

# EXHIBIT A

Suppliers are to indicate their capability of fulfilling each specific requirement. Each Supplier's responses will be reviewed and compared to the requirements to determine the best solution for the Commonwealth.

Detailed requirements are presented in questionnaire format to facilitate direct responses and establish accountability regarding delivery of solution by the Supplier. To respond to each requirement, Supplier is asked to enter, in the space provided in Column B, a code that best corresponds to its intended response for the requirement listed.

**\*\*\*Important note\*\*\*\*** Suppliers wanting to respond to the Audio Video Product portion of the RFP have to complete all sections of this document except for "AV Production Services". Suppliers only wanting to respond to the AV Production Services only have to complete "AV Production Services". Suppliers wanting to respond to both sections of the RFP have to complete all section of this document.

The acceptable codes for Column B are as follows:

**Y** - "Yes" - Supplier can fully meet the requirement as documented with its current application or proposed solution. If applicable, Supplier should provide in Column C an explanation of how it will fulfill the requirement. This may include use of alliances with other Suppliers. Supplier may also use Column C to cross-reference a detailed explanation included in an attachment of its proposal.

**N** - "No" - Supplier cannot meet the requirement and has no firm plans to be in the position to meet this need within one month.

**F** - "Yes, Future" - Supplier will be able to fully meet this requirement in the near future (not longer than six months from the date of the proposal). Supplier should provide a proposed start date and cross-reference any attached documentation in Column C.

VITA has posed some open-ended questions. In those instances, Supplier is to provide adequate information to allow VITA to properly evaluate its proposal.

Product Details & Standards	Y/N/F	Description
<p>Does your solution comply with all current COV ITRM Policies and Standards, as applicable, found at <a href="https://www.vita.virginia.gov/it-governance/itrm-policies-standards">https://www.vita.virginia.gov/it-governance/itrm-policies-standards</a>.</p> <p>If proposed solution does not, please provide details that specify the Standard/Policy and how Supplier's solution does not comply.</p>	Y	<p>Daly's solution complies with current COV ITRM Policies and Standards. Daly has reviewed the Commonwealth of Virginia Information Security Program that provides the framework and practices for Agencies to use in securing their information.</p>
<p>Does your proposed interfaces to Commonwealth systems comply with or have approved exceptions to all applicable Commonwealth Data Standards as found at <a href="http://www.vita.virginia.gov/media/vitavirginiagov/it-governance/psgs/pdf/COV_Adopted_Standards.xlsx">http://www.vita.virginia.gov/media/vitavirginiagov/it-governance/psgs/pdf/COV_Adopted_Standards.xlsx</a></p> <p>If not, please explain.</p>	Y	<p>Daly's current interfaces to Commonwealth systems comply with applicable Commonwealth Data Standards as specified. For example, Daly has been providing ecommerce eVA punch-out services for VITA for many years.</p>
<p>Does your solution provide effective, interactive control and use with nonvisual means and provide 508 Compliance in accordance with the following standard regarding IT Accessibility and 508 Compliance:  <a href="https://www.vita.virginia.gov/media/vitavirginiagov/it-governance/psgs/domain-amp-topic-reports/pdf/ETAITAccessibilityTopicReportGOV103.pdf">https://www.vita.virginia.gov/media/vitavirginiagov/it-governance/psgs/domain-amp-topic-reports/pdf/ETAITAccessibilityTopicReportGOV103.pdf</a></p> <p>(Refer to <a href="https://www.section508.gov">https://www.section508.gov</a> and <a href="http://www.access-board.gov">www.access-board.gov</a> for further information)</p> <p>If yes, please describe how this functionality is achieved and include a completed Voluntary Product Accessibility Template (VPAT) with your proposal. The VPAT template can be accessed at the following URL: <a href="http://www.itic.org/public-policy/accessibility/VPAT2.4RevEU-February2020.doc">http://www.itic.org/public-policy/accessibility/VPAT2.4RevEU-February2020.doc</a></p> <p>If no, does your solution provide alternate accessibility functionality? Please describe.</p>	Y	<p>Daly's proposed solutions comply with the Section 508 standards of electronic and information technology accessibility. Many of the manufacturers proposed are industry leading global companies that are 508 compliant where appropriate and as required.</p> <p>For the past several years, Daly has diligently worked with its web development team to maintain a 508 compliant web site. A Daly web site VPAT report is provided in Exhibit 1 for your review. The report provides a detail analysis of the statuses of the various functionalities on the web site. Note that in many areas of the report where it states not supported do not apply to our web site.</p>

