

# 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.

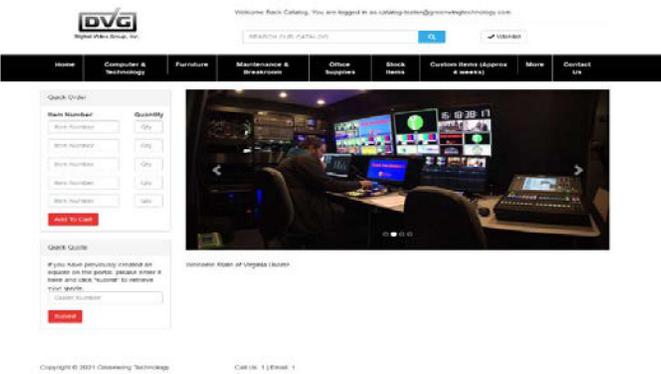
**F** - "Yes, Future" - Supplier will be able to fully meet this requirement in the near future (not longer than six months from the date of the proposal). Supplier should provide a proposed start date and cross-reference any attached documentation in Column C.

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>	<b>Y</b>	
<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>	<b>Y</b>	
<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</p>	<b>Y</b>	<p>Digital Video Group can furnish OEM VPAT 508 hyperlink only to the extent that they are available from our proposed vendors. As a "reseller" we cannot fill out the VPAT Template referenced.</p>

<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</p>	<p><b>N</b></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>	<p><b>Y</b></p>	<p>Digital Video Group will provide as many manufactures as possible that meet the US EPA and Department of Energy's 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>Digital Video Group has offices located in or near three major area's of the State of Virginia (Ashland ((New Company Headquarters)), Hampton, Winchester and Annapolis, MD). Each office's Sales Team is responsible for a particular Geographic region and Market vertical. Services Teams are dispatched from two of those offices(Ashland and Winchester).</p>
<p>Does your solution incorporate the use of subcontractors or alliances? If yes, please describe.</p>	<p><b>Y</b></p>	<p>Digital Video Group will be deploying both Sub-Contractors and forging Alliances. In particular with Virginia Public Media to provide Video Production Services to VITA and Agencies using this Contract. Please refer to Appendix B.</p>
<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>Digital Video Group provides a variety of electronic tools for marketing to our clients. Our Primary tool is email marketing campaigns which provides a constant flow of event notices, trade show events, pricing specials and manufacture's incentives. These marketing tools are also available on our web site, and through social networking systems such as Facebook LinkedIn, and Twitter. Digital Video Group has marketing resources managed by Doug Davidson, VP of Sales and Marketing and Kristin Dorch-Pleasant Event Marketing specialist. Additionally if awarded a Contract all out-bound sales and marketing email signatures will reference our VITA Contract Number. See Exhibit 2</p>

<p>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.</p>	<p><b>Y</b></p>	<p>Our Punch-Out Catalog is under Construction to add some additional Functionality to Support a VITA Contract Award.</p>  <p>The screenshot shows the DVG website interface. At the top, there is a navigation menu with categories: Home, Computer &amp; Technology, Furniture, Maintenance &amp; Breakrooms, Other Services, Stock Items, Custom Items (Support &amp; more), More, and Contact Us. Below the menu is a 'Quick Order' section with a 'Main Number' field and a 'Quantity' dropdown. There are four rows of input fields for 'Main Number' and 'Quantity'. A red 'Add To Cart' button is visible. Below this is a 'Quick Quote' section with a text area and a red 'Request' button. On the right side, there is a large image of a control room with multiple monitors and a person sitting at a desk. The footer contains 'Copyright © 2021 Greening Technology' and 'Call Us: 1 877-661-1111'.</p>
<p>Does your solution have the ability to have the catalog website up and functioning within 30 days of contract award?</p>	<p><b>Y</b></p>	

