



## AVI SYSTEMS

**AV Technology Consultation, Equipment, and  
Installation - RFP1821005285**

**Technical Proposal**

Chris Goerd, Account Manager  
d 515-323-7305 | m 515-422-4124  
e [Chris.Goerd@avisystems.com](mailto:Chris.Goerd@avisystems.com)  
August 4, 2021



## Contents

EXHIBIT 1 – TRANSMITTAL LETTER .....	2
EXHIBIT 2 – EXECUTIVE SUMMARY .....	3
EXHIBIT 3 – FIRM PROPOSAL TERMS .....	4
EXHIBIT 4 – RESPONDENT BACKGROUND INFORMATION .....	5
AVI W-9 .....	7
EXHIBIT 5 – EXPERIENCE .....	8
EXHIBIT 6 – TERMINATION, LITIGATION, AND DEBARMENT .....	13
EXHIBIT 7 – CRIMINAL HISTORY AND BACKGROUND INVESTIGATION .....	14
EXHIBIT 8 – ACCEPTANCE OF TERMS AND CONDITIONS .....	15
Requested Revisions to Intellectual Property Provisions .....	15
EXHIBIT 9 – CERTIFICATION LETTER .....	17
EXHIBIT 10 – AUTHORIZATION TO RELEASE INFORMATION .....	19
EXHIBIT 11 – MANDATORY SPECIFICATION .....	21
EXHIBIT 12 – CONSULTING SERVICES .....	24
EXHIBIT 13 – TECHNOLOGY .....	25
Equipment and Software Procurement .....	25
Certifications .....	27
Staff .....	28
Team Certifications .....	28
EXHIBIT 14 – INSTALLATION SERVICES .....	30
EXHIBIT 15 – QUALITY CONTROL .....	34
EXHIBIT 16 – WARRANTY .....	35
EXHIBIT 17 – TRAINING .....	36
EXHIBIT 18 – CUSTOMER SERVICE .....	37
AVI Systems - System Support Agreement Coverage .....	37
Entitlement Service Levels .....	40
EXHIBIT 19 – PERFORMANCE BASED CRITERIA .....	42
EXHIBIT 20 – CONSULTING SERVICES .....	47
Strategic Onsite Staffing .....	47
AVI Insight .....	47
EXHIBIT 21 – ADDENDUMS .....	49
EXHIBIT 22 – REQUEST FOR CONFIDENTIALITY .....	51
Part 1 – No Confidential Information Provided .....	51



## EXHIBIT 1 – TRANSMITTAL LETTER

**AVI Systems – IA**  
3001 104<sup>th</sup> Street  
Urbandale, IA 50322

**Authorized Signatory:**

Christopher Mounts  
Chief Financial Officer  
d 913-577-1154 m 913-488-7870  
e [christopher.mounts@avisystems.com](mailto:christopher.mounts@avisystems.com)

**Proposal Contact:**

Christ Goerdts  
Account Manager  
d 515-323-7305 | m 515-422-4124  
e [Chris.Goerdts@avisystems.com](mailto:Chris.Goerdts@avisystems.com)

AVI Systems is pleased to present our response to the RFP1821005285 Audio/Visual (AV) Technology Consultation, Equipment and Installation to Iowa Department of Administrative Services (DAS) Issued July 4, 2021. Our response is based on the documentation provided. This response is valid for 120 calendar days from date of submittal (August 5, 2021).

Signature

CFO

Title

8/5/2021

Date



## EXHIBIT 2 - EXECUTIVE SUMMARY

We appreciate your consideration of AVI Systems to support Iowa Department of Administrative services on this request for proposal. AVI understands that the agency is seeking to establish a contract for goods and services. AVI appreciates that a successful contract means that designed solutions should be focused around user experience, that implementation should be streamlined and ultimately delivered and supported a reasonable cost. And we feel that AVI is squarely positioned to deliver the best outcome and experience.