Product Details & Standards	Y/N/F	Description
<p>Does your solution or any of your subcontractors' components include any Kaspersky-branded products? See definition below. If yes, please describe.</p> <p>Kaspersky-branded products" means information security products, solutions, and services supplied directly or indirectly, by AO Kaspersky Lab or any of its predecessors, successors, parents, subsidiaries, or affiliates, including Kaspersky Lab North America, Kaspersky Lab, Inc. and Kaspersky Government Security Solutions, Inc. (collectively, "Kaspersky"), including those identified below:</p> <p>Kaspersky-branded products currently known to DHS are: Kaspersky Anti-Virus; Kaspersky Internet Security; Kaspersky Total Security; Kaspersky Small Office Security; Kaspersky Anti Targeted Attack; Kaspersky Endpoint Security; Kaspersky Cloud Security (Enterprise); Kaspersky Cybersecurity Services; Kaspersky Private Security Network; and Kaspersky Embedded Systems Security.</p>	N	<p>Daly's proposed solution does not include any of the Kaspersky branded products. Additionally, Daly's subcontractors' solutions do not include any of the Kaspersky branded products.</p>
<p>Does your proposed equipment meet the current U.S. Environmental Protection Agency's and Department of Energy's Energy Star guidelines? If no, please explain.</p>	Y	<p>Most equipment proposed are from industry leading AV manufacturers and they meet the current U.S. EPA's and DOE's Energy Star Guidelines.</p>

Business Requirements	Y/N/F	Description
<p>Does your solution provide the ability to sell/service the entire Commonwealth of Virginia? Please describe the details on how this will be accomplished. If not, please provide a comprehensive list of regions where sales/service can be provided.</p>	<p><b>Y</b></p>	<p>Daly has the resources and the infrastructure as well as the experience to sell and service the entire Commonwealth. Daly's proposed AV solutions will utilize its in-house sales and technical service resources for statewide coverage. Additionally, when appropriate Daly will also leverage the technical resources provided by its manufacturer partners and subcontractors. Daly has in place dedicated teams of sales personnel to service and support the Commonwealth statewide. These teams have been selling and delivering a wide range of audio video products, related services and IT solutions to state agencies, local governments, higher education institutions, and K-12 school systems statewide under Daly's various statewide AV and IT contracts for over twenty years. Dedicated teams of field reps and inside sales reps are assigned to sell and support the entire Commonwealth. The account manager located in Roanoke covers the areas from western Virginia, through Danville and up to the Harrisonburg area. The account manager located in the Lynchburg and Richmond areas cover Richmond up through Charlottesville, down through Mecklenburg County and over to parts of the Tidewater area. The Northern Virginia based account manager covers the region spanning from Fairfax County, Loudoun County over to Shenandoah, down to Rockingham County, Spotsylvania County, Essex and Lancaster Counties. The account manager located in Chesapeake covers the Tidewater region to include north of Williamsburg. To complement the field focused account managers, a dedicated team of inside sales reps located at Daly's headquarters will provide the day to day inside sales support needed to address and respond to all sales and related service needs of Virginia customers. In addition to the above dedicated resources, Daly has teams of AV subject matter experts, project managers, marketing personnel, engineers / architects, and technical personnel servicing the entire Commonwealth.</p>



Business Requirements	Y/N/F	Description
<p>Does your solution incorporate the use of subcontractors or alliances? If yes, please describe.</p>	<p><b>Y</b></p>	<p>Daly has several qualified subcontractors in place to enhance its technical capabilities statewide. When appropriate and needed, Daly will utilize the technical resources and services from AV subcontractors, some of which are Virginia certified SWaM. For live event streaming/recording/hosting and still photography, Daly has in place an experienced media specialist subcontractor to deliver on such services. Daly also has several AV cabling subcontractors to perform cabling services.</p> <p>As the prime contractor, Daly understands that it will be fully responsible for all work products delivered by its subcontractors and/or manufacturer partners. The services provided by these entities should be completely seamless to the customers as Daly is assuming full responsibility. To ensure the highest level of quality is delivered at all times, a Daly project manager will be assigned to manage these subcontractors.</p>

Business Requirements	Y/N/F	Description
<p>Does your solution provide the marketing ability and resources to promote this contract to schools, universities, local Executive and non-Executive Branch state agencies? Please provide marketing plan and examples of marketing tools.</p>	<p><b>Y</b></p>	<p>Daly has in place the marketing programs and resources to promote this contract to schools, universities, local governments, and non-Executive Branch state agencies statewide. Daly maintains a dedicated in house Marketing Department believes that it has one of the strongest and most proactive marketing programs in the Commonwealth. For the past 25 years, Daly's marketing program has actively reached out to all sectors of the Virginia state / local governments, educational institutions, non-Executive branch and Executive branch state agencies. Daly's marketing goals are as follows:</p> <ul style="list-style-type: none"> <li>• Promote the contract, its offerings, its values and its advantages to all parties eligible to use the contract.</li> <li>• Educate the customer base on the contract details, the usage of the contract, and how the contract can be utilized to obtain the needed solutions.</li> <li>• Educate customers on the benefits of the various solutions proposed.</li> <li>• Advertise customized solutions to the customer's specific needs.</li> <li>• Endeavor to make this contract the most used contract vehicle in the Commonwealth for the products, technologies, and solutions proposed.</li> <li>• Put Daly in the leadership position in terms of contract buys and usages.</li> </ul> <p>In addition to participating in most of the Virginia government and education technology shows and events that are held annually, Daly continues to proactively host its own technology shows and events several times a year in different parts of the Commonwealth. In October 2019, Daly hosted a major technology showcase event we call SLEDTech in Richmond. Due to the COVID-19, these events have been put on hold in 2020. However Daly is currently hosting its virtual technology conference online. Daly is always open to marketing ideas and welcomes our customer's feedback on our marketing programs, performances and events. We want to know what more we can do for our customers.</p>