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	DVG utilizes HelpDesk to track customer support and resolution. When contacted a support ticket is generated and assigned to a support representative who works with the customer until the issue is resolved. This support ticket is generated in multiple ways: Via Telephone: A call comes in and the DVG support representative creates a ticket. Via an email: A customer emails support@digitalvideogroup.com and the HelpDesk automatically generates a ticket and notifies a support representative. Via Chat: A customer can initialize a Chat Conversation via our website support page
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
Does your solution provide the ability for Authorized Users to trade in devices for credit against new purchase agreements? If so, please describe.	y	Trade-in programs are at the sole discretion of the various manufacturers that Digital Video Group represents, As an authorized reseller Digital Video Group passes these Trade-in Programs directly to the end user
Does your solution provide product incentives, credits and or rebate programs? Please provide details.	Y	These type programs are at the sole discretion of the various manufacturers that Digital Video Group represents. As an authorized reseller Digital Video Group will promote and pass these Manufacturer Program's directly to the end user.
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	See Appendix C

<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>	<p><b>Y</b></p>	<p>Digital Video Group abides by each of our Manufacturer's Return Policies. Since the vast majority of Products we provide are specialized and great care is taken to insure that the Purchasing Entity is provided the specific piece of equipment to meet the Purchaser's Requirement. If Digital Video Group specifies and provides a solution that does not meet the Requirements of the Purchaser then and only then will Digital Video Group offer a money back guarantee with no restocking fees.</p>
<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>F</b></p>	<p>This will be a feature of our Punch-out Catalog. This specific feature is under development and is being tested to make sure it provides a variety of Order Status Information. Digital Video Group will provide additional post contract award.</p>

Business Requirements	Y/N/F	Description
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	Digital Video Group's Account Managers will as a rule respond to simple requests for quotations with 8 Hours depending upon the time of day a price quote is requested. Digital Video Group maintains a "sales@digitalvideogroup.com" email address that is monitored during normal business hours. Additionally there is a "Request Quote" function on our Punchout Catalog. This functionality generates an email request that is routed to the proper Digital Video Group Account Manager. Please note however response times and delivery of actual quote documents are determined by the complexity of the Quotation Request.
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	Digital Video Group Account Managers have internal policies for keeping End-User Accounts that they are responsible for, and updated in a timely fashion regarding the status of quotation requests. These include acknowledgement within 1 business day that a request for quotation has been received. If the request is a custom solution requiring a site visit and development of a statement of work, then obviously this delays the Quotation delivery.
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	These include acknowledgement within 1 business day that a request for quotation has been received. If the request is a custom solution requiring a site visit and development of a statement of work, then obviously this delays the Quotation delivery. Quotation Progress is measured monthly thru standard DVG Sales Forecasting Tools.
Does your solution include a project manager that oversees large scale implementations? If so, please explain.	Y	Every Implementation Project is assigned a Project Manager. Project Mangers are selected based upon Project Requirements.
With regards to question #17, how does your company determine what a large scale implementation is. Please explain.		Digital Video Group Inc uses the following to determine a large scale implementation. 1. Personnel Resources required. 2. Technology Resources Required 3. Financial Resources Required. 4. Probability of a successful outcome.

## Reports

Does your solution provide quarterly reports to customers detailing products that have been placed in any of their locations? (provide examples)

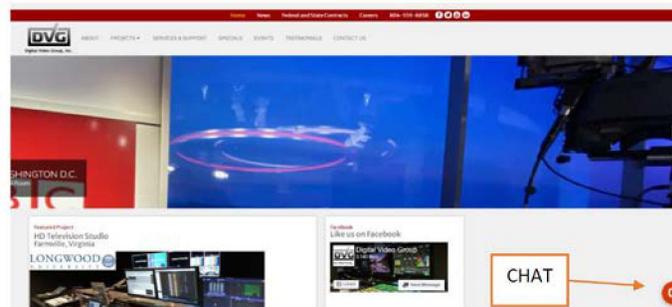
Does your solution provide access to an electronic service log that is available to customers on specific devices? If so, please provide details and examples.

