase where the partner's capability and the needs of the project align. At this stage, the focus shifts from strategy and positioning to implementation and operational support. Depending on the scope and structure of the program, partners may assume defined delivery roles such as:

- Implementation services
- System configuration and localization
- Hardware delivery and installation
- Rollout coordination
- Change management and institutional support
- End-user training

The extent of delivery involvement is determined for each project and reflected in the corresponding commercial arrangements, thus maintaining continuity between pursuit, award, and execution.

5.2 CONTRACTUAL STRUCTURES

As the project progresses from the pursuit to the delivery stage, the formal structure of the collaboration is determined in accordance with the regulatory and procurement framework governing the project. Depending on jurisdiction and client requirements, collaboration may take the form of:

- A joint venture established for the purpose of bidding and executing the program
- A subcontracting arrangement within a prime contract structure
- Another legally recognized form permitted under the applicable procurement framework.

Roles within these structures are defined in light of the specific opportunity, regulatory context, and the relative strengths and positioning of the parties. Depending on the circumstances,

Synergy may serve as prime contractor, joint venture lead or member, or subcontractor. The selected structure is defined on a project-by-project basis and corresponds to the scope of work and responsibilities assumed by each party.

6 COMMERCIAL PRINCIPLES

The Partnership Program operates under structured commercial governance designed to ensure proportionality between contribution and financial participation.

6.1 REVENUE SHARING

Commercial principles governing revenue sharing are agreed during the pursuit and opportunity development phase, prior to contract award. These principles establish how financial participation will correspond to each partner's defined contribution across opportunity development and, where applicable, program delivery.

Upon contract award, the agreed revenue-sharing structure is implemented. Compensation is calculated as a percentage of the net contract value in accordance with the predefined allocation. For clarity, the net contract value is defined on a project-by-project basis. It excludes taxes, hardware components, reimbursable expenses, and other pass-through costs. Commercial terms are formalized through project-specific agreements that define the scope of work, responsibilities, and revenue allocation.

6.2 ADDITIONAL SCOPE AND SERVICES

Where a partner undertakes defined delivery responsibilities, the scope of work and corresponding level of effort are specified within the financial proposal for the project. These elements are integrated into the overall commercial structure and aligned with the agreed implementation phases.

Compensation for delivery services follows milestone-based arrangements that correspond to project execution. In this way, financial participation reflects the full extent of the partner's involvement across both pursuit and delivery.

7 GOVERNANCE AND ENTRY PROCESS

The engagement process typically begins with an initial discussion to evaluate strategic alignment, market positioning, and potential areas of cooperation.

7.1 INITIATING COLLABORATION

Where mutual interest is established, the parties proceed with a non-disclosure agreement to enable a structured exchange of information and a more detailed exploration of the opportunity.

As discussions advance, Synergy undertakes a proportionate due diligence review of prospective partners, including verification of legal standing, relevant experience, and organizational capability. This step is mandatory and supports informed decision-making and ensures that collaboration is grounded in verified capacity and institutional credibility.

Once collaboration on a defined opportunity has been confirmed, a formal partnership agreement is executed. This agreement outlines the parties' respective roles and responsibilities, as well as the applicable commercial principles and the relevant protections governing the relationship.

7.2 GOVERNANCE AND DECISION-MAKING

Partnership engagement is initiated and managed by the relevant domain representatives or regional leadership responsible for the market, sector, or jurisdiction in question. Depending on the nature of the opportunity, engagement may be led by sector-focused teams or by country offices with established local presence. These teams conduct the initial assessment of opportunity fit, practical feasibility, and the operational dimensions of collaboration.

Formal confirmation of partnership engagement and recognition of partner contribution are reviewed within Synergy's leadership structure. This review takes place once opportunity parameters and roles have been defined at the operational level.

7.3 CONTINUITY OF ENGAGEMENT

The Partnership Program is designed to support sustained collaboration where strategic alignment and performance are maintained. Engagement is not limited to a single opportunity; where prior collaboration has demonstrated value and effective execution, subsequent opportunities may be pursued under the same governance and commercial principles. Each opportunity is evaluated independently and continued collaboration depends on performance, mutual alignment, and the evolving priorities of the markets in which Synergy operates.

8 TECHNOLOGY GOVERNANCE AND PARTNER ENGAGEMENT

Synergy's enterprise IDM® platform provides the technological foundation for digital transformation programs delivered under this Partnership Framework. Built on a scalable low-code architecture, the platform supports configuration and deployment across multiple public sector domains and jurisdictions.

Partners with relevant technical capability may assume defined implementation responsibilities within project delivery. Technical enablement and platform licensing are structured in accordance with project scope and delivery roles. Platform licensing is not a prerequisite for partnership engagement. Where appropriate, it may expand the scope of technical participation within specific programs.

9 REPRESENTATION AND PUBLIC AFFILIATION

Partner status under this framework is governed internally to maintain consistency and clarity across markets. The program does not operate a public partner directory, and representation is based on actual project engagement rather than general affiliation. Organizations with active or completed engagements may reference collaboration with Synergy, subject to prior approval and alignment on the scope of representation. Public references must correspond to defined roles and documented involvement within specific programs.

10 PARTNER WITH SYNERGY

We engage with organizations that identify concrete opportunities for joint market development and are prepared to contribute meaningfully across pursuit and delivery. Collaboration under this framework is designed for partners seeking sustained involvement in public sector digital transformation programs. Additional information on Synergy's partnership approach, including a dedicated inquiry channel, is available on our website. Organizations may submit a structured partnership inquiry through the designated page or engage directly with their existing contact from Synergy.

Start the partnership process	General email for inquiries
www.synisys.com/become-a-partner	mail@synisys.com



SYNERGY

©2026 SYNERGY INTERNATIONAL SYSTEMS, INC.

1640 Boro Place, 4th Floor, McLean, Virginia 22102, USA | +1 (571) 568-3810 | mail@synisys.com | www.synisys.com