Business Requirements	Y/N/F	Description
Does your solution provide the Commonwealth with a catalog website that interfaces with eVA? Will your company be able to produce a punch-out catalog website? (Refer to <a href="https://eva.virginia.gov/pages/eva-catalog-creation.htm">https://eva.virginia.gov/pages/eva-catalog-creation.htm</a> Please provide either a screen shot or a link to serve as an example.	Y	Daly currently maintains several punch-out catalogs, many of them are for its current VITA contracts; this to include the current VITA AV Products and Related Services Contract. Daly is committed to continue to provide a catalog website that interfaces with eVA for this contract. Sample screen shot of Daly's current VITA eVA punch-out catalog is shown in Exhibit 2.
Does your solution have the ability to have the catalog website up and functioning within 30 days of contract award?	Y	As Daly already has several eVA punch-out catalogs in place for VITA, it will certainly be able to have a catalog website up and functioning within 30 days of contract award, if not the day of the contract award.

Business Requirements	Y/N/F	Description
Does your solution have the ability to respond to a customer request for service within 8 business hours? Please provide detail on how this will be accomplished.	Y	Daly maintains a wide range of AV engineering and technical expertise in house. As such, Daly provides a variety of AV service and support programs for Authorized Users to receive services within 8 hours of notification or next business day. The solutions include but are not limited to: 8 hour onsite service; next business day (NBD) onsite service; same day 4 hour onsite service; loaner system program when a problem cannot be resolved the same day of the service; same day 4 hour onsite service with problem resolution; provide onsite spare parts inventory to ensure fast service turnaround; and having a Daly engineer report onsite on a regular basis. To ensure that the users receive the desired level of services, it is important that Daly's account managers and or project manager(s) work closely with the users to thoroughly understand the requirements and thereby craft the appropriate service response time for the users and the technologies. Daly understands that in a public sector enterprise environment, different users have different levels of priorities and mission criticality needs. A well designed service program should incorporate those requirements in the service SLAs. Daly has the organizational infrastructure and the technical resources in place to service this contract within the required SLA response time. From time to time, when the circumstance calls for it, Daly will utilize the manufacturer's technical resources or resources from its qualified subcontractors. Daly maintains its own fleet of trucks and teams of qualified and experienced field technicians and engineers for statewide field services. It is Daly's policy that a service call is not closed until the customer deems that the call is closed. This policy ensures that the customer's needs are met and a high degree of customer satisfaction is achieved. Daly has been providing this type of help desk and field dispatch services for the Commonwealth for many years.
Does your solution include a completed service-level agreement (Appendix A)? If so please refer to Appendix A and fill in with your data.	Y	Daly's completed service level agreement is shown in Appendix A.

Business Requirements	Y/N/F	Description
Does your solution provide the ability for Authorized Users to trade in devices for credit against new purchase agreements? If so, please describe.	Y	Authorized Users (customers) will most certainly have the ability to trade-in devices for credit against new purchase agreements. Customers will have the option to trade the equipment in and have the residual value of the equipment apply towards the new equipment. The trade-in value of the equipment will be determined by the age and condition of the equipment. Additionally, the size of the new purchase may also increase the trade-in value. Daly's sales and or project manager will work closely with the customer to determine an equitable fair market trade-in value.
Does your solution provide product incentives, credits and or rebate programs? Please provide details.	Y	<p>Daly offers a variety of product incentives, credits and rebate programs to its government and education customers. Examples of some such programs are as follows:</p> <ol style="list-style-type: none"> <li>1. Additional significant discounts above and beyond the proposed contract price may be available based on identified large volume purchases and requirements.</li> <li>2. Additional discounts may be available during a manufacturer's quarter or fiscal year end cycle or during a product promotion campaign. Daly will proactively provide such information.</li> <li>3. Significant discounts may be available from Daly when promoting newly released product sets.</li> <li>4. Incentives may be in the form of significant discounts and or credits.</li> <li>5. Credits and rebates may be available for equipment/technology upgrades.</li> </ol> <p>Daly's incentive programs are typically driven by its availability from the manufacturers and at times the authorized supply chain distributors. Credits and rebate programs are often associated with new equipment purchases and or upgrades. Working closely with the customers, incentive/credit/rebate programs can be pre-planned and crafted to meet the customer's specific needs.</p>

