# 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.

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 |
| --- | --- | --- |
| 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 | Yes, we follow all guidelines within the ITRM policies and standards. All of our solutions are maintained with strict security measures. Any and all data is kept confidential. |
| Does your proposed interfaces to Commonwealth systems comply with or have approved exceptions to all applicable Commonwealth Data Standards as found at https://www.vita.virginia.gov/media/vitavirginiagov/it-governance/docs/cov_adopted_standards.xlsx If not, please explain. | Y | Yes, our interfaces to commonwealth systems comply or have approved exceptions. Any data that is found or installed within the Commonwealth remain confidential and are never removed without proper permissions. |
| 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/ETAITAccessibilityTpoicReportGOV103.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: https://www.itic.org/dot/Asset/d432b9da-3696-47fe-a521-7d0458d48202.doc If no, does your solution provide alternate accessibility functionality? Please describe. | Y | Our designs can include section 508 compliant touch screens in the form of control panels and displays. This makes it easier to control any device within the solution. It gives the option to control all devices with one small touch panel device. Crestron, AMX and Extron have section 508 Compliant devices. Acuity has designed control systems with specific audio feedback for low vision operators. https://www.extron.com/article/accessibility https://www.amx.com/508-compliance |
| 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 | No Acuity does not use Kaspersky-branded products nor do any of our subcontractors. |
| 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 | Yes, all of the equipment we use is certified and labeled. The Department of Energy at Oak Ridge TN is one of our Federal Clients we are required to provide very specific DOE classifications for powered products |

| 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 | Yes we currently serve the entire commonwealth as well as throughout the U.S. We have built Audio Visual projects statewide as a Sub for a VITA contractor |
| Does your solution incorporate the use of subcontractors or alliances? If yes, please describe. | y | Yes, in some cases subcontractor's assistance maybe needed depending on what that particular job entails. We use subcontractors for general construction, electrical and custom woodworking needs. We do not use subcontractors for Audio Visual work as a general practice |
| 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 | Yes, we use social media as well as a company website that provides information in all areas.  We plan on attending trade shows when possible (Covid) to showcase our products and services to the state. We have attended CAPA events in the past. Our sales team will reach out directly to state agencies with a telesales campaign. |
| 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. | N | We will have a website that will integrate with AV-IQ which is the largest, most comprehensive database of AV product information ever assembled and delivers that information with powerful search tools. This website will not integrate with EVA. |
| Does your solution have the ability to have the catalog website up and functioning within 30 days of contract award? | Y | Yes we will have the AV-IQ website within 30 days of the contract award, or non-award. |
| 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 | Yes, we provide 8-hour or even 4-hour onsite service requests with a dedicated service department. We initially provide phone support and if that cannot resolve the request, we will dispatch the technician or engineer to the site. |
| 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 | We provide service contracts for clients based on their needs, some are for mission critical systems and have metrics for each specific system. |
| Does your solution provide the ability for Authorized Users to trade in devices for credit against new purchase agreements?  If so, please describe. | Y | Depending on the manufacturer we do participate in their trade in programs. |
| Does your solution provide product incentives, credits and or rebate programs? Please provide details. | Y | Yes, in some cases, depending on the manufacturer, you may have rebates and incentives.   This does not apply for all items. Any and all incentives would be through the manufacturers  Acuity does provide volume discounts and special pricing |

| Question | | Response |
|---|---|---|
| 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 | No I am sorry we do not offer any rental options, Acuity had a rental division that we sold 6 years ago. We do have access to demo items if you choose to try certain items before purchasing. |
| 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 | Yes, If the item remains in its' original packaging, in most cases we are able to return for a credit without the restocking fee. This does not apply if the item is returned without the original packaging. |
| Does your solution have an in-house order tracking system that can be accessed 24 x7 by a user? If so, please provide details. | N | We do keep tracking on all of the items ordered and can provide that information to the end user during our normal hours of operation. |
| 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 | Yes. We can provide quotes for Box sales within an hour. For projects involving integration and site visits the quote turnaround may require longer than 8 hours. |
| 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 | Yes. When a quote is requested, we provide a general timeline of when we should have it returned. Once it is returned, we provide clear instructions on what is needed from the end user in order to get the process going. Once everything has been ordered the customer may request tracking in which will provide once we receive it from the manufacturer. |
| 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 | Acuity can turn quotes around for equipment only usually within 1 hour of request. For the majority of our work we are performing site visits and designing solutions these require collaboration with the sales and engineering departments and can take a few days to a few weeks depending on the scope of the project |
| Does your solution include a project manager that oversees large scale implementations? If so, please explain. | Y | Yes. Each project is assigned a project manager that oversees the project. This role can entail additional site visits, scheduling, meeting with General contractors and Electricians etc. We take pride in each and every job we do and make sure each one gets appropriate attention. |
| With regards to question #17, how does your company determine what a large scale implementation is. Please explain. | Y | A Large-scale implementation is determined by the amount of labor and equipment designated for the project. This is usually segmented into hours of Technician, Engineer, Programming, Commissioning and training. Equipment can have an impact when extended storage is necessary (either at Acuity's warehouse or the client's location). We have successfully built a number of large-scale AV integration projects for the state as an AV subcontractor. We are currently in the middle of a project with Virginia Department of Medical Assistance Services in Richmond this considers a medium scale project. Acuity has done projects exceeding 1.5 million in cost and over a time line 8-12 months., these are usually driven by a general construction contractor |

