



August 5, 2021

RFP1821005285

**A/V TECHNOLOGY CONSULTATION, EQUIPMENT
AND INSTALLATION PROPOSAL FOR**

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES

BOBBI PULLEY

Prepared by:



Marco Technologies, LLC
4709 121st St
Urbandale, IA 50323



MANAGED SERVICES



AUDIO VISUAL



COPIERS & PRINTERS



BUSINESS IT SERVICES



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taking technology further

August 5, 2021

Iowa Department of Administrative Services
Bobbi Pulley
1305 E Walnut St 3rd Floor
Des Moines, IA 50319

RE: Transmittal Letter

Dear Bobbi,

Thank you for the opportunity to work with Iowa Department of Administrative Services and provide the following response to your A/V Technology Consultation, Equipment and Installation Request for Proposal.

Established in 1973, Marco is a leading company in technology solutions, business processes, industry experience and technical expertise. Our mission is to help our customers effectively apply technology that contributes to their success. We proudly serve over 21,500 customers nationally, have offices in 12 states including Iowa and throughout the upper Midwest and East Coast.

[REDACTED]

[REDACTED]

The true value that Marco will deliver to Iowa Department of Administrative Services is knowledge, experience, and vendor partnerships that we have established over the past 48 years that enable us to provide the best solutions for your business needs. In collaboration with our technical experts, our team will partner with you to design a program for managing cohesive, effective and cost-saving solutions.

We understand that business relationships are not immediate and develop over time. Long-term customer relationships have established Marco as the trusted company it is today. Our passion, experience, and commitment to every project are only a few reasons why our customers rely on us for all their technology needs. We look forward to building an ongoing relationship with Iowa Department of Administrative Services.

Sincerely,

[REDACTED]

[REDACTED]

EXECUTIVE SUMMARY

STATE OF IOWA – DEPARTMENT OF ADMINISTRATIVE SERVICES’S OBJECTIVES

The State of Iowa is seeking a vendor that can provide:

- Current AV technologies and products
- System designs and configurations to meet individual project goals and expectations for the spaces in which AV is required
- AV solutions that meet budget constraints

SOLUTION OVERVIEW

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

WHY MARCO

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



EXHIBIT 3 – FIRM PROPOSAL TERMS

The Respondent shall guarantee in writing the goods and/or services offered in the Proposal are currently available and that all Proposal terms, including price, will remain firm for the number days indicated on the RFP cover sheet following the deadline for submitting Proposals.

The goods and services offered in this proposal are currently available. All proposal terms, including price, will remain firm for 120 days.

EXHIBIT 4 – RESPONDENT BACKGROUND INFORMATION

- Does your state have a preference for instate Contractors? Yes or No. If yes, please include the details of the preference.

[REDACTED]

- Name, address, telephone number, fax number and e-mail address of the Respondent including all d/b/a's or assumed names or other operating names of the Respondent and any local addresses and phone numbers.

Name: Marco Technologies, LLC

DBA: Marco Technologies, LLC and Marco

Previous Names:

Marco Business Products, Inc. (Prior to 2007)

Reason for name change: The reason for the name change was attributable to the fact that "Business Products" no longer reflected the solutions we provide to our clients.

Marco, Inc. (2007-2015)

Reason for name change: To continue Marco's growth strategy, on October 30, 2015, Marco was acquired by a local equity firm which required a legal name change to Marco Technologies, LLC.

Corporate Headquarters:

4510 Heatherwood Road

St. Cloud, MN 56301

320.259.3000

F: 320.259.3087

marco@marconet.com

Local Office:

4709 121st Street

Urbandale, IA 50323

515.266.0955

F: 515.266.4410

marco@marconet.com

- Form of business entity, e.g., corporation, partnership, proprietorship, or LLC.

Limited Liability Company

- Copy of W-9.

Marco has provided a copy of our W-9 with this section.

- State of incorporation, state of formation, or state of organization.

Minnesota

- **The location(s) including address and telephone numbers of the offices and other facilities that relate to the Respondent's performance under the terms of this RFP.**

4709 121st Street
Urbandale, IA 50323
515.266.0955

- **Number of employees.**

1,185

- **Type of business.**

Limited Liability Company

- **Name, address and telephone number of the Respondent's representative to contact regarding all contractual and technical matters concerning the Proposal.**

[REDACTED]

- **Name, contact information and qualifications of any subcontractors who will be involved with this project the Respondent proposes to use and the nature of the goods and/or services the subcontractor would perform.**

[REDACTED]

- **Respondent's accounting firm.**

[REDACTED]

- **Awarded Respondent will be required to register to do business in Iowa before payments can be paid. See page 11 of RFP.**

Marco is registered to do business in the State of Iowa.

Request for Taxpayer Identification Number and Certification

► Go to www.irs.gov/FormW9 for instructions and the latest information.

Give Form to the
requester. Do not
send to the IRS.

Print or type.
See Specific Instructions on page 3.

| | |
|--|---|
| 1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank. Marco Holdings, LLC | |
| 2 Business name/disregarded entity name, if different from above Marco Technologies, LLC | |
| 3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only one of the following seven boxes. <input checked="" type="checkbox"/> Individual/sole proprietor or single-member LLC <input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ► Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner. <input type="checkbox"/> Other (see instructions) ► | 4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3): Exempt payee code (if any) _____ Exemption from FATCA reporting code (if any) _____ <small>(Applies to accounts maintained outside the U.S.)</small> |
| 5 Address (number, street, and apt. or suite no.) See instructions. 4510 Heatherwood Road | Requester's name and address (optional) |
| 6 City, state, and ZIP code St. Cloud, MN 56301 | |
| 7 List account number(s) here (optional) | |

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

| | | | | | | | | |
|--------------------------------|---|---|---|---|---|---|---|-----|
| Social security number | | | | | | | | |
| | | | - | | | | | |
| or | | | | | | | | |
| Employer identification number | | | | | | | | |
| 4 | 7 | - | 5 | 3 | 4 | 2 | 6 | 1 5 |

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign
Here

Signature of
U.S. person ►

Date ► **3/12/2020**

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-INT (interest earned or paid)

- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)
Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, later.

