

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.

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	Description
<p>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.</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>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</p> <p>If not, please explain.</p>	Y	

<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: https://www.vita.virginia.gov/media/vitavirginiagov/it-governance/psgs/domain-amp-topic-reports/pdf/ETAITAccessibilityTopicReportGOV103.pdf</p> <p>(Refer to https://www.section508.gov and www.access-board.gov 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: http://www.itic.org/public-policy/accessibility/VPAT2.4RevEU-February2020.doc</p> <p>If no, does your solution provide alternate accessibility functionality? Please describe.</p>	<p>Y</p>	<p>Tactile control can be implemented for systems for non-visual control. Audio feedback can be implemented for systems to assist in non-visual control. Inter Technologies Corporation also uses standard connections per ITA-R-03 406.</p>
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<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>Does your proposed equipment meet the current U.S. Environmental Protection Agency's and Department of Energy's Energy Star guidelines?</p> <p>If no, please explain.</p>	Y	

Business Requirements	Y/N	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	
Does your solution incorporate the use of subcontractors or alliances? If yes, please describe.	N	
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	Please reference "Inter Technologies Audio Visual Products and Production Services Marketing Plan.pdf"
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.	Y	Inter Technologies Corporation utilizes a cloud based ERP system called Netsuite which is able to interface with client sites. A complete description of the capabilities can be found at https://www.netsuite.com
Does your solution have the ability to have the catalog website up and functioning within 30 days of contract award?	Y	
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	Inter Technologies Corporation has technicians located through the Commonwealth. The company typically runs at no more than 90% capacity leaving 10% capacity to answer service calls.

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	
Does your solution provide the ability for Authorized Users to trade in devices for credit against new purchase agreements? If so, please describe.	Y	This will be considered on a case by case basis with the end-user and the manufacturers.
Does your solution provide product incentives, credits and or rebate programs? Please provide details.	Y	Inter Technologies Corporation will pass on any savings resulting from incentives, credits and or rebates offered by the manufacturers.
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.)	N	
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	Equipment must be unopened in order to be returned. Authorized user will contact the sales person and they will arrange for an RMA to be generated with instructions on how to return the equipment.
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	A function of the ERP system utilized by Inter Technologies Corporation is order tracking. This information can be accessed by clients. Details can be found at this site and a product demonstration can be presented if required. http://www.netsuite.com/ . This site is cloud based and is accessible 24 hours a day every day.

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	Authorized User will contact the authorized sales person with their pricing request and/or statement of work. The authorized sales person will generate a quote based on the information provided by the Authorized User. Insufficient information provided by the Authorized User could result in the quotation process taking longer than 8 hours as the Authorized Sales person request additional information. If a statement of work is required and is not provided by the Authorized User the salesperson will work with the Authorized User to create a statement of work. This process will generally take longer than 8 hours and will require the coordination of the Authorized User, Inter Technologies and other invested parties.
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	Quote are normally done within one business day. If there is a delay the sales person reaches out and informs the authorized user the reason for the delay. For instance, the authorized user requests a specific special order part and Inter Technologies Corporation is waiting on the pricing from the manufacturer. The sales person will inform the authorized user of the delay and provide solutions alternative solutions if needed.
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	Quotes for equipment only or quotes with Authorized User's statement of work will be provided within 8 hours of receipt as noted on the SLA sheet. Updates can be provided daily to the Authorized User on more complex quotes that require a Statement of Work to be written.
Does your solution include a project manager that oversees large scale implementations? If so, please explain.	Y	Our project managers on large scale implemenations are CTS-I certified and have at least 5 years experience. Project managers with similar experience as Dale Miller and Jeremy Davis will be utilized on all large scale implementations.

