

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
Does your solution comply with all current COV ITRM Policies and Standards, as applicable, found at https://www.vita.virginia.gov/it-governance/itrm-policies-standards . If proposed solution does not, please provide details that specify the Standard/Policy and how Supplier's solution does not comply. Does your proposed interfaces to Commonwealth systems comply with or have approved exceptions to all applicable Commonwealth Data Standards as found at http://www.vita.virginia.gov/media/vitavirginiagov/it-governance/psgs/pdf/COV_Adopted_Standards.xlsx If not, please explain. 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: https://www.vita.virginia.gov/media/vitavirginiagov/it-governance/psgs/domain-amp-topic-reports/pdf/ETAITAccessibilityTopicReportGOV103.pdf (Refer to https://www.section508.gov and www.access-board.gov for further information)	Y	When applicable, Code3AV will work with Commonwealth staff to ensure that our solutions meet or exceed the requirements of COV ITRM Policies and Standards
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: http://www.itic.org/public-policy/accessibility/VPAT2.4RevEU-February2020.doc If no, does your solution provide alternate accessibility functionality? Please describe.	Y	Code3AV will work with Commonwealth staff to ensure that our solutions meet or exceed these requirements. Code 3 AV provides nonvisual, interactive control and use through our customized control systems. As these systems manage the equipment in the AV system, Code 3 AV is able to furnish 508 compliant solutions upon client request. Typically, Code 3 AV coordinates VPAT documentation with our Control System manufacturers: Crestron, Extron and AMX. Please see attached Extron VPAT for control solutions in Appendix G - Optional, Pg 1

Does your solution or any of your subcontractors' components include any Kaspersky-branded products? See definition below. If yes, please describe.

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:

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.

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.

N Code 3 AV does not use any Kaspersky-branded products

y Code 3 AV integrated systems include Energy Star compliant equipment; however, not all components necessary to complete an AV system are available Energy Star compliant. Through the use of customized user interfaces, Code 3 AV also implements power control and monitoring solutions to achieve the desired power savings and LEED status.

Business Requirements**Y/N/F****Description**

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.

Y

Code 3 AV (C3AV) does and has always provided AV sales and service to the entire Commonwealth of Virginia. C3AV is strategically located in Central Virginia and, is able to provide service in under 4 hours with service engineers designated to cover the Southwest Region, the Eastern and Southern Regions, as well as Northern Virginia.

Does your solution incorporate the use of subcontractors or alliances? If yes, please describe.

Y

Code 3 AV has a strategic alliance with IRC (international Roll-Call). IRC provides voting system solutions. We work with IRC to provide any audiovisual integration they require. Through this strategic alliance, we have done work in many state and local legislatures throughout the country. Code 3 AV has had a Teaming Alliance with Boitnott Visual Communication since our inception. In 2012, when Harrell Boitnott, the original owner of BVC, retired, he sold the Sales Integration side and the Rental, Staging, Live Event Production side separately - each to long term employees and leaders of BVC. Boitnott Visual Communications continues to provide production services, live event staffing and large scale audiovisual rentals for events. C3AV and BVC maintain our close relationship - we remain in the same building, sharing warehouse space, technical knowledge, and, at times, employees. Our long alliance with BVC allows Code 3 AV to confidently say we can handle all your Audiovisual needs.

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.

Y

Code 3 AV provides direct marketing through electronic and traditional mailings as well as print ads in client specific media. Code 3 AV hosts client demonstrations and training sessions on-site and in our Midlothian location. During the pandemic, our demonstrations have been hosted virtually on Zoom and Teams. Promotion of contract through our website and corporate templates is another marketing tool implemented.

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 <https://eva.virginia.gov/pages/eva-catalog-creation.htm> Please provide either a screen shot or a link to serve as an example.

F

Code 3 AV is in the final stages of creating our eVA catalog and has begun the process to produce a punch-out catalog website which we expect to be completed early this Spring. Code3AV is working with AV-IQ and a well recommended web developer with experience with this process to provide this functionality.

Does your solution have the ability to have the catalog website up and functioning within 30 days of contract award?

Y

Code 3 AV will have a web catalog set up in the first 30 days and punch-out catalog operational within the first 6 months.