EXHIBIT 5 – EXPERIENCE

- **Number of years in business.**

Marco has been in business for 48 years.

- **Number of years of experience with providing the types of services sought by the RFP.**

Marco has provided Audio Visual solutions since 2002 and offers video systems, sound systems, audio conferencing, video conferencing, digital signage, paging and more.

- **The level of technical experience in providing the types of services sought by the RFP.**

[REDACTED]

- **A list of all goods and/or services similar to those sought by this RFP that the Respondent has provided to other businesses or governmental entities.**

Marco is a leading technology services company with 51 locations. We serve over 21,500 customers nationally. Our history of innovation and 48 years of business experience prove we are a low-risk provider that specializes in:

- Audio Visual Systems
- Business IT Services
- Carrier Services
- Cloud Services
- Copiers/Printers
- Enterprise Content Management
- Managed Services
- Phone Systems
- Physical Security
- Shredding Services

- **Letters of reference from three (3) previous or current customers or clients knowledgeable of the Respondent's performance in providing goods and/or services similar to the goods and/or services described in this RFP and a contact person and telephone number for each reference.**

We value our client relationships and protect their information. Out of professional courtesy, if you wish to speak directly to our references, please allow us to arrange. You can also visit our website at <https://www.marconet.com/resources#.format-case-studies> to learn more about our customers' experience in partnering with Marco for their technology solutions.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

EXHIBIT 6 – TERMINATION, LITIGATION AND DEBARMENT

- **Has the Respondent had a contract for goods and/or services terminated for any reason? If so, provide full details regarding the termination.**

- Describe any damages or penalties assessed against or dispute resolution settlements entered into by Respondent under any existing or past contracts for goods and/or services. Provide full details regarding the circumstances, including dollar amount of damages, penalties and settlement payments.

██████████

- Describe any order, judgment or decree of any Federal or State authority barring, suspending or otherwise limiting the right of the Respondent to engage in any business, practice or activity.



- A list and summary of all litigation or threatened litigation, administrative or regulatory proceedings, or similar matters to which the Respondent or its officers have been a party.

101

- Any irregularities discovered in any of the accounts maintained by the Respondent on behalf of others. Describe the circumstances and disposition of the irregularities. Failure to disclose these matters may result in rejection of the Proposal or termination of any subsequent Contract. The above disclosures are a continuing requirement of the Respondent. Respondent shall provide written notification to the Agency of any such matter commencing or occurring after submission of a Proposal, and with respect to the successful Respondent, following execution of the Contract.

■■■■■

EXHIBIT 7 – CRIMINAL HISTORY AND BACKGROUND INVESTIGATION

The Respondent hereby explicitly authorizes the Agency to conduct criminal history and/or other background investigation(s) of the Respondent, its officers, directors, shareholders, partners and managerial and supervisory personnel who will be involved in the performance of the contract.

[REDACTED]

[REDACTED]

EXHIBIT 8 – ACCEPTANCE OF TERMS AND CONDITIONS

In response to the State’s General Terms and Conditions for Goods Contracts and the General Terms and Conditions for Service Contracts, Marco will negotiate mutually agreeable final terms, and states the following:

General Terms and Conditions for Goods:

[REDACTED]

General Terms and Conditions for Services:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**Attachment #1
Certification Letter**

(Date) 8/5/2021

Bobbi Pulley, Issuing Officer
Iowa Department of Administrative Services
Hoover State Office Building, Level 3
1305 East Walnut Street
Des Moines, IA 50319-0105

Re: RFP1821005285 Audio/Visual Technology Consultation, Equipment, and Installation

Dear Bobbi:

I certify that the contents of the Proposal submitted on behalf of **(Name of Respondent)** in response to **Iowa Department of Administrative Services** for RFP1821005285 Audio/Visual Technology Consultation, Equipment, and Installation are true and accurate. I also certify that Respondent has not knowingly made any false statements in its Proposal.

Certification of Independence

I certify that I am a representative of Respondent expressly authorized to make the following certifications on behalf of Respondent. By submitting a Proposal in response to the RFP, I certify on behalf of the Respondent the following:

1. The Proposal has been developed independently, without consultation, communication or agreement with any employee or consultant to the Agency or with any person serving as a member of the evaluation committee.
2. The Proposal has been developed independently, without consultation, communication or agreement with any other Respondent or parties for the purpose of restricting competition.
3. Unless otherwise required by law, the information found in the Proposal has not been and will not be knowingly disclosed, directly or indirectly prior to Agency's issuance of the Notice of Intent to Award the contract.
4. No attempt has been made or will be made by Respondent to induce any other Respondent to submit or not to submit a Proposal for the purpose of restricting competition.
5. No relationship exists or will exist during the contract period between Respondent and the Agency or any other State agency that interferes with fair competition or constitutes a conflict of interest.

Certification Regarding Debarment

I certify that, to the best of my knowledge, neither Respondent nor any of its principals: (a) are presently or have been debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by a Federal Agency or State Agency; (b) have within a five year period preceding this Proposal been convicted of, or had a civil judgment rendered against them for commission of fraud, a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or contract under a public transaction, violation of antitrust statutes; commission of embezzlement, theft, forgery, falsification or destruction of records, making false statements, or receiving stolen property; (c) are presently indicted for or criminally or civilly charged by a government entity (federal, state, or local) with the commission of any of the offenses enumerated in (b) of this certification; and (d) have not within a three year period preceding this Proposal had one or more public transactions (federal, state, or local) terminated for cause.