With regards to question #17, how does your company determine what a large scale implementation is. Please explain.	Y	Large scale would typically be over \$100,000. However some complex systems might not reach that dollar threshold and a project manager will be assigned regardless. An example would be the installation of a Biamp Tesara system.
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Reports	Y/N	Description
Does your solution provide quarterly reports to customers detailing products that have been placed in any of their locations? (provide examples)	Y	An example of a report detailing product delivered can be viewed on "Inter Technologies Audio Visual Products and Production Services Products Delivered.pdf". This report can be filtered for any date range.
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	Our ERP system allows client access into the electronic service log. A screen shot is shown in the appendix under the following file name, "Inter Technologies Audio Visual Products and Production Services Customer Center Example.pdf" and "Inter Technologies Corporation Audio Visual Products and Production Services Ticket Example.pdf"
Does your solution provide any additional reports that would be an added value to the Commonwealth? Please describe and provide examples.	Y	A few reports available are : view quote, view current open orders view invoices, Pay invoices, view tracking, create trouble tickets, view the status of the trouble tickets can be accessed on any web browser, return products view current billable statement. An example of this report is "Inter Technologies Audio Visual Products and Production Services Quotes Example.png" and the client portal "Inter Technologies Audio Visual Products and Production Services Customer Center Example.png" in the appendix. Additional reports can be generated and placed on the client portal at the request of the client

Technical	Y/N	Description
Does your solution provide preventive maintenance for items which have extended warranty coverage? If so, please describe.	Y	The Authorized User can purchase an preventive maintenance plan from Inter Technologies Corporation. The required hours will be estimated and the preventive maintenance plan's cost will be based on that estimate. Once the hours are agreed upon the Authorized User can purchase a fixed price contract for the preventive maintenance.
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	This will be done on a case by case basis and will be based on hour estimated and anticipated costs of replacement.
Does your solution include service technicians with current OEM or industry certifications? If so, please provide details and types of certifications.	Y	Inter Technologies Corporation has technicians on staff with most major industry certifications. These include but are not limited to CTS, CTS-I, CTS-D, Extron, Crestron, Biamp, Polycom, Cisco.
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.	Y	The first contact for the Authorized User will be the local technician. The escalation after the local technician will be the sales person. The escalation after the sales person will be the Contract Administor. The Contract Administor will review the Authorized User's claim and will either provide additional resources to accomidate the Authorized User or contact the VITA Contract Administrator to determine the best course of action.

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.	Y	Clients will be given a toll free number to call with Hardware and Software support questions. They are also free to contact the Sales person. All Inter Technologies Corporation sales people have experience in the Audio Visual industry.
Does your solution offer depot service as an option? If so, please describe.	Y	This will be done on a case by case basis and with the coordination of both the end-user and the manufacturer. Inter Technologies Corporation has the facilities available to depot any equipment required by the clients.
Will your proposed solution offer next day response time for service? If so, please describe.	Y	Inter Technologies Corporation has technicians with 4 hours of every area of Virginia. The technicians are located in Chesapeake, Fairfax County, Raleigh, NC, and Pipestem, WV. The company runs at 90% utilization in order to have spare capacity to respond to service requests.
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	
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	This will be done on a case by case basis. There may or may not be costs associated depending on the situation.

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	
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AV Breadth of Offering	Y/N	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	File is attached in the appendix "Inter Technologies Corporation Audio Visual Products and Production Services Manufacturer List. pdf". Manufacturer letters can be provided if required. Further suppliers are available and can be added at a future date if required by Authorized Users of this contract. Inter Technologies Corporation is working with multiple suppliers to bring them into compliance with the terms and conditions of this request for proposal and as they come into compliance it will be requested they are added to the contract. This is predominatly access to a publically available list price.
Does your solutution provide related AV Services such as installation, training, etc. If so, please describe in detail and also fill out tab "AV Services" in "Appedix C - Pricing"	Y	Inter Technologies Corporation is primarily an integration company. Inter Technologies Corporation provides installation and training on all of the equipment manufacturers in the price list. Inter Technologies Corporation can also provide installation for owner furnished equipment at an hourly rate.
Does your solution offer extended warranty to your proposed catalog? If so, please provide rates in Appendix C - Pricing under "AV Services" tab.	Y	