Business Requirements	Y/N/F	Description
<p>Does your solution offer daily/weekly/monthly rental as an option? If so, please provide rates in Appendix C under "AV Production Services Price List" tab. Be sure to list each type of equipment for rental and the different amount of times equipment can be rented for (i.e. day, week, month, etc.)</p>	Y	<p>Please see Appendix C for the various rental options available from Daly.</p>
<p>Does your solution offer the Authorized User a 30-day money back guarantee, return to Supplier with no restocking fee? If so, please describe.</p>	Y	<p>Having worked with the Commonwealth of Virginia government agencies and public sector institutions for many years, Daly understands that at times, customers simply need to return orders that have been properly filled to the customers' exact specifications. In those instances, Daly will diligently work with the customers to have the purchased product(s) returned with no restocking fee provided that the products are in good/relatively new condition and that all product documentation and packaging materials are in place. Daly's ability to accept properly filled working products is at times limited by the product types as well as the product return policy of its manufacturer partners and/or supply chain distributors. Nevertheless, Daly has a long track record of allowing customers to return properly filled products within 30 days of purchase with no restocking fee.</p> <p>Note that customers absolutely have the right to return products that are either defective and/or not properly filled to specifications. In those cases, Daly will cover all transportation costs for the returns and the replacements of the correct products with no fees to the customers.</p>

Business Requirements	Y/N/F	Description
<p>Does your solution have an in-house order tracking system that can be accessed 24 x7 by a user? If so, please provide details.</p>	<p><b>Y</b></p>	<p>Daly has an order tracking system where authorized customers can log in anytime to track the statuses of their orders. Using Daly's Customer Portal, customers can login onto a Reporting Portal to view the status of their orders. For every order submitted, the customer will be able to see if their order has been received and processed, when it was shipped, the method of shipment, as well as the invoices related to the order. Customers will be able to search for their orders or invoices using their Purchase Order numbers provided to Daly. Once an order has been placed with Daly, an automated email confirmation can also be sent to the customer. On the Customer Portal, customers will have the ability to search on the following information: customer No, the customer PO #, customer reference #, Daly SO #, order date, and order status. A screen shot of this customer portal is shown in Exhibit 3.</p> <p>Typically for complex AV orders with installation and training services, a series of daily and or weekly order status reports will be sent to the customers. Examples of these reports are shown in Exhibit 4. The sample reports shown are: order status with delivery dates and ETA dates; orders that have been delivered but not yet invoiced; invoice status reports on customer orders; and installation schedules on open orders. These are just some sample customized reports that Daly generates for its customers. Customers can receive these reports automatically on a daily or weekly basis. Customers can always track their orders via other means to include: 1) receiving an order status from Daly's order status team via email or 2) receive status update reports from Daly's account managers or project managers.</p>

Business Requirements	Y/N/F	Description
<p>Does your solution have the ability to respond to customer quotes within eight business hours or less? If so, please explain how this is accomplished.</p>	<p><b>Y</b></p>	<p>Most AV product quotes are typically responded to within few minutes of the initial customer inquiry or within an hour if additional research is required. Quotes are then emailed to the customer from Daly's ERP/CRM system. Daly has a dedicated team of "inside" sales specialists responding to Virginia customer inquiries and quote requests. These are experienced sales personnel dedicated to supporting Virginia customers over the phones, emails, and eVA throughout the day. The "inside" sales personnel complement the field based account managers who are dedicated to visiting customers statewide. The inside team is further supported by teams of management and operational personnel as well as AV subject matter experts, engineers, technical personnel and project managers.</p> <p>Quotes for complex AV solutions that require additional design, architecting, and/or onsite survey/assessment services will require more time to produce. In that scenario, Daly's AV subject matter experts and/or AV project manager will engage the customer's project manager directly to accurately understand the solution requirements in order to produce the properly configured quote(s). For complex AV solutions, a statement of work (SOW) is generated for customer review to ensure that the quote(s) and the committed deliverables are clearly defined and documented for all parties to acknowledge; It is very important that all parties have a clear understanding of the stated requirements and deliverables. In these situations, Daly's sales and/or AV project manager will also proactively provide customers with the expected quote time line.</p>