This certification is a material representation of fact upon which the Agency has relied upon when this transaction was entered into. If it is later determined that Respondent knowingly rendered an erroneous certification, in addition to other remedies available, the Agency may pursue available remedies including suspension, debarment, or termination of the contract.

Certification Regarding Registration, Collection, and Remission of Sales and Use Tax

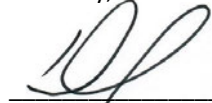
Pursuant to *Iowa Code sections 423.2(10) and 423.5(8) (2016)* a retailer in Iowa or a retailer maintaining a business in Iowa that enters into a contract with a state agency must register, collect, and remit Iowa sales tax and Iowa use tax levied under *Iowa Code chapter 423* on all sales of tangible personal property and enumerated services. The Act also requires Respondents to certify their compliance with sales tax registration, collection, and remission requirements and provides potential consequences if the certification is false or fraudulent.

By submitting a Proposal in response to the (RFP), the Respondent certifies the following: (check the applicable box)

- ☒ Respondent is registered with the Iowa Department of Revenue, collects, and remits Iowa sales and use taxes as required by *Iowa Code chapter 423*; or
- ☐ Respondent is not a “retailer” or a “retailer maintaining a place of business in this state” as those terms are defined in *Iowa Code subsections 423.1(47) and (48)(2016)*.

Respondent also acknowledges that the Agency may declare the Respondent’s Proposal or resulting contract void if the above certification is false. The Respondent also understands that fraudulent certification may result in the Agency or its representative filing for damages for breach of contract in addition to other remedies available to Agency.

Sincerely,



Signature

Doug Wood, Sales Director

Name and Title of Authorized Representative

8/5/2021

Date

Attachment #2
Authorization to Release Information Letter

(Date) 8/5/2021

Bobbi Pulley, Issuing Officer
Iowa Department of Administrative Services
Hoover State Office Building, Level 3
1305 East Walnut Street
Des Moines, IA 50319-0105

Re: RFP1821005285 Audio/Visual Technology Consultation, Equipment, and Installation

Dear Bobbi:

(Name of Respondent) hereby authorizes the **Iowa Department of Administrative Services** ("Agency") or a member of the Evaluation Committee to obtain information regarding its performance on other contracts, agreements or other business arrangements, its business reputation, and any other matter pertinent to evaluation and the selection of a successful Respondent in response to RFP1821005285 Audio/Visual Technology Consultation, Equipment, and Installation.

The Respondent acknowledges that it may not agree with the information and opinions given by such person or entity in response to a reference request. The Respondent acknowledges that the information and opinions given by such person or entity may hurt its chances to receive contract awards from the State or may otherwise hurt its reputation or operations. The Respondent is willing to take that risk.

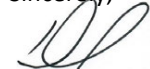
The Respondent hereby releases, acquits and forever discharges the State of Iowa, the Agency, their officers, directors, employees and agents from any and all liability whatsoever, including all claims, demands and causes of action of every nature and kind affecting the undersigned that it may have or ever claim to have relating to information, data, opinions, and references obtained by the Agency or the Evaluation Committee in the evaluation and selection of a successful Respondent in response to the RFP.

The Respondent authorizes representatives of the Agency or the Evaluation Committee to contact any and all of the persons, entities, and references which are, directly or indirectly, listed, submitted, or referenced in the Respondent's Proposal submitted in response to RFP.

The Respondent further authorizes any and all persons, and entities to provide information, data, and opinions with regard to its performance under any contract, agreement, or other business arrangement, its ability to perform, business reputation, and any other matter pertinent to the evaluation of the Respondent's Proposal. The Respondent hereby releases, acquits and forever discharges any such person or entity and their officers, directors, employees and agents from any and all liability whatsoever, including all claims, demands and causes of action of every nature and kind affecting the Respondent that it may have or ever claim to have relating to information, data, opinions, and references supplied to the Agency or the Evaluation Committee in the evaluation and selection of a successful Respondent in response to RFP.

A photocopy or facsimile of this signed Authorization is as valid as an original.

Sincerely,



Signature

Doug Wood, Sales Director
Name and Title of Authorized Representative

8/5/2021
Date

EXHIBIT 11 – MANDATORY SPECIFICATIONS

4.1 Respondent will provide consulting services including equipment, software, layout, etc.

Yes. Marco will work with you to find the best Audio Visual solution for your needs. [REDACTED]

4.2 Respondent will procure and provide recommended equipment.

Yes. [REDACTED]

4.3 Respondent will provide installation and implementation services.

Yes. Marco has provided our Audio Visual Implementation Overview with Exhibit 14 – Installation Services.

4.3.1 Respondent will coordinate all telecommunications work with Iowa Communications Network (ICN) or equivalent. All building telecommunications work shall meet the appropriate Electronic Industry Association/Telecommunications Industry Association (EIA/TIA) Building Telecommunications Wiring Standards.

Yes. [REDACTED]

4.3.2 Respondent will coordinate all installation work with the Facility Administrator or designee. Facilities have specific security and safety policies and procedures established which must be adhered to at all times, per their instructions.

Yes. [REDACTED]

4.4 Respondent will provide general user training and administrator training

Yes. [REDACTED]

[REDACTED]

[REDACTED]

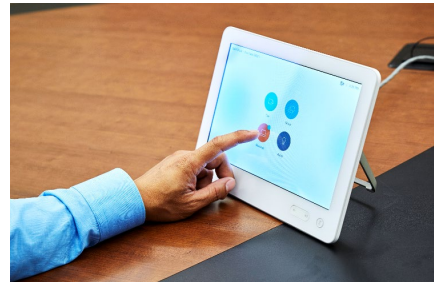
EXHIBIT 12 – CONSULTING SERVICES

Describe consulting strategy including on-site coordination and support services, developing design standards, technology recommendations, and budget coordination.