Does your solution provide any additional reports that would be an added value to the Commonwealth? Please describe and provide examples.

Y/N/F

- Y Digital Video Group Inc. will, at the request of an Authorized User Provide a report called "Sales by Customer Detail". This report can provide Quarterly results of Equipment Shipped and Invoiced. Please see Exhibit 3 for a typical report.
- Y Digital Video Group uses a Website Based Chat and Service Ticket Application. Digital Video Group Inc. can at an Authorized User's request provide Service Ticket logs
- Y Digital Video Group Inc. can at an Authorized User's request provide Service Ticket logs. Additionally our Chat feature does provide "Chat Transcripts" that can be emailed to an Authorized User. Digital Video Group will provide that same functionality within our Punch-Out Catalog.

## Description



Technical	Y/N/F	Description
Does your solution provide preventive maintenance for items which have extended warranty coverage? If so, please describe.	Y	Preventative Maintenance can be quoted on a case by case basis. Warranties and Extended Warranties DO NOT include Preventative 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	DVG does offer extended warranties at an additional cost that can be quoted individually per the clients needs.
Does your solution include service technicians with current OEM or industry certifications? If so, please provide details and types of certifications.	Y	<p>We have the following Technical Certifications:</p> <ul style="list-style-type: none"> <li>Avid ACSR</li> <li>AWS -Solutions Architect Certified</li> <li>AWS - Developer Certified</li> <li>CTS – Certified Technology Specialist</li> <li>Dante 1 Certified</li> <li>Dante 2 Certified</li> <li>Dante 3 Certified</li> <li>Extron AV Certified</li> <li>Extron Certified Control Professional</li> <li>Extron AV Streaming Design</li> <li>Extron AV Systems Design</li> <li>Extron Control Systems</li> <li>Extron Emerging Technologies</li> <li>Extron AV Technologies</li> <li>Facilis Certified</li> <li>Planar Direct View LED Display</li> <li>Philips Digital Signage Certified</li> <li>Philips LED Certified</li> <li>Mersive Solstice Certified</li> <li>Network + Certified</li> <li>Newtek Technology Certified</li> <li>Newtek NDI Networking Certified</li> <li>Newtek Live Production Certified</li> <li>Newtek IP Infrastructure Certified</li> </ul>
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	We have tiers of support and the VP of Engineering is available to consult with as needed.

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>Yes, we have 24 hour automated chat available. This is a customer facing chat service that linked to our Support Help Desk is available from 8:00am to 5:00pm, 5 days a week. DVG utilizes HelpDesk to track customer support and resolution. When contacted a support ticket is generated and assigned to a support representative who works with the customer until the issue is resolved. This support ticket is generated in multiple ways:</p> <ul style="list-style-type: none"> <li>•Via Telephone: A call comes in and the DVG support representative creates a ticket.</li> <li>•Via an email: A customer emails support@digitalvideogroup.com and the HelpDesk automatically generates a ticket and notifies a support representative.</li> <li>•Via Chat: A customer can initialize a Chat Conversation via our website support page.</li> </ul> <p>Tickets can be escalated by a DVG support representative manually or automatically if a response or resolution is not achieved in a defined period. A report can be generated within a defined period and exported for review. DVG reviews the status daily to ensure customer satisfaction.</p> <p>DVG will be able to group tickets separately via filters and generate VITA specific reports. Additionally, the sales representative assigned to the account can receive updates regarding the status.</p> <p>Our HelpDesk support integrates to our customer facing LiveChat that is used by presales customer that visit our website allowing DVG to import messages easily from LiveChat tickets to HelpDesk and utilize the same tags while saving time by transferring that data to our support team. Examples of a DVG Support Rep Screen, DVG Ticket Status Screen, DVG Ticket Escalation Example Screen, DVG Report Exported to Excel Example. See Exhibit 4.</p>
<p>Does your solution offer depot service as an option? If so, please describe.</p>	Y	<p>DVG can ship, receive, store, RMA and service certain vendor lines based on the issue and manufacturer procedure.</p> <p>Examples:</p> <ul style="list-style-type: none"> <li>•If an Authorized End User has Avid Software and the bios is corrupted the Authorized End User can drop it off and we can (Service).</li> <li>•A server hard drive, ram, or graphics card has failed we can replace it.</li> <li>•An intercom headset Cable is bad we can repair it. (Repair)</li> <li>•A DisplayMonitor is defective we can get the RMA from the vendor and ship it out to repair for the customer. (Shipping &amp; Receiving)</li> <li>•Certain Manufacturers have advanced replacement programs DVG would facilitate receiving the replacement and DVG would return the failed unit (Exchange).</li> </ul>
<p>Will your proposed solution offer next day response time for service? If so, please describe.</p>	Y	<p>We have several technicians on staff located in various locations in the state of Virginia. Next Day response is subject to availability</p>