Business Requirements	Y/N/F	Description
Does your solution have a procedure on responding to quotes such as keeping the Authorized User updated on the status of the quote? If so, please explain	Y	<p>All quote requests should be directed to VASales@daly.com. This is an email group that is closely monitored by all the inside sales personnel as well as key sales management personnel. This team approach ensures that all quote requests are picked up and responded to in a timely manner. In most cases, the quote requests are immediately worked on and sent back to the requesters. If the quote request requires additional time that exceeds an hour or so, it is Daly's policy that the sales rep send the requester a quick email informing the person of the expected response time. For more complicated quote requests that require additional time; such as the ones that require manufacturer clarification, additional volume discount requests, or additional end user clarifications, the Daly sales person will keep the quote requester updated on the quote status.</p> <p>For complex AV solutions that require design, architecting, and/or onsite survey/assessment services, Daly's sales personnel and/or project manager will most certainly keep the quote requester abreast of the status. Customers are always welcome to email or call Daly on the progress and status of the quote requested. Please note that Daly has a long track record of being very responsive and communicative of customer quote requests.</p>
Does your solution have SLA's on how long it will take to respond to requests for quotes and or progress updates on quotes? If so, please explain, and enter in the SLA table.	Y	<p>Daly's proposed SLAs for how long it will take to respond to requests for quotes and/or progress updates on quotes can be found in the attached SLA table. The SLA categories are as follows:</p> <ul style="list-style-type: none"> <li>• Quote Request Acknowledgement</li> <li>• Respond to Quote Request <ul style="list-style-type: none"> <li>o For standard readily available products</li> <li>o For complex AV systems and projects</li> </ul> </li> <li>• Progress Updates on Quote Request <ul style="list-style-type: none"> <li>o For standard readily available products</li> <li>o For complex AV systems and projects</li> </ul> </li> </ul>

Business Requirements	Y/N/F	Description
Does your solution include a project manager that oversees large scale implementations? If so, please explain.	Y	<p>Having a dedicated project manager to oversee not only large scale AV implementation projects but AV projects with any form of complexity is a standard practice at Daly. The Project Manager is tasked to and ensures that all facets of a project are carefully addressed and taken care of. This includes but not limited to: the initial AV requirements/specification identifications; customer engagements; understanding the customer's specific requirements, objectives, and priorities; SOW developments; AV architect and subject matter expert engagements; project resource allocations; subcontractor engagements; quality control; escalation processes; customer communications and expectation management; project status reports; project sign offs; project invoices; training requirements/knowledge transfer; and overall customer satisfaction related issues. A sample Daly Implementation Plan and Project Management Methodology is shown in Exhibit 13 for your review. The document is not intended to supersede any contract requirements. It is presented to illustrate Daly's methodical process of addressing all implementation related concerns.</p>

Business Requirements	Y/N/F	Description
<p>With regards to question #17, how does your company determine what a large scale implementation is. Please explain.</p>	<p><b>Y</b></p>	<p>Daly's criteria of assigning a Project Manager to a "project" or "implementation" is based more than just the scale of an implementation. The definition of "large scale implementation" should not only refer to the size and scale of an implementation but also should consider the complexity of the project. For example, Daly has deployed interactive digital signage solutions in hundreds of Virginia State Highway offices and locations statewide as well as installed video conference room solutions in single classroom or conference room. In all these cases, Daly had assigned dedicated Project Manager(s) to oversee the implementations as they all required meticulous attention to countless variables that can directly impact the success of the project and customer satisfaction. Typically, unless the engagement is for a simple transaction, such as simply drop shipping a projector or cable, etc., Daly will assign a Project Manager to oversee the AV project and related implementation services. This policy is to ensure that all the project implementation variables noted in its response to #17 above are properly addressed. The project variables include but are not limited to: understanding the customer requirements; AV specification identifications; customer engagements; understanding the customer's specific requirements, objectives, and priorities; SOW developments; AV architect and subject matter expert engagements; project resource allocations; subcontractor engagements; quality control related issues; escalation processes; customer communications and expectation management; project status reports; project sign offs; project invoices; training requirements/knowledge transfer; and overall customer satisfaction related issues.</p>

Reports	Y/N/F	Description
Does your solution provide quarterly reports to customers detailing products that have been placed in any of their locations? (provide examples)	Y	Daly's solution will include providing quarterly reports to customers detailing products that have been place in any of their locations. Using the information compiled in its enterprise ERP system, Daly can easily generate a variety of reports detailing products and orders that have been shipped, delivered, or placed in any of its customer's locations. Daly's ERP system records and tracks all products shipped and their ship to locations. Tracked information includes but is not limited to the following: equipment model numbers, unit price, serial numbers, quantity of the products shipped, customer PO numbers, buying agency, buyer name, end-user name when available, all pertinent customer information available at the time of transaction, products shipped to / delivered locations, ship to contact person, products ship date, product sign off date, Daly's invoice numbers, etc. A sample report is shown in Exhibit 5. Daly can customize the report to the customer's specifications. All requested reports are also available in hard and or electronic copies via email or online access.
Does your solution provide access to an electronic service log that is available to customers on specific devices? If so, please provide details and examples.	Y	Authorized users and customers can have access to an electronic service log via Daly's online customer service portal. This service portal gives customers access to an electronic service log within Daly's call tracking system. The service log contains all pertinent information related to a particular service call or work order. Some of the information tracked is as follows: date and time of initial call; Daly's work order number; customer's work order number; customer name; address, and contact information; equipment model number and serial number; descriptions of reported problem; and all the incidents and actions taken to resolve the call. Daly's customer service web portal can be accessed at <a href="https://www.autotask.net/ClientPortal/Login.aspx?ci=8411">https://www.autotask.net/ClientPortal/Login.aspx?ci=8411</a> . The service web portal, sample online service log and reports are shown in Exhibit 6.