| 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 | We provide Monthly reports for clients with service contacts, these show the services performed and the remaining balance on said contract. |
| 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 | Acuity uses a Project Management suite called Basecamp, we post daily updates, photos, drawings and information specific to that project. We can invite clients to the system so they can get the updates. Examples are included |
| Does your solution provide any additional reports that would be an added value to the Commonwealth?  Please describe and provide examples. | Y | We can generate Monthly, Weekly, Quarterly or Annual reports as needed for any client. These are usually financial reports showing balances due and paid. |

| Technical | Y/N | Description |
|---|---|---|
| Does your solution provide preventive maintenance for items which have extended warranty coverage? If so, please describe. | Y | We have many preventative maintenance contracts with clients across and state and USA. These usually revolve around complex and custom integration projects that need 100% reliability. A PM contract will include firmware updates, programing changes, cleaning dust |
| 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 | Yes. One of the options that we offer in our EPM Contracts is what we call "essential" spares. What this means is that we agree to in our inventory spares for essential items in your system. You still pay for the cost of those items, but we eliminate the wait time which enables us to get your system up faster if there are any problems. The cost of this is dependent on the system and how many spares are kept in local stock. |
| Does your solution include service technicians with current OEM or industry certifications? If so, please provide details and types of certifications. | Y | CTS, CTS-I, CTS-D Certifications                Crestron DigitalMedia Certified Designer (DMC-D-4K) Crestron DigitalMedia Networking Certification (DM-NVX-N) Extron Authorized Programmer Biamp TESIRAFORTÉ A/V NETWORKING - DESIGN BIAMP SPECIALIST - TESIRA  QSC Q-SYS |
| 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 | If the Tech and or Engineer cannot solve the issue, on a project the end user can escalate to the assigned Project Manager this person can usually resolve any issues also they will inform the sales team and operations group and both groups will work together on a solution if the project manager cannot resolve. If necessary the VP and President of the company can get involved. If the issue is with a product (not part of a system integration) the sales rep can get involved with the manufacturer to find a solution |
| 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 | We have a service desk available for service calls between 8AM and 5PM, we also have a 24/7 call center service that will provide support after hours. |
| Does your solution offer depot service as an option? If so, please describe. | Y | Yes we can accept items for Depot repair at our service facility located at the Acuity Operations Center 7853 Coppermine Drive Manassas, VA 20109 |
| Will your proposed solution offer next day response time for service?  If so, please describe. | Y | We do provide next day and even same day service options |

| | | |
|---|---|---|
| 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 | Yes a GOLD level service contract does provide loaner equipment.  The exact cost of this is dependent on how many parts are deemed to be critical. We can usually find workarounds for clients w/o a service contract |
| 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 | Yes, almost all AV cabling is now Cat6 Network cabling, we use shielded cabling in most installations and Plenum rated cabling where necessary. Acuity also will run fiber as needed for long distance runs (generally over 300 feet). |

| 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 | Yes please see the section with letters of Authorization from our major manufacturer partners We are direct with all the major AV companies such as Crestron, AMX, Extron, Planar, etc. |
| 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 | Yes, Acuity's business model is providing custom designed and professionally installed AV projects. We often take on the complex projects that other companies cannot do. These include high end video and LED wall systems, curved projection screens, secure SCIF and other Federal work. We have a 27  year history of such projects. |
| Does your solution offer extended warranty to your proposed catalog?  If so, please provide rates in Appendix C - Pricing under "AV Services" tab. | Y | Please see Appendix C |