Marco has provided Audio Visual solutions since 2002 and offers video systems, sound systems, audio conferencing, video conferencing, digital signage, paging and more.

AUDIO VISUAL DELIVERABLES

Marco will work with you to find the best Audio Visual solution for your needs. [REDACTED]



DEDICATED SUPPORT TEAM

The following team of experts is dedicated to providing installation, programming and support services to ensure a successful implementation:

- **Technology Advisor** – Single point of contact dedicated to your account
- **Project Manager** – Schedules meetings, creates timelines, manages implementation services, etc.
- **Sales Manager** – Escalation contact for sales-related issues
- **Regional Director** – Manages and escalates all pricing, support, post and pre-sales issues, as well as maintaining the day to day manufacturer-customer relationship
- [REDACTED]
- [REDACTED]
- [REDACTED]

- [REDACTED]
- **Service Technician** – Provides on-site service and preventative maintenance

CERTIFIED SYSTEMS ENGINEERS AND TECHNICAL REPRESENTATIVES

Marco has over 650 factory-trained, certified systems engineers and technical representatives who go on-site to serve communities throughout Minnesota, North Dakota, South Dakota, Wisconsin, Iowa, Illinois, Maryland, Missouri, Michigan, Nebraska, and Pennsylvania. Customers will have dedicated technicians assigned to them based on geography and machine type. Marco has built solid relationships with its vendors over the past 48 years. We have the product experience, technical expertise and staff to provide the best solution and a successful implementation with ongoing service/maintenance. Marco's professional certifications can be found on our website at <https://www.marconet.com/about/why-marco/professional-certifications>.

SERVICE HOURS

Marco's service hours are from 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding Marco's published holidays*, with 24-hour emergency support available.

*Marco's published holidays include: New Year's Day, Good Friday (close at 12:00 p.m.), Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Friday after Thanksgiving, Christmas Eve, Christmas Day and New Year's Eve (close at 3:00 p.m.).



SERVICE REQUESTS

To place a service request, you can contact Marco's client care/support desk support at 320.259.3098, or 800.847.3098, email requests to videoservice@marconet.com or use our online service request process through our **client support portal** at <http://www.marconet.com/support/>.

Upon placing a service request, you will receive the following support:

- Your service call will be answered live 95% of the time by a member of our client care team, [REDACTED]
- If your service request is deemed [REDACTED]
- If on-site service is required [REDACTED]

I [REDACTED]

SERVICE ESCALATION

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



[REDACTED]

[REDACTED]



EXHIBIT 13 – TECHNOLOGY

Respondents shall describe its ability to procure and provide equipment and software. Respondent shall provide list of certified technicians/professionals on staff.

Marco has over 650 factory-trained, certified systems engineers and technical representatives who go on-site to serve communities throughout Minnesota, North Dakota, South Dakota, Wisconsin, Iowa, Illinois, Maryland, Missouri, Michigan, Nebraska, and Pennsylvania. Customers will have dedicated technicians assigned to them based on geography and machine type. Marco has built solid relationships with its vendors over the past 48 years. We have the product experience, technical expertise and staff to provide the best solution and a successful implementation with ongoing service/maintenance. Marco's professional certifications can be found on our website at <https://www.marconet.com/about/why-marco/professional-certifications>. Our list of certified system engineers has been included with Exhibit 14.

EXHIBIT 14 – INSTALLATION SERVICES

Describe recommended installation strategy including coordination with participating entity networking and facility administration teams. Respondent shall provide list of certified technicians/professionals on staff. Identify any third party Respondents involved in Respondent's installation strategy and describe these relationships.

Marco has provided the following documents with this section:

- a. Certified Systems Engineers and Technical Representatives
- b. Audio Visual Implementation Overview

CERTIFIED SYSTEMS ENGINEERS AND TECHNICAL REPRESENTATIVES

Audio Visual and Physical Security

SERVICE LEADERSHIP

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PROJECT MANAGEMENT LEADERSHIP

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SYSTEMS ENGINEERING

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MARCO AUDIO VISUAL IMPLEMENTATION OVERVIEW

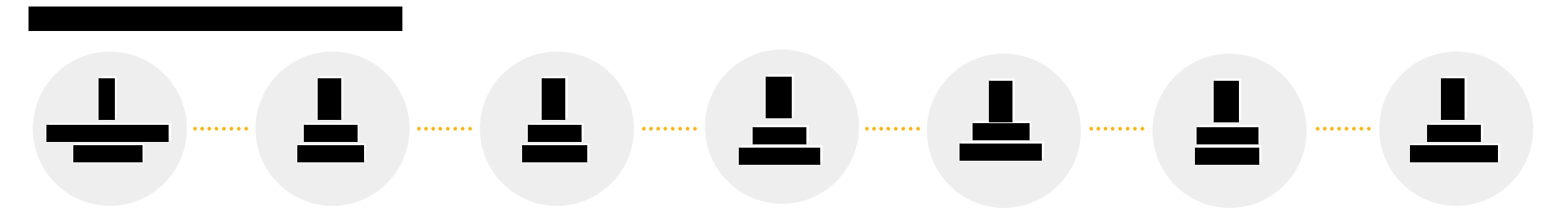
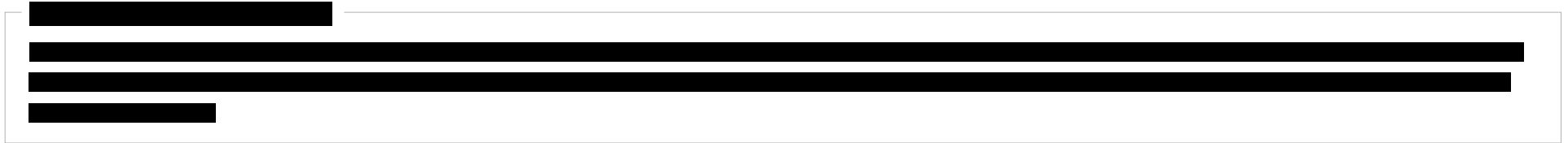


EXHIBIT 15 – QUALITY CONTROL

Describe quality control strategy including punch list process for ensuring all project requirements are complete.