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

Calls for service are answered immediately between the hours of 8AM and 5PM. All other forms of contact through email or web requests are answered within 8 business hours. We have a full time service manager who schedules and coordinates our service staff to perform necessary preventative maintenance or service visits. Requests for service received after hours or on weekends are responded to on the next business day.

Additionally, C3AV offers service outside standard business hours through our service agreements. Code 3 AV is passionate about prompt response times, quick resolutions and satisfied clients. Please see our service attachment for a complete description of our support offerings and response times, and be sure to ask our references about our response time record.

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

See Appendix A - attached.

Does your solution provide the ability for Authorized Users to trade in devices for credit against new purchase agreements? If so, please describe.

Y

Code 3 AV will consider requests by Authorized Users to trade-in devices for credit against new purchases on a case-by-case basis. Evaluation of a device's condition, value, age, projected remaining life, and relevancy is determined prior to an offer of credit. Any current promotions from our suppliers regarding trade-in/upgrade promotions are offered, as well.

Does your solution provide product incentives, credits and or rebate programs? Please provide details.

Y

C3AV will keep Authorized Users informed and pass along any manufacturers' incentives, credits and/or rebate programs.

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.)	Y	Code 3 AV partners with BVC to provide rental, production, staging solutions. Please see Appendix C.
Does your solution offer the Authorized User a 30-day money back guarantee, return to Supplier with no restocking fee? If so, please describe.	Y	Code 3 AV will offer Authorized Users a 30-day money back guarantee on unused, unopened product in original condition with no restocking fee. Product that has been opened is evaluated on a case-by-case basis.
Does your solution have an in-house order tracking system that can be accessed 24 x7 by a user? If so, please provide details.	Y	C3AV currently has the ability to provide 24x7 in house tracking through our CRM software. Additionally, C3AV pro-actively provides product tracking links direct through shipper to Authorized User.
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.	Y	All requests for quotes will be responded to within 8 business hours or less. Our online request form (currently on our website and soon to be part of our catalog) and requests made by telephone are sent directly to Inside Sales. It is immediately entered and disseminated to the appropriate personnel through our CRM system who then respond to the customer. Typically, simple box sales are quoted within 1 business day. Large scale quotes requiring site visits and approved design concept require more time to produce, depending on the scale of complexity. Code 3 AV communicates directly with the customer to discuss quote and project time requirements.
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	Each day Code 3 AV staff reviews the status of every open quote. The status is tracked through our CRM system to ensure an expedient workflow. Our sales staff communicates status of quotes to clients throughout the process.

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

See Appendix A - attached.

Does your solution include a project manager that oversees large scale implementations? If so, please explain.

Y

Project managers are assigned to every project. Our Project managers are responsible for coordinating with the client and our internal teams to move the project through all of our processes from needs assessment to training, sign-off and on to support. Large scale implementations are assigned our more experienced project managers.

With regards to question #17, how does your company determine what a large scale implementation is. Please explain.

Y

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	Code 3 AV provides packing lists upon delivery which are detailed lists and include serial numbers for all major components. We also provide preventative maintenance services which include relevant data to each device such as status, firmware level and recommendations for updates. These visits would be part of a purchased service agreement, and the number of times per year would be an option of that agreement. See attached PM report example in Appendix G - Optional.
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	Upon completion of any preventative maintenance or service visit, Code 3 AV provides a report of the service details. If a record of service is requested, Code 3 AV can provide all relevant service documents for that client or equipment. See attached service ticket example.
Does your solution provide any additional reports that would be an added value to the Commonwealth? Please describe and provide examples.	Y	Upon completion of any project, Code 3 AV provides as-built drawings, control system programming, DSP configuration files and any other setup or configuration files necessary for future support of the system.

Technical	Y/N/F	Description
Does your solution provide preventive maintenance for items which have extended warranty coverage? If so, please describe.	Y	Code 3 AV provides preventative maintenance on an annual, bi-annual or quarterly basis according to the needs of the customer.
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	Code 3 AV can provide extended warranty coverage and can also assist with repairs of any product that is still supported by the manufacturer. See our service attachment.

Our technicians are all CTS, CTS-I or CTS-D certified.