- **FINANCIALS AND BUSINESS** - AVI has a well-founded reputation for financial stability: AVI is the largest self-funded and capitalized integrator, AVI is debt free. We have excess working capital, and can bond any project our clients bring to us, regardless of size.
- **EXPERIENCE AND PERFORMANCE** - AVI is uniquely skilled within our industry to deliver solutions that work, which means it does more than satisfy a spec, it drives forward the organization and radically changes the way organizations work. Customers that experience our process often see growth in collaboration, a reduction in helpdesk requests and a cultural acceptance and support of the technologies deployed. This is because AVI's process is focused on people and their expectations, ease of scale and ease of support, and cost-effective deployment that drives pervasive use. Our proven process verifies the right design, ensures cost effective delivery, and ongoing support.
- **PROJECT MANAGEMENT AND CONTROL** - AVI Systems, Inc. ascribes to the AV9000 standard for Quality Assurance. This standard created by the Association for Quality in Audio Visual Technology ([www.AQAV.org](http://www.AQAV.org)) These standards along with our Standard Business Practices for Technical Services ensure that we fulfill our contractual obligations to our Customers in manner that provides quality, consistency, competitiveness, and desired outcome.
- **TOTAL COST OF SERVICES** - Integrity is among our core values - in fact it is the cornerstone of our values. No other value matters without integrity. It is with this in mind that we approach all our customer interactions. We have presented here what we believe to be a fair and equitable price for the services offered.

For almost 5 decades, AVI Systems has been delivering solutions to our customers, like Iowa Department of Administrative Services who are eager for more. We look forward to partnering to create an exceptional experience for all contract purchasers.

Sincerely,

**Jeff Stoebner**

AVI Systems CEO

+1 952-949-6036

[Jeff.Stoebner@avisystems.com](mailto:Jeff.Stoebner@avisystems.com)



### EXHIBIT 3 – FIRM PROPOSAL TERMS

AVI Systems guarantees rates related to 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. AVI Systems understand the minimum number of days that pricing will remain is 120 days following the deadline for submitting proposals.



## EXHIBIT 4 – RESPONDENT BACKGROUND INFORMATION

The Respondent shall provide the following general background information:

RFP Requirement	AVI Systems Response
Does your state have a preference for instate Contractors? Yes or No. If yes, please include the details of the preference.	No
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.	<p>AVI Systems - Des Moines 3001 104<sup>th</sup> St, Urbandale, IA 50322 Chris Goerd, Account Manager d 515-323-7305   m 515-422-4124 e Chris.Goerd@avisystems.com</p> <p>AVI Systems - HQ 9675 W 76<sup>th</sup> St, Ste 200 Eden Prairie MN 55344</p> <p>AVI Systems – Bill to Address 8019 Bond St. Lenexa KS 66214</p> <p>Subsidiaries of AVI Systems:</p> <ul style="list-style-type: none"> <li>• AVI Midwest, LLC dba Dascom Systems Group</li> <li>• Magenium Solutions LLC</li> </ul>
Form of business entity, e.g., corporation, partnership, proprietorship, or LLC.	Corporation
Copy of W-9.	AVI W-9 is Provided
State of incorporation, state of formation, or state of organization.	North Dakota
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.	<p>AVI Systems - Des Moines 3001 104<sup>th</sup> St, Urbandale, IA 50322</p>
Number of employees.	612
Type of business.	Dealer and Systems Integrator for Video, Audio, Presentation, Distance Learning and Video Conferencing





Name, address and telephone number of the Respondent's representative to contact regarding all contractual and technical matters concerning the Proposal.	AVI Systems - Des Moines 3001 104 <sup>th</sup> St, Urbandale, IA 50322 Josh Grant, Area Vice President d 515-323-7303   m 515-988-7977 Chris Goerd, Account Manager d 515-323-7305   m 515-422-4124 e Chris.Goerd@avisystems.com
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.	AVI Systems does not anticipate the need for subcontractors.
Respondent's accounting firm.	Eide Bailly LLP
Awarded Respondent will be required to register to do business in Iowa before payments can be made. For Contractor registration documents, go to: <a href="https://das.iowa.gov/procurement/vendors/how-do-business">https://das.iowa.gov/procurement/vendors/how-do-business</a>	AVI Systems Inc. is currently a registered contractor (Registration #C088847)