To ensure all project requirements are complete, Marco's Audio Visual technicians use the checklist shown below.

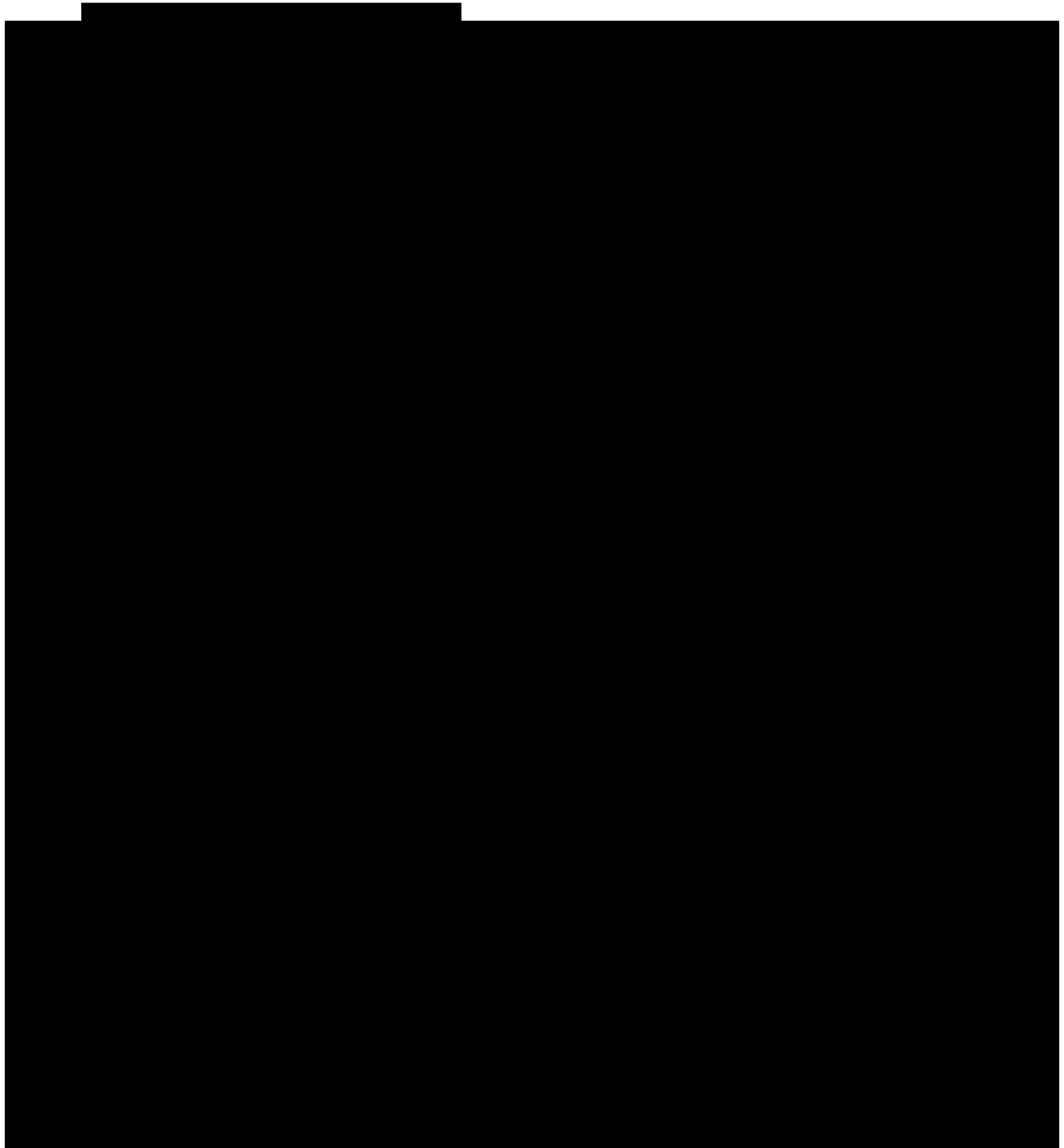


EXHIBIT 16 - WARRANTY

Provide warranty documentation for your equipment and installation. Describe your replacement program, costs, and turnaround time.

The manufacturer supplies a replacement program, costs, and turnaround time.



EXHIBIT 17 – TRAINING

Describe training program strategy including information on virtual training and user guides.

[REDACTED]

[REDACTED]

[REDACTED]

EXHIBIT 18 – CUSTOMER SERVICE

- **Describe Respondent’s ongoing customer support plan.**

Marco has provided our AV Services Contract flyer, outlining our customer support plan, with this section.

- **Describe response times on service requests.**

To place a service request, you can contact Marco’s client care/support desk support at 320.259.3098, or 800.847.3098, email requests to videoservice@marconet.com or use our online service request process through our **client support portal** at <http://www.marconet.com/support/>.

Upon placing a service request, you will receive the following support:

- Your service call will be answered live 95% of the time by a member of our client care team

- **Describe Respondent’s communication plan.**

Marco has provided our Internal and Customer Project Kick-Off Meeting Agenda template with this section.

- **What location/office will serve as the primary consultant office for the State?**

The primary office location for the State is 4709 121st St Urbandale, IA 50323.