Reports	Y/N/F	Description
<p>Does your solution provide any additional reports that would be an added value to the Commonwealth? Please describe and provide examples.</p>	<p><b>Y</b></p>	<p>Daly's Account Manager(s) and or Project Manager(s) will meet with customers on a regular basis to discuss customer needs, evaluate Daly's performance as well as the performance of the solutions/technologies delivered. We will work to identify additional customer value added requirements. Some such reports that may be of added value are as follows:</p> <ol style="list-style-type: none"> <li>1. Reports on equipment performance satisfaction – this will need to be derived from customer visits and interviews.</li> <li>2. A comprehensive report of all products purchased by the Authorized User to include all hardware, software, and related services purchased.</li> <li>3. If the Authorized User manages many departments, a complete purchase report by departments can be generated.</li> <li>4. Reports documenting warranty information on the hardware purchased. This information allows Authorized User to properly plan their technology refresh, upgrade schedule or disposal strategy.</li> <li>5. Reports documenting equipment and/or technology maintenance schedule.</li> <li>6. Complete asset inventory report listed by asset number, product models, serial numbers per location as well as unit price, warranty start and end date, etc. Daly can also conduct onsite asset inventory audits on customer's hardware and software.</li> <li>7. Complete service call history report with equipment failure rates and trending charts.</li> <li>8. Various trending reports can be provided based on customer's specifications.</li> <li>9. By tracking customer's equipment purchases, Daly can help the Authorized User manage their inventory assets.</li> </ol> <p>Daly will work closely with the customers to design reports with the goal of bringing added value to the customers. As a technology and AV solution provider, it is Daly's mission to constantly find ways to provide additional value for its customers. Please see Exhibit 7 for some sample value add reports available to customers.</p>

Technical	Y/N/F	Description
Does your solution provide preventive maintenance for items which have extended warranty coverage? If so, please describe.	Y	<p>Having a well-crafted preventive maintenance program as part of an extended warranty coverage is an excellent way to ensure that the AV technologies / solutions purchased have the highest level of consistent performance through the life of the product; it optimizes the equipment's longevity. Please note that manufacturer extended warranty coverage does not necessarily mean it has preventive maintenance coverage. Some of the preventive maintenance programs that Daly offers its government and education customers include but are not limited to the following:</p> <ul style="list-style-type: none"> <li>* Interactive/electronic white board calibration and software updates</li> <li>* Digital signage inspection, calibration, and software updates</li> <li>* Camera cleaning, calibration, and software updates</li> <li>* Sound system calibration and software updates</li> <li>* AV equipment calibration, cleaning, and software updates when needed</li> <li>* AV control unit software/patch updates</li> <li>* Projector cleaning, dusting, calibration, and software updates</li> <li>* Projector light bulb inspections and changes when necessary</li> <li>* Equipment battery changes when needed</li> <li>* AV wiring connection checks and recertification</li> <li>* Programming and software patch updates</li> <li>* Updates of documentation reflecting the above changes</li> <li>* Customer system administrator and/or end user training</li> </ul> <p>Daly understands that different agencies and institutions have varying levels of internal service and support capabilities. What is considered an optimal preventive maintenance program for one may not be deemed necessary in another organization. For this reason, Daly's AV specialists will work closely with the customers to determine the best preventive maintenance program suitable for the technologies and solutions purchased.</p>
Does your solution provide coverage for items that are no longer covered by the manufacturers warranty? If so, please describe and if possible, provide rates in Appendix C - Pricing tab "AV Services".	Y	<p>Daly will provide service coverage for items that are no longer covered by the manufacturer warranty. The programs are customizable and may involve only technical services or technical services with software, and or hardware support. Please see Appendix C for the various options and rates.</p>

Technical	Y/N/F	Description
Does your solution include service technicians with current OEM or industry certifications? If so, please provide details and types of certifications.	Y	Daly maintains a wide range of AV OEM/industry certifications. Certifications also include certifications from Avixa/InfoComm, which is considered to be AV industry's standard bearer, and CompTIA. As the AV and IT industries continue to converge, it has become quite standard that a good AV solution provider is also adapt and skilled in the IT infrastructure arena; this is ever so the case as most of the modern AV infrastructure is IP based and is integrated into an organization's IT/network infrastructure. Daly's extensive IT experience ensures that the AV solutions that it deploys are seamlessly integrated into an organization's existing IT infrastructure. Please see Exhibit 8 for samples of Daly's pertinent technical and industry as well as resumes of Daly's key technical personnel.