AVI W-9

<p><b>Form W-9</b> (Rev. December 2014) Department of the Treasury Internal Revenue Service</p>	<p><b>Request for Taxpayer Identification Number and Certification</b></p>	<p><b>Give Form to the requester. Do not send to the IRS.</b></p>																																													
<p>1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank. <b>AVI Systems, Inc.</b></p>																																															
<p>2 Business name/disregarded entity name, if different from above</p>																																															
<p>3 Check appropriate box for federal tax classification; check only one of the following seven boxes:</p> <p><input type="checkbox"/> Individual/sole proprietor or single-member LLC    <input type="checkbox"/> C Corporation    <input checked="" type="checkbox"/> S Corporation    <input type="checkbox"/> Partnership    <input type="checkbox"/> Trust/estate</p> <p><input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) *</p> <p>Note. For a single-member LLC that is disregarded, do not check LLC; check the appropriate box in the line above for the tax classification of the single-member owner.</p> <p><input type="checkbox"/> Other (see instructions) *</p>																																															
<p>4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3): Exempt payee code (if any)</p> <p>Exemption from FATCA reporting code (if any) (Applies to accounts maintained outside the U.S.)</p>																																															
<p>5 Address (number, street, and apt. or suite no.) <b>8019 Bond Street</b></p>		<p>Requester's name and address (optional)</p>																																													
<p>6 City, state, and ZIP code <b>Lenexa, KS 66214</b></p>																																															
<p>7 List account number(s) here (optional)</p>																																															
<p><b>Part I Taxpayer Identification Number (TIN)</b></p> <p>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 Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see <i>How to get a TIN</i> on page 3.</p> <p>Note. If the account is in more than one name, see the instructions for line 1 and the chart on page 4 for guidelines on whose number to enter.</p>																																															
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="9" style="text-align: center;">Social security number</td> </tr> <tr> <td style="width: 20%;"> </td><td style="width: 20%;"> </td><td style="width: 20%;"> </td><td style="width: 20%;"> </td><td style="width: 20%;"> </td><td style="width: 20%;"> </td><td style="width: 20%;"> </td><td style="width: 20%;"> </td><td style="width: 20%;"> </td> </tr> <tr> <td colspan="9" style="text-align: center;">OF</td> </tr> <tr> <td colspan="9" style="text-align: center;">Employer identification number</td> </tr> <tr> <td style="width: 20%;">4</td><td style="width: 20%;">5</td><td style="width: 20%;">0</td><td style="width: 20%;">3</td><td style="width: 20%;">2</td><td style="width: 20%;">1</td><td style="width: 20%;">2</td><td style="width: 20%;">5</td><td style="width: 20%;">1</td> </tr> </table>			Social security number																		OF									Employer identification number									4	5	0	3	2	1	2	5	1
Social security number																																															
OF																																															
Employer identification number																																															
4	5	0	3	2	1	2	5	1																																							
<p><b>Part II Certification</b></p> <p>Under penalties of perjury, I certify that:</p> <p>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</p> <p>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</p> <p>3. I am a U.S. citizen or other U.S. person (defined below); and</p> <p>4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.</p> <p>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 on page 3.</p>																																															
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%;">Sign Here</td> <td style="width: 40%;">Signature of U.S. person <i>Lori Achtenberg</i></td> <td style="width: 40%;">Date <b>1/1/2021</b></td> </tr> </table>			Sign Here	Signature of U.S. person <i>Lori Achtenberg</i>	Date <b>1/1/2021</b>																																										
Sign Here	Signature of U.S. person <i>Lori Achtenberg</i>	Date <b>1/1/2021</b>																																													
<p><b>General Instructions</b></p> <p>Section references are to the Internal Revenue Code unless otherwise noted.</p> <p>Future developments. Information about developments affecting Form W-9 (such as legislation enacted after we release it) is at <a href="http://www.irs.gov/irb">www.irs.gov/irb</a>.</p> <p><b>Purpose of Form</b></p> <p>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:</p> <ul style="list-style-type: none"> <li>Form 1099-INT (interest earned or paid)</li> <li>Form 1099-DIV (dividends, including those from stocks or mutual funds)</li> <li>Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)</li> <li>Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)</li> <li>Form 1099-S (proceeds from real estate transactions)</li> <li>Form 1099-K (merchant card and third party network transactions)</li> </ul> <ul style="list-style-type: none"> <li>Form 1099 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)</li> <li>Form 1099-C (canceled debt)</li> <li>Form 1099-A (acquisition or abandonment of secured property)</li> </ul> <p>Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.</p> <p>If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See <i>What is backup withholding?</i> on page 2.</p> <p>By signing the filled-out form, you:</p> <ol style="list-style-type: none"> <li>1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued).</li> <li>2. Certify that you are not subject to backup withholding, or</li> <li>3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income, and</li> <li>4. Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct. See <i>What is FATCA reporting?</i> on page 2 for further information.</li> </ol>																																															

