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 expect 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 Polices 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.	Y	Vicom's solution's do comply as applicable with the COV ITRM Policies and Standards.
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.	Y	Our proposed interfaces comply with or do have approved exeptions as applicable.

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) 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	Vicom has included systems from multiple manufacturers. Many of these products are 508 compliant and can be integrated into solutions provided by Vicom as needed. As a reseller, we would not complete the VPAT Template, but we can provide upon request proof of 508 compliance from products as applicable.

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 suppled 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.	N	Vicom does not use Kasperky branded products
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.	Y	Many of the manufacturers products are available with Energy Star compliance. Vicom will offer those products when available and requested. Non Energy Star products can often be combined with control systems to maximize energy efficiency of the entire system.

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	Vicom currently works with customers throughout the commonwealth and can service all areas as necessary. With offices in Richmond and Virgnia Beach, as well as employees located in other parts of the state, we can effectively cover the entire Commonwealth. We have over 75 full time employees.
Does your solution incorporate the use of subcontractors or alliances? If yes, please describe.	Y	Vicom will directly support this contract with Vicom employees for the vast majority of time. On occasion, Vicom will partner with subcontractors for specific portions of a project, such as electricians or other craftsmen. In addition, will partner with Manufacturer support personnel when needed and other strategic alliances. We maintain our project oversight, standards and expectations for the highest customer experience.
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	Vicom employs a full time Creative Director whose primary purpose is marketing and promoting Vicom throughout our service area. We will leverage this resource for specfic target marketing efforts to promote this contract to schools, universities, local Executive and non-Executive Branch state agencies. Our website includes a constantly evolving blog section which provides our customers the latest resources and AV related information, which we will continue to develop for VITA AV Contract driven related material. It can be found at https://www.vicom-corp.com/resources/. In addition, we will have multiple Vicom Account Managers and Senior leadership actively marketing and communicating to this target market, in order to develop opportunities to utilize this contract and grow our business with VITA.

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	Vicom will provide a catalog website at http://www.vicom-corp.com/vita/. The URL is already in place and active and upon award will be populated with VITA price lists, discount schedules and manufacturers reference price lists.
Does your solution have the ability to have the catalog website up and functioning within 30 days of contract award?	Y	see answer above
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	Vicom and our employee owners have a commitment to excellent and responsive customer service and we will respond well within 8 hours. Customers can reach us by phone 8 to 5 Monday to Friday and through our after hours service hotline, by email and our website to request service. All service and sales requests are tracked via a ticketing system in Connectwise, our CRM and project/service tracking system. Please see Appendix A for our SLA'S.
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	Please see Appendix A
Does your solution provide the ability for Authorized Users to trade in devices for credit against new purchase agreements? If so, please describe.	Y	Vicom will consider trade in devices for account credit for items procured on a case by case basis whenever possible and in conjunction with our manufacturer programs. Vicom also offers our VTAP Program(Vicom Techology Assurance Program) which allows customers to acquire AV products and services as an operating expense. This program can include trade in options.

Does your solution provide product incentives, credits and or rebate programs? Please provide details.	Y	Vicom will offer any applicable manufacturers' rebates, credits or special pricing programs that may be in place by those companies at the time of purchase.
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	As part of of our VTAP maintenance program, Vicom maintains an inventory of products that are also available for rental. Rental terms can include daily, weekly or monthly terms. Exact pricing will be determined based on specific equipment. Requested equipment that is not in our current inventory may also be made available for rental on a case by case basis. Please see Appendix C for pricing.
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	Vicom will offer the Authorized User a 30-Day money back guarantee, as long as any product is returned completely in box and not damaged in anyway. In addition, within 30 days, we will work diligently to avoid a restocking fee.
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	Vicom can provide customer access to our tracking systems that provides 24/7 access to information such as service and project tracking. In addition, 24/7 tracking information from our shipping partners can also be made available.
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	Vicom uses Connectwise, a comprehensive customer relationship management tool that creates a trackable opportunity for all inquires. Inquiries may be submitted by phone, email or our website` which are monitored during normal business hours and we will provide response well within 8 hours or less.