Technical	Y/N/F	Description
<p>Does your solution provide for escalation procedures for hardware/maintenance issues and when Authorized Users are not satisfied with the attention they are receiving? If so, please describe.</p>	<p><b>Y</b></p>	<p>Providing excellent customer satisfaction is Daly's highest priority. It is considered mission critical by Daly's management that all non-performances and/or customer dissatisfactions are promptly addressed. Daly welcomes its customers to escalate any issues that he or she deems necessary. Key personnel in the company that customers can reach out to at any time are as follows:</p> <p>Jeff DiBella – VP of Sales, Jeff.DiBella@daly.com, Tel Ext 455</p> <p>Melissa Wisniewski - AV Director, Melissa.Wisniewski@daly.com, Tel Ext 322</p> <p>Janet Kelman – Director of Operations, jkk@daly.com, Tel Ext 316</p> <p>Sharon Redd - AV Project Manager, Sharon.Redd@daly.com</p> <p>Carl Gamertsfelder - AV System Architect, Carl.Gaertsfelder@daly.com</p> <p>Stewart Godfrey - AV System Architect, Stewart.Godfrey@daly.com</p> <p>Ray Morton – Director of Technical Services, rlm@daly.com, Tel Ext 330</p> <p>Jim Rowland – Chief Technology Officer, jwr@daly.com, Tel Ext 335</p> <p>Other project managers, coordinators, and management personnel will also be available depending on the scope of the project on hand. At any time, customers are also welcome to call the president of Daly, Ryan Yu, rty@daly.com, Tel Ext 324.</p> <p>All the management personnel listed above will have direct line to the president of the company. Daly is committed to absolute 100% customer satisfaction. This means we are committed to giving our customers the best experience when working with us. We encourage all our management personnel to establish personnel relationships and ties with our customer base. We highly encourage our customers to let us know how we are doing; good or bad. Customers are also welcome to rate our performance on line at <a href="http://www.daly.com/customer-portals/customer-satisfaction-survey/">http://www.daly.com/customer-portals/customer-satisfaction-survey/</a>. We are happy to hear from our customers any ways the customers prefer.</p>



Technical	Y/N/F	Description
<p>Does your solution offer telephone and or chat sessions from 8:00 am – 5:00 pm local time for Hardware and Software support? Please provide details.</p>	Y	<p>Daly has been providing Virginia government agencies and educational institutions with a wide variety of technical support during business hours from 8:00 am – 5:00 pm EST for over 20 years. Extended after hour services are also available upon request. Technical support and services are available from the following resources:</p> <ul style="list-style-type: none"> <li>* Daly’s AV technical personnel to include AV subject matter experts, AV architects, system engineers, security engineers and network engineers</li> <li>* Daly’s help desk and call center</li> <li>* Daly’s teams of customer engineers and field technicians</li> <li>* Daly’s AV project managers and management personnel</li> <li>* Daly’s account managers and sales specialists</li> </ul> <p>Customers can reach Daly’s technical support via email (Helpdesk@daly.com), via Daly’s toll free technical support at (888) DALY-TECH and/or via Daly’s service web portal at <a href="https://www.autotask.net/ClientPortal/Login.aspx?ci=8411">https://www.autotask.net/ClientPortal/Login.aspx?ci=8411</a>. Similarly, Daly’s account managers and sales specialists can be reached via email (VASales@daly.com) or via Daly’s toll free sales line at (800) 955-DALY. Specific AV project managers, sales, and technical personnel can also be reached via their emails, cell phones, and text messages. Some of the technical services available include but are not limited to the following: Technical consultation and configurations on the AV hardware and related software proposed; Integrated AV solutions to include security related topics; Total AV / IT solution advice and best practices discussion; AV design, benefits, implementation processes, and related solutions; Various AV solutions customized to the customer’s specific needs; Total cost of ownership discussion and the associated financial modeling; AV technology roadmap briefings; AV hardware and software training; AV hardware and software demonstrations prior to purchases; In-warranty and out-of-warranty hardware technical services support issues; AV / IT engineering support services; Remote AV management services; Custom solutions and technical services.</p>
<p>Does your solution offer depot service as an option? If so, please describe.</p>	Y	<p>Daly’s primary depot service is located in Frederick, MD, which is 30 minutes from Leesburg, Virginia. For many of Daly’s large government and education customers, Daly offers “onsite” depot services. In this scenario, customer will provide a location at their facilities for Daly’s technician(s) to receive and perform “depot” services. Daly is currently providing such services to various customers in the region already.</p>