Cat. No. 10231X

Form W-9 (Rev. 12-2014)





## EXHIBIT 5 – EXPERIENCE

The Respondent must provide the following information regarding its experience:

RFP Requirement	AVI Systems Response
Number of years in business	47
Number of years of experience with providing the types of services sought by the RFP.	47
The level of technical experience in providing the types of services sought by the RFP.	<p><b>CERTIFICATIONS. DESIGNATIONS. AWARDS.</b> Our technical, logistical and customer service qualifications lead the industry.</p> <p><b>SALES – Knowledge you can trust.</b> AVI Systems' sales staff is highly trained and their knowledge continuously updated by our engineering staff.</p> <ul style="list-style-type: none"> <li>• Regular and detailed sales training and support</li> <li>• Vendor education and certification, including regular vendor visits and attendance at industry events</li> <li>• CTS (AVIXA) industry-standard certification</li> </ul> <p><b>PROJECT MANAGEMENT – With you every step of the way.</b> AVI project management professionals not only keep you on track, they ensure the smoothest possible journey.</p> <ul style="list-style-type: none"> <li>• CTS (AVIXA) industry standard certification</li> <li>• PMP (Project Management Professional) certification</li> <li>• CAPM (Certified Associate in Project Management) designation</li> </ul> <p><b>DESIGN AND ENGINEERING – Setting the Standard for excellence.</b> AVI hires the best of the best, and we continuously invest in our engineers and designers to keep them that way.</p> <ul style="list-style-type: none"> <li>• AVIXA certifications – CTS, CTS-I and CTS-D</li> <li>• AQAV certifications</li> <li>• Vendor visits – to ensure hands-on familiarity with the newest gear</li> <li>• Engineering certifications</li> </ul>
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.	<p>AVI Systems provides design and procurement of systems across the following platforms:</p> <ul style="list-style-type: none"> <li>• Unified Collaboration</li> <li>• Digital Media</li> <li>• Visual Communications (AV)</li> <li>• Broadcast</li> <li>• Sports &amp; Entertainment</li> </ul>



	<ul style="list-style-type: none"> <li>• Command and Control</li> <li>• Simulation and Visualization</li> <li>• Physical Security and Video Surveillance</li> </ul> <p>In addition we provide the following services:</p> <ul style="list-style-type: none"> <li>• Consulting and Design</li> <li>• Integration Services</li> <li>• Customer Care/Maintenance Contracts</li> <li>• Strategic Onsite Staffing</li> <li>• Remote Monitoring of AV Systems</li> <li>• Advocate Services</li> <li>• Meeting Services</li> </ul>
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	<p>AVI Systems Provides the following 3 References:</p> <ul style="list-style-type: none"> <li>• Casey's Retail Company</li> <li>• Des Moines Area Community College</li> <li>• Athene USA</li> </ul>



**Casey's Corporate Office – Ankeny IA**



*AVI has provided design and integration for us and have proven their ability and knowledge to be on target from conception to production. Ongoing support services have also met or exceeded expectations. Based on previous experiences, we will be expanding integration services with AVI or other projects.*

*Thank you,*

*George Holmes  
IT Infrastructure Support Services Manager  
E-mail: [George.Holmes@caseys.com](mailto:George.Holmes@caseys.com)  
Phone #: 515-446-6625*



### Des Moines Area Community College (DMACC)



September 21, 2020

To Whom It May Concern:

*It is with great pleasure to write a reference letter for AVI Systems. AVI has been our preferred Crestron provider due to the great success and history we have had with their company. Our setups often include a Crestron control system, audio processor, wireless microphones etc. Over the years they have provided great customer service, training, and support/maintenance.*