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	Our Account Management team will work closely with the inquiring Authorized user to determine agreed upon quote responses and frequent updates. In addition, our Connectwise system provides status updates for all quote inquiries which will be available 24/7 via a secure link that will be provided for each quote. This can be accesed as often as needed throughout the quoting 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	Please see Appendix A SLA Table.
Does your solution include a project manager that oversees large scale implementations? If so, please explain.	Y	Vicom employs multiple project managers. Each project is assigned, managed and tracked using the "Project Board" system within our Connectwise system.
With regards to question #17, how does your company determine what a large scale implementation is. Please explain.	Y	All projects are entered into our project tracking system. A Project Manager is assigned on all sizes of projects and will review every project to implement the required level of project management. A project that includes contruction or needs to be implemented over multiple weeks in many cases would be determined as a large scale implementation. In these cases, we would often incorporate an additional onsite Project Manager regularly for increased coordination and oversight.

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	One of Vicom's goals is to provide a quarterly report to each customer that will show all detailed products placed in their various locations, what service calls have been performed and their outcomes. We encourage this to take place in a Quarterly Business Review directly with the customer for review in detail. Through this meeting, it also allows us to listen to any ways in which we can improve our services to them, feedback on items to keep doing that are positve for them and what other possible neeeds or budget we may be able to assist them with.
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	Vicom utilizes our Connectwise sytem that tracks a customers complete service history log on all devices they have supported. This can be available for them at anytime. Our Customer Service representatives work with customers proactively on a reguilar basis, to determine the detail of their report and frequency of how often they would like access to their service log.
Does your solution provide any additional reports that would be an added value to the Commonwealth? Please describe and provide examples.	Y	We can provide our customers with reports providing their current support agreements, what they cover, budgetiing costs and when they will be coming up for renewal. We believe this is very beneficial for the Commonwealth VITA AV customers, to undertand the value of keeping their systems functioning optimally and to be able to have the proper budget requests ongoing so support does not lapse.

See VIcom Appenix Five for more reporting information

Technical	Y/N/F	Description
Does your solution provide preventive maintenance for items which have extended warranty coverage? If so, please describe.	Y	Vicom's Technology Management Plan (TMP) (desribed below) can include preventative maintenance as required during and after manufacturers warranty
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	Vicom offers our TMP (Technology Management Plan) that can provide full coverage (both parts and labor) for all products both during and after the manufacturers warranty period. Pricing will vary based on the equipment coverage desired
Does your solution include service technicians with current OEM or industry certifications? If so, please provide details and types of certifications.	Y	Please see the Appendix for certifications. Vicom fundamentally believes that ongoing industry training and certificaiton is essential and invests significantly to ensure employees are well trained.
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	Our Connectwise system tracks all issues with indivudal, identifiable service tickets and any issue that needs escalation is easily forwarded to our management team and updates are easily tracked. If any customer wants to directly address any concerns outside of our dispatch personnel, they can call or email any of our Regional Integration/ Service Managers or any Senior Leadership team members. Making sure that our customers have an excellent performance and service experience is a top priority and expectation with our entire Vicom team.
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	Our phones are answered by a live operator during normal business hours of 8x5 M-F and calls are directed as needed. Service requests can also be created 24/7 via dedicated email addresses. In addition, they can communicate with us via our website.

Does your solution offer depot service as an option? If so, please describe.	Y	A customer can arrange to bring any item directly to our facilities that may need to be serviced. Once received, an appropriate turn around time will be established with regards to an estimate and to a repair time frame.
Will your proposed solution offer next day response time for service? If so, please describe.	Y	All service inquires that are received are immediatley entered into our tracking system and an immediate iniital response is generated, then escalated to the proper internal or external resource as needed.
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	Vicom keeps an inventory at both of our locations that includes equipment dedicated for use as loaners in these cases.
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	Vicom follows these widely accepted standards as a normal course of business

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 seperate document to address this question.**	Y	VIcom has strong relationships with all major manufacturers in the AV industry. Our size and financial strength allows us to purchase directly from many of them, eliminating needless distributor markups. We also have the ability to acquire virtually any related product through distribution at excellent prices by leveraging our membership in the USAV Group, a nationwide buying group. Letters of authorization can be found In VIcom Appendix Four.
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	Yes, Vicom provides complete installation services. We also offer intial user orientation as part of any installation/integration. Additional training is available as needed. Vicom also has well equipped training facilities at both of our locations.
Does your solution offer extended warranty to your proposed catalog? If so, please provide rates in Appendix C - Pricing under "AV Services" tab.	Y	As previously described, Vicom's Technology Management Plan (TMP) offers extended warranty options. Pricing will vary based on hardware and desired services levels