- **Describe the process Respondent employs when a customer is dissatisfied with the service it has been provided.**

[REDACTED]

[REDACTED]

[REDACTED]



[REDACTED]

[REDACTED]

MARCO AV SERVICE CONTRACTS

Procurement

Contact Methods

Service Teams

Support Availability
*24x7x365 Uplift Available**

Service Level Targets
(Response Time)

Documentation

Call Center Handling

Preventive Maintenance

Onsite Service

Scheduled Health Checks

Moves/Add/Changes

Scheduled Meeting
Support

Programming Changes

Firmware Upgrades

**GET STARTED
TODAY**

800.847.3098
marco@marconet.com



taking technology further

marconet.com



CUSTOMER KICK-OFF MEETING

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



[REDACTED]

I [REDACTED]

I [REDACTED]

EXHIBIT 19 – PERFORMANCE-BASED CRITERIA

- Describe any performance-based incentives and disincentives that the Respondent would propose including in the resulting contract.

None

- Who assesses/ inspects and reports subpar performance?

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

- How are they measured?

[REDACTED]

- How will they be tracked?

[REDACTED]

- How much should they be (monetarily)?

How much depends on the current issue.

- What results are shared and how often?

The Manager will track and update daily if escalated. Once issue is resolved the bill will have all times and notes associated with the ticket.



EXHIBIT 20 – OPTIONAL FEATURES

Provide detailed information for any optional items that may be available. (Include costs for these items in the Cost Proposal)

Please see Marco's cost proposal for all optional features.

July 14, 2021

To: All Potential Respondents
From: Bobbi Pulley, Purchasing Agent
Re: RFP1821005285 – AV Technology Consultation, Equipment and Installation

ADDENDUM ONE

Please amend the subject RFP to include answers to the following timely received questions:

- Q1. I did not see where the solicitation includes quantities or specifics on the project.
A1. **The RFP is not project specific. It will result in master agreement(s) that can be used by state agencies and political subdivisions on an as needed basis.**
- Q2. We'd like to request a week extension to the proposal due date?
A2. **The State will not be extended the due date at this time.**

Please acknowledge receipt of this addendum by signing in the space provided below, and return this letter with your offer (do not send back separately).

I hereby acknowledge receipt of this addendum.



Signature

8/3/2021

Date

Doug Wood

Typed or Printed Name

July 23, 2021

To: All Potential Respondents
From: Bobbi Pulley, Purchasing Agent
Re: RFP1821005285 – AV Technology Consultation, Equipment and Installation

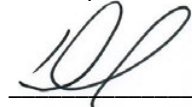
ADDENDUM TWO

Please amend the subject RFP to include answers to the following changes/updates:

1. Mandatory Specification 4.2 has been revised to the following:
Respondent will procure and provide recommend equipment upon request. The State reserves the right to purchase equipment and software utilizing other State Agreements.

Please acknowledge receipt of this addendum by signing in the space provided below, and return this letter with your offer (do not send back separately).

I hereby acknowledge receipt of this addendum.



Signature

8/3/2021

Date

Doug Wood

Typed or Printed Name

Attachment #3
Form 22 – Request for Confidentiality
SUBMISSION OF THIS FORM 22 IS REQUIRED

THIS FORM 22 (FORM) MUST BE COMPLETED AND INCLUDED WITH YOUR PROPOSAL. THIS FORM 22 IS REQUIRED WHETHER THE PROPOSAL DOES OR DOES NOT CONTAIN INFORMATION FOR WHICH CONFIDENTIAL TREATMENT WILL BE REQUESTED. FAILURE TO SUBMIT A COMPLETED FORM 22 WILL RESULT IN THE PROPOSAL TO BE CONSIDERED NON-RESPONSIVE AND ELIMINATED FROM EVALUATION. COMPLETE PART 1 OF THIS FORM IF NO INFORMATION PROPOSAL DOES NOT CONTAIN CONFIDENTIAL INFORMATION. COMPLETE PART 2 OF THIS FORM IF THE PROPOSAL DOES CONTAIN CONFIDENTIAL INFORMATION.

1. Confidential Treatment Is Not Requested

A Respondent not requesting confidential treatment of information contained in its Proposal shall complete Part 1 of Form 22 and submit a signed Form 22 Part 1 with the Proposal.

2. Confidential Treatment of Information is Requested

A Respondent requesting confidential treatment of specific information shall: (1) fully complete and sign Part 2 of Form 22, (2) conspicuously mark the outside of its Proposal as containing confidential information, (3) mark each page upon which the Respondent believes confidential information appears **and CLEARLY IDENTIFY EACH ITEM for which confidential treatment is requested; MARKING A PAGE IN THE PAGE MARGIN IS NOT SUFFICIENT IDENTIFICATION**, and (4) submit a “Public Copy” from which the confidential information has been excised.

Form 22 will not be considered fully complete unless, for each confidentiality request, the Respondent: (1) enumerates the specific grounds in Iowa Code Chapter 22 or other applicable law that supports treatment of the information as confidential, (2) justifies why the information should be maintained in confidence, (3) explains why disclosure of the information would not be in the best interest of the public, and (4) sets forth the name, address, telephone, and e-mail for the person authorized by Respondent to respond to inquiries by the Agency concerning the confidential status of such information.

The Public Copy from which confidential information has been excised is in addition to the number of copies requested in Section 3 of this RFP. The confidential information must be excised in such a way as to allow the public to determine the general nature of the information removed and to retain as much of the Proposal as possible.