*We have worked with AVI on several AV projects:*

- **Ankeny Campus:** Culinary Arts in AN07, FFA Building, Flex Space in AN05, TEAMS Classroom in AN23-110
- **Boone Campus:** Auditorium, Current Gymnasium, New Athletic Expansion Project (currently working on)
- **Carroll Campus:** Rooms 142 & 146 Overflow Rooms, New Welding Lab Expansion Project (currently working on)
- **Southridge Center:** 4 Combined Conference Rooms
- **Urban Campus:** New Student Life Center Project (currently working on), Building 1 Remodel (currently working on)

*We would highly recommend AVI Systems, they know what they are doing when it comes to AV system integration.*

*Sincerely,*

Jennifer Warrick  
Jennifer Warrick  
DMACC IT Project Manager  
E-mail: [Jlwarrick2@dmacc.edu](mailto:Jlwarrick2@dmacc.edu)  
Phone #: 515-965-7118



#### **Athene USA**



*AVI has earned a reputation at Athene as the premier AV design and integration vendor that we count on for the most complex, reliable, fault tolerant equipment and control solutions for our most sensitive meeting rooms, board rooms, and conference center spaces. With offices in West Des Moines, Manhattan, Woodland Hills, Bermuda, and Toronto we can't afford to have systems that need much support after the installation, things just have to work. Following AVI's proven process and going through the design process ended up being an important step to getting things right. Athene has had AVI complete dozens of projects throughout the main tower but the Annexed Conference Center by far the most massive undertaking. Over the years they can now say they've upgraded the AV systems for the entire conference center including all of the most complex reconfigurable rooms as well as our largest 1000+ person gathering space.*

*-Matt Lanigan, AV Specialist / Event Technology Coordinator  
e-mail: [MLanigan@athene.com](mailto:MLanigan@athene.com)  
Phone: 515-868-8400*





## EXHIBIT 6 – TERMINATION, LITIGATION, AND DEBARMENT

The Respondent must provide the following information for the past five (5) years:

RFP Requirement	AVI Systems Response
Has the Respondent had a contract for goods and/or services terminated for any reason? If so, provide full details regarding the termination.	No
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.	NA
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.	NA
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.	NA
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.	NA
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.	AVI Systems acknowledges and will comply.





## EXHIBIT 7 – CRIMINAL HISTORY AND BACKGROUND INVESTIGATION

RFP Requirement	AVI Systems Response
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.	AVI Systems acknowledges and will comply.



## EXHIBIT 8 – ACCEPTANCE OF TERMS AND CONDITIONS

RFP Requirement	AVI Systems Response
By submitting a Proposal, Respondent acknowledges its acceptance of the terms and conditions of the RFP and the General Terms and Conditions without change except as otherwise expressly stated in its Proposal. If the Respondent takes exception to a provision, it must identify it by page and section number, state the reason for the exception, and set forth in its Proposal the specific RFP or General Terms and Conditions language it proposes to include in place of the provision. If Respondent's exceptions or responses materially alter the RFP, or if the Respondent submits its own terms and conditions or otherwise fails to follow the process described herein, the Agency may reject the Proposal, in its sole discretion.	AVI Systems requests revision to General Terms and Conditions for Service Contracts/Solicitations Effective 5/1/2016 <ul style="list-style-type: none"><li>Item 1.1 Definitions "Deliverables" definition (p 1)</li><li>Section 1.12.1 Intellectual Property Ownership and Assignment of Other Deliverables (p12-13).</li></ul> Details of changes are represented as redlines below.

Our request is for the addition of the language as represented by the underlined and red font.

### Requested Revisions to Intellectual Property Provisions

"Deliverables" means all of the goods, products, services, work, work product, items, materials and property to be created, developed, produced, delivered, performed or provided solely for the State and Agency by or on behalf of, or made available through, Contractor (or any agent, contractor or subcontractor of Contractor) in connection with this Contract.