Manufacturer certifications:

AMX Control Programmer

Audinate Dante Levels 1-3

Biamp Tesira, TesiraForte, Vocia

BrightSign Intuiface Level 2

Chief Certified Partner

ClearOne ProAudio Technical Specialist

Crestron Master Programmer – Silver

Crestron DMC-D 4K DigitalMedia Certified Designer 4K

Crestron Fusion Programmer

Crestron DMC-E 4K DigitalMedia Certified Engineer 4K

Y Crosby Certified Lifting Course

Extreme Networks

Extron Advanced School of Audio Visual Technologies

Mersive Solstice Certification 1-2

OSHA Outreach

QSC Q-SYS Certified Levels 101-201

Shure Integrated Systems Levels 1-3

Shure Microflex Advanced & Technical Training

Shure IntelliMix Room Technical Enablement

Shure Audio Institute Wireless Basics

Shure IntelliMix P300 Technical Enablement

Shure Audio Institute Integrated Systems Portfolio

Does your solution include service technicians with current OEM or industry certifications? If so, please provide details and types of certifications.

<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. 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>Code 3 AV is passionate about providing excellent service. Service calls would generally be taken care of by our service technicians, but escalation would move through our service manager, our sales manager and our company owner. Our customers have access to our entire team at any time. We provide direct dial phone numbers, and we welcome them to go straight to anyone on our team. We value feedback from our customers, if they see any way that we can better serve them.</p>
<p>Does your solution offer depot service as an option? If so, please describe.</p>	Y	<p>Our support team is available via telephone, email or electronic tickets through our website 7AM to 5PM M-F. Availability outside of normal business hours can be arranged as needed.</p>
<p>Will your proposed solution offer next day response time for service? If so, please describe. 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).</p>	Y	<p>We can accept equipment for repair during regular business hours. Shipping or Curb-side pickup can be easily arranged. If our shop can not repair the device on site, we will work with the manufacturer directly.</p> <p>Code 3 AV can dispatch a service technician within one business day, and, often, we accommodate with same day service. Excellent service is our passion.</p>

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

Code 3 AV has a vast inventory of "B" stock. If we have a compatible device in our "B" stock, we are happy to loan it to our clients during the repair process. Code 3 AV will always do our best to bypass the faulty device in a way that leaves the system as functional as possible. Often our manufacturers are able to offer a loaner device, if we request it. We also have a partnership with BVC, which allow us provide rentals of most audiovisual equipment. See our rental price list for rates.

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
https://www.vita2.virginia.gov/uploadedFiles/Oversight/EA/EA_archives/NET2001_01_1_NTC_st.pdf

Y

AV Breadth of Offering	Y/N/F	Description
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.). Suppliers are encouraged to create a separate document to address this question.	Y	AMX Control Programmer, Audinate Dante Levels 1-3, Biamp Tesira, Biamp Vocia, BrightSign Intuiface Level 2, Chief Certified Partner, ClearOne ProAudio Technical Specialist, Crestron Master Programmer – Silver, Crestron DMC-D 4K DigitalMedia Certified Designer 4K, Crestron Fusion Programmer, Crestron DMC-E 4K DigitalMedia Certified Engineer 4K, Crosby Certified Lifting Course, Extreme Networks, Extron Advanced School of Audio Visual Technologies, Extron Control Specialist, Estron ProDSP Specialist, Extron Network AV Specialist, Extron Authorized Programmer, Extron XTP Systems Design Engineer, Mersive Solstice Certification 1-2, OSHA Outreach , QSC Q-SYS Certified Levels 101-201, Shure Integrated Systems Levels 1-3, Shure Microflex Advanced Training, Shure Microflex Technical Training, Shure IntelliMix Room – Technical Enablement Training, Shure Audio Institute Wireless Basics, Shure Audio Institute Selecting the Right System for the Right Application, Shure Audio Institute IntelliMix P300 Technical Enablement, Shure Audio Institute Integrated Systems Portfolio
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"	Y	We are a full-service audiovisual technology firm. We offer design, consulting, installation, training and support services for audiovisual systems and products. Through our relationship with BVC, we also provide rentals, production, and live event staffing services. Please see Appendix C.
Does your solution offer extended warranty to your proposed catalog? If so, please provide rates in Appendix C - Pricing under "AV Services" tab.	Y	