Failure to request information be treated as confidential as specified herein shall relieve Agency and State personnel from any responsibility for maintaining the information in confidence. Respondents may not request confidential treatment with respect to pricing information and transmittal letters. A Respondent’s request for confidentiality that does not comply with this form or a Respondent’s request for confidentiality on information or material that cannot be held in confidence as set forth herein are grounds for rejecting Respondent’s Proposal as non-responsive. Requests to maintain an entire Proposal as confidential will be rejected as non-responsive.

If Agency receives a request for information that Respondent has marked as confidential and if a judicial or administrative proceeding is initiated to compel the release of such information, Respondent shall, at its sole expense, appear in such action and defend its request for confidentiality. If Respondent fails to do so, Agency may release the information or material with or without providing advance notice to Respondent and with or without affording Respondent the opportunity to obtain an order restraining its release from a court possessing competent jurisdiction. Additionally, if Respondent fails to comply with the request process set forth herein, if Respondent’s request for confidentiality is unreasonable, or if Respondent rescinds its request for confidential treatment, Agency may release such information or material with or without providing advance notice to Respondent and with or without affording Respondent the opportunity to obtain an order restraining its release from a court possessing competent jurisdiction.

Part 1 – No Confidential Information Provided

Confidential Treatment Is Not Requested

Respondent acknowledges that proposal response contains no confidential, secret, privileged, or proprietary information. There is no request for confidential treatment of information contained in this proposal response.

This Form must be signed by the individual who signed the Respondent’s Proposal. The Respondent shall place this Form completed and signed in its Proposal.

- ***Fill in and sign the following if you have provided no confidential information. If signing this Part 1, do not complete Part 2.***

| | | |
|----------------------|------------|-----------|
| _____ | _____ | _____ |
| Company | RFP Number | RFP Title |
| _____ | _____ | _____ |
| Signature (required) | Title | Date |

(Proceed to the next page only if Confidential Treatment is requested.)

Part 2 - Confidential Treatment is Requested

*The below information is to be completed and signed **ONLY** if Respondent is requesting confidential treatment of any information submitted in its Proposal.*

NOTE:

- **Completion of this Form is the sole means of requesting confidential treatment.**
- **A RESPONDENT MAY NOT REQUEST PRICING INFORMATION BE HELD IN CONFIDENCE.**

Completion of the Form and Agency's acceptance of Respondent's submission does not guarantee the agency will grant Respondent's request for confidentiality. The Agency may reject Respondent's Proposal entirely in the event Respondent requests confidentiality and does not submit a fully completed Form or requests confidentiality for portions of its Proposal that are improper under the RFP.

Please provide the information in the table below. Respondent may add additional lines if necessary or add additional pages using the same format as the table below.

| RFP Section: | Respondent must cite the specific grounds in <i>Iowa Code Chapter 22</i> or other applicable law which supports treatment of the information as confidential. | Respondent must justify why the information should be kept in confidence. | Respondent must explain why disclosure of the information would not be in the best interest of the public. | Respondent must provide the name, address, telephone, and email for the person at Respondent's organization authorized to respond to inquiries by the Agency concerning the status of confidential information. |
|--------------|---|--|---|---|
| Ex. 1 | Iowa Code Chapter 22.7 Subdv. 3 states that "trade secrets" shall be kept confidential | It contains a formula, pattern, compilation, program, device, method, technique, or process that derives independent economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by a person able to obtain economic value from its disclosure or use and is the subject of efforts that are reasonable under the circumstances to maintain its secrecy. | It derives independent economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by a person able to obtain economic value from its disclosure or use | Jessica Brigman 4510 Heatherwood Road St. Cloud, MN 56301 800.847.3098 jessica.brigman@marconet.com |
| Ex. 2 | Iowa Code Chapter 22.7 Subdv. 3 states that "trade secrets" shall be kept confidential | It contains a formula, pattern, compilation, program, device, method, technique, or process that derives independent economic value, actual or potential, from not being generally known | It derives independent economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by a person able to obtain economic value from its | Jessica Brigman 4510 Heatherwood Road St. Cloud, MN 56301 800.847.3098 jessica.brigman@marconet.com |

| | | | | |
|-------|--|--|---|---|
| | | to, and not being readily ascertainable by proper means by a person able to obtain economic value from its disclosure or use and is the subject of efforts that are reasonable under the circumstances to maintain its secrecy. | disclosure or use | |
| Ex. 4 | Iowa Code Chapter 22.7 Subdv. 3 states that "trade secrets" shall be kept confidential | It contains a formula, pattern, compilation, program, device, method, technique, or process that derives independent economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by a person able to obtain economic value from its disclosure or use and is the subject of efforts that are reasonable under the circumstances to maintain its secrecy. | It derives independent economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by a person able to obtain economic value from its disclosure or use | Jessica Brigman 4510 Heatherwood Road St. Cloud, MN 56301 800.847.3098 jessica.brigman@marconet.com |
| Ex. 5 | Iowa Code Chapter 22.7 Subdv. 3 states that "trade secrets" shall be kept confidential | It contains a formula, pattern, compilation, program, device, method, technique, or process that derives independent economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by a person able to obtain economic value from its disclosure or use and is the subject of efforts that are reasonable under the circumstances to maintain its secrecy. | It derives independent economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by a person able to obtain economic value from its disclosure or use | Jessica Brigman 4510 Heatherwood Road St. Cloud, MN 56301 800.847.3098 jessica.brigman@marconet.com |
| Ex. 6 | Iowa Code Chapter 22.7 Subdv. 3 states that "trade secrets" shall be kept confidential | It contains a formula, pattern, compilation, program, device, method, technique, or | It derives independent economic value, actual or potential, from not being generally known | Jessica Brigman 4510 Heatherwood Road St. Cloud, MN 56301 800.847.3098 |