#### 1.12 Intellectual Property

##### 1.12.1 Ownership and Assignment of Other Deliverables

Contractor agrees that the State and Agency shall become the sole and exclusive owners of all Deliverables. Contractor hereby irrevocably assigns, transfers and conveys to the State and the Agency all right, title and interest in and to all Deliverables and all intellectual property rights and proprietary rights arising out of, embodied in, or related to such Deliverables, including copyrights, patents, trademarks, trade secrets, trade dress, mask work, utility design, derivative works, and all other rights and interests therein or related thereto. Contractor represents and warrants that, upon Contractor's receipt of payment in full for the Deliverables, the State and the Agency shall acquire good and clear title to all Deliverables, free from any claims, liens, security interests, encumbrances, intellectual property rights, proprietary rights, or other rights or interests of Contractor or of any third party, including any employee, agent, contractor, subcontractor, subsidiary or affiliate of Contractor. The Contractor (and Contractor's employees, agents, contractors, subcontractors, subsidiaries and affiliates) shall not retain any property interests or other rights in and to the Deliverables and shall not use any Deliverables,



in whole or in part, for any purpose, without the prior written consent of the Agency and the payment of such royalties or other compensation as the Agency deems appropriate. Unless otherwise requested by Agency, upon completion or termination of this Contract, Contractor will immediately turn over to Agency all Deliverables not previously delivered to Agency, and no copies thereof shall be retained by Contractor or its employees, agents, subcontractors or affiliates, without the prior written consent of Agency. Notwithstanding the foregoing or any other provision hereof, Contractor shall retain ownership of all designs, inventions (whether or not patentable or reduced to practice), trade secrets, processes, methods, know-how, ideas, and other proprietary information, and all intellectual property rights therein, developed or acquired by or licensed to Contractor prior to the effective date of this Contract or independently from Contractor's performance under this Contract (collectively, "Contractor Intellectual Property"). Nothing in this Contract shall operate to transfer in whole or in part any ownership of or other interest in such Contractor Intellectual Property to State or Agency or any third party except as expressly set forth herein. Contractor hereby grants a limited, non-exclusive, royalty-free right and license to use Contractor Intellectual Property solely in connection with the use and maintenance of any Deliverables furnished under this Contract.



## EXHIBIT 9 – CERTIFICATION LETTER

August 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 **AVI Systems** 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

Christopher Mounts, CFO

Name and Title of Authorized Representative

8/5/2021

Date



## EXHIBIT 10 – AUTHORIZATION TO RELEASE INFORMATION

August 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:

AVI Systems, Inc. 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





RFP1821005285 AVI SYSTEMS  
TECHNICAL PROPOSAL  
August 5, 2021

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**

Christopher Mounts, CFO

**Name and Title of Authorized Representative**

8/5/2021

**Date**



## EXHIBIT 11 – MANDATORY SPECIFICATION

The Respondent shall answer whether or not it will comply with each specification in Section 4 of the RFP. Where the context requires more than a yes or no answer or the specific specifications so indicates, Respondent shall explain how it will comply with the specification. Merely repeating the Section 4 specifications may be considered non-responsive and result in the rejection of the Proposal. Proposals must identify any deviations from the specifications of the RFP or specifications the Respondent cannot satisfy. If the Respondent deviates from or cannot satisfy the specification(s) of this section, the Agency may reject the Proposal.

Requirement	AVI RESPONSE
4.1 Respondent will provide consulting services including equipment, software, layout, etc.	<p>AVI Systems will comply</p> <p>AVI is uniquely skilled within our industry to provide consulting services to deliver designs and solutions that work, which means it does more than satisfy a spec, it drives forward the organization and radically changes the way organizations work. Customers that follow our process often experience a 10 times growth in collaboration, a reduction in helpdesk requests and a cultural acceptance and support of the technologies deployed. This is because AVI's process is focused on people and their expectations, ease of scale and ease of support, and cost-effective designs that drive pervasive use. Our proven process defines how to design it right, how to deliver it easily and cost effectively, how to support it and how to measure the results.</p> <div data-bbox="235 1060 771 1386"> </div> <p>This process is referred to by AVI as our Proven Process. It has been successful for many organizations across varied business models including world-leaders in healthcare and classified engineering/scientific agencies that are part of our national security framework. We have mastered the specifics of each of the technologies, but more importantly, we are passionate about what these technologies do for our customers. It is the integration of technology, systems and human impact that we believe sets AVI apart from any competitor and perhaps more importantly makes customers long-term partners.</p> <ul style="list-style-type: none"> <li>• <b>PRO Development:</b> This is the consulting phase and defines User Groups, Use Cases, user experiences and workflow expectations and is the basis of the design and engineering work to be performed under the Pro Design phase. Pro Development discovers and defines the user expectations and outcomes the design is intended to accomplish. In this case, Pro Development services are defined as a Roadmap Session, defining expected outcomes and the general requirements and architecture needed to accomplish the overall goals. In some cases, the result of the Pro Development work effort is a recommendation for a Proof of Concept or Pilot phase,</li> </ul>