Technical	Y/N/F	Description
Will your proposed solution offer next day response time for service? If so, please describe.	Y	<p>Daly's proposed solution includes next day response time for service. Daly has been providing Virginia government agencies and educational institutions with next day services for over 20 years. Additionally, Daly can also provide same day services.</p> <p>Daly's account managers and project manager will diligently work with customers to define the service requirements. This approach ensures a higher customer satisfaction experience.</p>
Do you agree to follow Exhibit H document as it relates to the installation of equipment and or wiring: ( a single Yes or No is acceptable for this question. If there is an exception for any of these, please use column B to explain).	Y	Yes.
Does your solution provide loaner equipment if a repair is needed that will take a substantial amount of time and if so, are there any associated costs for this. Please explain.	Y	<p>Daly's proposed solution includes loaner equipment for repairs that may require extended amount of time to repair. Based on experience, a reliable loaner program is most successful when it is preplanned with the customer ahead of time. Depending on the items, whether it is a specialty item or a commonly used item, and the customer's exact requirements, the loaner equipment may incur additional costs for the customers. When properly planned ahead of time, the costs of the loaner equipment may be reduced by amortizing the costs across the customer's fleet at the time of purchase. For preplanned customer loaner programs, Daly will maintain the agreed amount of loaner equipment on hand. In general, Daly does maintain a pool of frequently used parts and equipment for emergency repair/loaner purposes. Daly has a long track record of facilitating loaner equipment services to its government and education customers. Daly's account and project management personnel routinely work with customers to design the appropriate loaner program that will address the customers' needs and concerns.</p>

Technical	Y/N/F	Description
<p>Do you agree to follow the standards as it relates to the installation of equipment and or wiring and any future updates to the document located at <a href="https://www.vita2.virginia.gov/uploadedFiles/Oversight/EA/EA_archives/NET2001_01_1_NTC_st.pdf">https://www.vita2.virginia.gov/uploadedFiles/Oversight/EA/EA_archives/NET2001_01_1_NTC_st.pdf</a></p>	<p><b>Y</b></p>	<p>Daly agrees to follow the standard stated in the Commonwealth of Virginia ITRM Standard for Networking, Telecommunications, and Cabling Standard (COV ITRM Standard NET2001-01.1.</p> <p>Daly's AV project team, its AV cabling subcontractors, and master electrician subcontractors will comply with all the regulations specified.</p>

AV Breadth of Offering	Y/N/F	Description
<p>Will your proposed solution provide the Commonwealth a variety of manufacturers to choose from? If so, please list, describe and document the authorizations and certifications you may have from each one (i.e. OEM letter, gold, platinum, premier, years together, etc.).</p> <p><b>Suppliers are encouraged to create a separate document to address this question.</b></p>	Y	<p>Daly's proposed solution provides the Commonwealth with a wide variety of manufacturers to select from. A total of 164 AV manufacturers / brands are proposed. The complete list of manufacturers proposed can be found in Appendix C under the tab AV Product Catalog Price List. Some of the brand name AV manufacturers include: Audio Enhancement, Biamp, Cisco, Crestron, Extron, NCast, Poly, Smart Technologies, Samsung, Panasonic, Toshiba, etc. A summary of Daly's proposed manufacturers is shown in Exhibit 9. Included in Exhibit 9 are the manufacturers letters of authorizations directly from the manufacturers and the manufacturers authorized distributors.</p>

AV Breadth of Offering	Y/N/F	Description
<p>Does your solution provide related AV Services such as installation, training, etc. If so, please describe in detail and also fill out tab "AV Services" in "Appendix C - Pricing"</p>	Y	<p>Daly's proposed solution includes a variety of AV Services. They include: AV consultation and design services, AV assessments and surveys, cabling, configurations and installations, training/knowledge transfer, quality control and project management, documentation / inventory management, onsite and proactive preventive maintenance, emergency services, etc. The complete list of AV Services proposed can be found in Appendix C under the AV Services tab.</p> <p>Combining the AV products and services proposed, Daly will provide the Commonwealth with a wide range of AV systems and solutions, some of which are listed below:</p> <ul style="list-style-type: none"> <li>* Personnel Temperature and Video Surveillance Systems</li> <li>* Digital Signage and Video Wall Solutions</li> <li>* Crisis Management &amp; Control Room Systems</li> <li>* AV Systems for Video Conferencing &amp; Remote Collaborations</li> <li>* Interactive Classrooms with Digital White Board and Audio Systems</li> <li>* Classroom Audio System with Silent Alert Features</li> <li>* AV Systems for Conference/Meeting Rooms and Building Wide Communications</li> <li>* Video Streaming and Recording System</li> <li>* Theater Scale AV Solutions</li> <li>* Campus Wide Blue Light Security Systems</li> <li>* Digital Video Surveillance, Card Access and Security Access Systems</li> <li>* Mobile Digital Recording Systems</li> <li>* Network Backbone Design for AV Systems to Include Security Protection</li> <li>* Data Backup and Storage for AV Systems</li> <li>* Outdoor Wi-Fi Hotspot and Security Systems</li> <li>* AV as a Service Program</li> <li>* AV Remove Management Services</li> </ul>
<p>Does your solution offer extended warranty to your proposed catalog? If so, please provide rates in Appendix C - Pricing under "AV Services" tab.</p>	Y	<p>Daly's solution includes a variety of extended warranty programs. The extended warranty programs consist of extended warranty programs from Daly's AV manufacturer partners and Daly provided extended warranty programs. Please see Appendix C for the extended warranty options proposed.</p>