| | | | | |
|-------|--|--|---|---|
| | | process that derives independent economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by a person able to obtain economic value from its disclosure or use and is the subject of efforts that are reasonable under the circumstances to maintain its secrecy. | to, and not being readily ascertainable by proper means by a person able to obtain economic value from its disclosure or use | jessica.brigman@marconet.com |
| Ex. 7 | Iowa Code Chapter 22.7 Subdv. 3 states that "trade secrets" shall be kept confidential | It contains a formula, pattern, compilation, program, device, method, technique, or process that derives independent economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by a person able to obtain economic value from its disclosure or use and is the subject of efforts that are reasonable under the circumstances to maintain its secrecy. | It derives independent economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by a person able to obtain economic value from its disclosure or use | Jessica Brigman 4510 Heatherwood Road St. Cloud, MN 56301 800.847.3098 jessica.brigman@marconet.com |
| Ex. 8 | Iowa Code Chapter 22.7 Subdv. 3 states that "trade secrets" shall be kept confidential | It contains a formula, pattern, compilation, program, device, method, technique, or process that derives independent economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by a person able to obtain economic value from its disclosure or use and is the subject of efforts that are reasonable under the circumstances to | It derives independent economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by a person able to obtain economic value from its disclosure or use | Jessica Brigman 4510 Heatherwood Road St. Cloud, MN 56301 800.847.3098 jessica.brigman@marconet.com |


| | | | | |
|--------|--|--|---|---|
| | | maintain its secrecy. | | |
| Ex. 12 | Iowa Code Chapter 22.7 Subdv. 3 states that "trade secrets" shall be kept confidential | It contains a formula, pattern, compilation, program, device, method, technique, or process that derives independent economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by a person able to obtain economic value from its disclosure or use and is the subject of efforts that are reasonable under the circumstances to maintain its secrecy. | It derives independent economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by a person able to obtain economic value from its disclosure or use | Jessica Brigman 4510 Heatherwood Road St. Cloud, MN 56301 800.847.3098 jessica.brigman@marconet.com |
| Ex. 14 | Iowa Code Chapter 22.7 Subdv. 3 states that "trade secrets" shall be kept confidential | It contains a formula, pattern, compilation, program, device, method, technique, or process that derives independent economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by a person able to obtain economic value from its disclosure or use and is the subject of efforts that are reasonable under the circumstances to maintain its secrecy. | It derives independent economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by a person able to obtain economic value from its disclosure or use | Jessica Brigman 4510 Heatherwood Road St. Cloud, MN 56301 800.847.3098 jessica.brigman@marconet.com |
| Ex. 15 | Iowa Code Chapter 22.7 Subdv. 3 states that "trade secrets" shall be kept confidential | It contains a formula, pattern, compilation, program, device, method, technique, or process that derives independent economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by a | It derives independent economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by a person able to obtain economic value from its disclosure or use | Jessica Brigman 4510 Heatherwood Road St. Cloud, MN 56301 800.847.3098 jessica.brigman@marconet.com |

| | | | | |
|--------|--|--|---|---|
| | | person able to obtain economic value from its disclosure or use and is the subject of efforts that are reasonable under the circumstances to maintain its secrecy. | | |
| Ex. 17 | Iowa Code Chapter 22.7 Subdv. 3 states that "trade secrets" shall be kept confidential | It contains a formula, pattern, compilation, program, device, method, technique, or process that derives independent economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by a person able to obtain economic value from its disclosure or use and is the subject of efforts that are reasonable under the circumstances to maintain its secrecy. | It derives independent economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by a person able to obtain economic value from its disclosure or use | Jessica Brigman 4510 Heatherwood Road St. Cloud, MN 56301 800.847.3098 jessica.brigman@marconet.com |
| Ex. 18 | Iowa Code Chapter 22.7 Subdv. 3 states that "trade secrets" shall be kept confidential | It contains a formula, pattern, compilation, program, device, method, technique, or process that derives independent economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by a person able to obtain economic value from its disclosure or use and is the subject of efforts that are reasonable under the circumstances to maintain its secrecy. | It derives independent economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by a person able to obtain economic value from its disclosure or use | Jessica Brigman 4510 Heatherwood Road St. Cloud, MN 56301 800.847.3098 jessica.brigman@marconet.com |
| Ex. 19 | Iowa Code Chapter 22.7 Subdv. 3 states that "trade secrets" shall be kept confidential | It contains a formula, pattern, compilation, program, device, method, technique, or process that derives independent economic value, actual or | It derives independent economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by a | Jessica Brigman 4510 Heatherwood Road St. Cloud, MN 56301 800.847.3098 jessica.brigman@marconet.com |

| | | | | |
|--|--|---|---|--|
| | | potential, from not being generally known to, and not being readily ascertainable by proper means by a person able to obtain economic value from its disclosure or use and is the subject of efforts that are reasonable under the circumstances to maintain its secrecy. | person able to obtain economic value from its disclosure or use | |
|--|--|---|---|--|

This Form must be signed by the individual who signed the Respondent's Proposal. The Respondent shall place this Form completed and signed in its Proposal. A copy of this document shall be placed in all Proposals submitted including the Public Copy.

- ***If confidentiality is requested, failure to provide the information required on this Form may result in rejection of Respondent's submittal to request confidentiality or rejection of the Proposal as being non-responsive.***
- ***Please note that this Form is to be completed and signed only if you are submitting a request for confidential treatment of any information submitted in your Proposal. If signing this Part 2, do not complete Part 1.***

| | | |
|---|-----------------------|--|
| <u>Marco Technologies, LLC</u> | <u>RFP1821005285</u> | <u>Audio/Visual Technology Consultation,</u> |
| Company | RFP Number | equipment, and Installation |
| | | RFP Title |
|  | <u>Sales Director</u> | <u>8/5/2021</u> |
| Signature (required) | Title | Date |