prior to full-scale enterprise production. In these cases, a Proof of Concept or Pilot will be scoped and proposed under a specific Pro Design proposal.	
4.2 Respondent will procure and provide recommended equipment.	AVI Systems will comply
<ul style="list-style-type: none"> <li>PRO Design: Pro Design builds on the discoveries made as part of Pro Development and applies the user expectations, workflows and use cases to specific engineering tasks. The result of the Pro Design work effort is a defined design, equipment list and Scope of Work that can be executed upon. In some cases, the Pro Design phase may include solutions that need to be evaluated as a Proof of Concept, or Pilot, prior to production.</li> </ul>	
4.3 Respondent will provide installation and implementation services.	AVI Systems will comply
<ul style="list-style-type: none"> <li>PRO Implementation: This phase is the execution of the Pro Design proposal as defined in the specific Scope of Work.</li> </ul>	
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.	AVI Systems will comply
AVI Systems, Inc. is a "Professional Electronics Systems Integrator" – as such it is important to have Standard Business Practices for Technical Services in place to properly fulfill our contractual obligations to our Customers in manner that provides quality, consistency, competitiveness, and desired profitability. Our operations and delivery team are trained on our Processes and Procedures and consistently follow our Technical Services Standard Business Practices.	
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.	AVI Systems will comply
<p>Coordination of work efforts is part of the regularly recurring project status meetings.</p> <ul style="list-style-type: none"> <li>As dictated by the magnitude of the project, status meetings are to be scheduled appropriately for the duration of the project and attended by the Account Executive, Engineering, Project Manager / Lead Technician, and others as needed – status meetings would not be a requirement for small projects however any project issues shall be communicated directly or by e-mail as appropriate</li> <li>A meeting minutes or summary shall be completed for inclusion to the project book to document the meeting occurrence and actions taken and to be completed</li> </ul>	



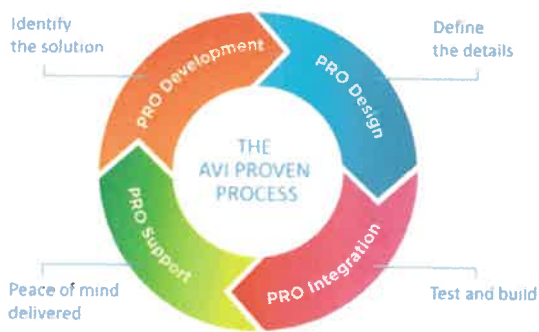
<ul style="list-style-type: none"><li>• Any issues related to the project are to be communicated and discussed</li><li>• Any Change Order needs for addition or deletion of equipment, services, or other costs that pertain to a project are to be discussed in full detail</li><li>• Project timeline and schedules are to be reviewed</li><li>• An action item list is to be developed, reviewed, and updated</li><li>• All action items are to be taken care of within one day of the meeting</li></ul>	
4.4 Respondent will provide general user training and administrator training.	AVI Systems will comply
<p>User and administrator training is a standard process as follows:</p> <ul style="list-style-type: none"><li>• Project Manager / Lead Technician is to coordinate the training to be done by themselves and/or engineering</li><li>• In addition to the Trainer assigned, attendees are to include the Account Executive, Project Manager / Lead Technician, and Service Manager<ul style="list-style-type: none"><li>○ The systems training shall include, but not limited to</li><li>○ Tour of the system(s) identifying locations of user and non-user equipment</li><li>○ Documentation, prepared by the trainer, to the end users demonstrating the complete usage of the system</li><li>○ Media materials for the display peripheral devices to illustrate their use</li><li>○ An interactive demonstration and hands-on use of all control devices</li></ul></li><li>• Documentation in print form is to be handed out to all participants</li><li>• An electronic copy of the PowerPoint and/or other training materials is to be kept with the project book</li></ul>	



## EXHIBIT 12 – CONSULTING SERVICES

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

AVI is uniquely skilled within our industry to provide consulting services to deliver designs and solutions that work, which means it does more than satisfy a spec, it drives forward the organization and radically changes the way organizations work. Customers that follow our process often experience a 10 times growth in collaboration, a reduction in helpdesk requests and a cultural acceptance and support of the technologies deployed. This is because AVI's process is focused on people and their expectations, ease of scale and ease of support, and cost-effective designs that drive pervasive use. Our proven process defines how to design it right, how to deliver it easily and cost effectively, how to support it and how to measure the results.