<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).</p>	<p>Y</p>	
<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.</p>	<p>Y</p>	<p>Yes we can provide loaners, subject to availability. We also will work with our manufacturers to provide loaner equipment if we are unable to provide the equipment ourselves.</p>
<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>Y</p>	

**AV Breadth of Offering**

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.**

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"

Does your solution offer extended warranty to your proposed catalog? If so, please provide rates in Appendix C - Pricing under "AV Services" tab.

**Y/N/F**

Y See Addendum 1

Y DVG offers a host of Professional Services from Design, Project Management, Data Migration, Installation, and Training. The "AV Services" TAB in Appendix C

Y DVG can provide extended warranty costs only if provided by our Manufacturers. Additionally DVG offers Extended Operational Warranties for System integrations thru our Lifeline Services Offering. These Services are custom tailored to each individual installation project.

**Description**

**AV Production Services**

Will your proposed solution provide the Commonwealth a variety AV Production Services, such as live event streaming/recording/hosting, standard and full production services? If so, please provide a complete and comprehensive list consisting of hyperlinks, if available, to the various types of production services your firm is offering.

**Y/N/F**

**Y**

Please refer to AppendixC- AV Production Services Price List

**Description**

Will your proposed solution provide the Commonwealth with digital still photography services? If so, please provide a complete and comprehensive list consisting of hyperlinks, if available, to the various types of photography services your firm is offering.

**N**

Will your proposed solution provide services, described in 2 and 3 above, statewide? If not, please provide a comprehensive list of regions/locations that either can, or cannot, be serviced.

**Y**

Is your proposed solution/deliverable inclusive of all equipment, supplies, services, experienced personnel and talent, expertise, travel and all other expenses, as specified in each Statement of Work? Please explain.

**Y**

Digital Video Group Inc. provided as a part of our Statement of Work" itemized pricing of all equipment, supplies and Professional Services. Also included is itemized pricing for Travel Expenses which is based upon the current year GSA Schedules. Digital Video Group Inc. also identifies and itemizes the costs for 3rd party services.

Will you be incorporating subcontractors or alliances? If yes, please describe.

**Y**

Digital Video Group will be deploying both Sub-Contractors and forging Alliances. In particular with Virginia Public Media to provide Video Production Services to VITA and Agencies using this Contract. Please refer to Appendix B.

Will your proposed solution provide the marketing ability and resources to promote this contract to schools, universities, local and non-Executive Branch state agencies? Please provide marketing plan and examples of marketing tools.

**Y**

Digital Video Group provides a variety of electronic tools for marketing to our clients. Our Primary tool is email marketing which provides a constant flow of event notices, trade show events, pricing specials and manufacture's incentives. These marketing tools are also available on our web site, and through social networking systems such as Facebook, and Twitter. See Exhibit 2