This process is referred to by AVI as our Proven Process. It has been successful for many organizations across varied business models including world-leaders in healthcare and classified engineering/scientific agencies that are part of our national security framework. We have mastered the specifics of each of the technologies, but more importantly, we are passionate about what these technologies do for

our customers. It is the integration of technology, systems and human impact that we believe sets AVI apart from any competitor and perhaps more importantly makes customers long-term partners.

- **PRO Development:** This is the consulting phase and defines User Groups, Use Cases, user experiences and workflow expectations and is the basis of the design and engineering work to be performed under the Pro Design phase. Pro Development discovers and defines the user expectations and outcomes the design is intended to accomplish. In this case, Pro Development services are defined as a Roadmap Session, defining expected outcomes and the general requirements and architecture needed to accomplish the overall goals. In some cases, the result of the Pro Development work effort is a recommendation for a Proof of Concept or Pilot phase, prior to full-scale enterprise production. In these cases, a Proof of Concept or Pilot will be scoped and proposed under a specific Pro Design proposal.
- **PRO Design:** Pro Design builds on the discoveries made as part of Pro Development and applies the user expectations, workflows and use cases to specific engineering tasks. The result of the Pro Design work effort is a defined design, equipment list and Scope of Work that can be executed upon. In some cases, the Pro Design phase may include solutions that need to be evaluated as a Proof of Concept, or Pilot, prior to production.



## EXHIBIT 13 – TECHNOLOGY

### Equipment and Software Procurement

AVI Systems partners with over 300 of the top manufacturers in the technology industry, including the following

360 Systems	Broadcast Pix	Grass Valley
ADC-Commscope	BTX	Haivision
AJA	Cambridge Sound	Hall Research
Alarm Products	Management	Harman
Allen And Heath	Catchbox	Hitachi
Alpha American	Christie	Hosa
AMK	Chyron	IDX
Analog Way	Cisco	Ikan
Anchor	Clear One Communications	Ikegami
Anixter	Clear-Com	Industrial Networking
Apantac	Clockaudio	Innovox
Artel Video	Cobalt Digital	JVC Pro
Asco	Community Prof	Keywest Technologies
Ashly	Loudspeakers	Klipsch
Atlas Sound	Compix Media	Kramer
Atlona	Comrex	Lectrosonics
Attero Tech	Conference Technology	Leightronix
Atto	Group	LG
Audio Technica	Connectrac	Libec
Audio Visual Furniture	Contemporary	Liberty Av Solutions
International Inc	Covid	Lifesize
Aurora Multimedia	Crestron	Listen
Avocent	Dana Innovations	Loud Technologies
Avteq	Draper	Lowell MFG
Barco	Dukane	Lumens
Belden	Eiki	Manfrotto\Bogen Imaging
Beyerdynamic	Elmo	Marshall Electronics
Biamp	Elo Touch	Masterclock
Black Magic Design	Epson	Maxxess
Blonder Tongue	Evertz	Media Vision
Bogen Communications	Exact Furniture	Mersive
Bosch	Extron	Middle Atlantic
Bose	Fujifilm - Fujinon	Milestone
Brightline	Gator Cases	Miller Camera Support
Brightsign	Gefen	Mimo Monitors
Broaddata Communications	Globalmed	Ncast





RFP1821005285 AVI SYSTEMS  
TECHNICAL PROPOSAL  
August 5, 2021

NEC  
Newtek  
Opticis  
Optoma  
OWI  
Pakedge  
Panasonic  
Peerless  
Planar  
Polycom  
Porta-Brace  
Premier Mounts  
Presonus Audio  
Qomo  
Qorus  
QSC  
Rane  
Renkus Heinz  
RGB Spectrum  
RHC Holding  
RNK Products

Ross Video  
Samsung Security  
Scala  
Scale Logic  
Sharp  
Shure  
Siemens  
Smart Technology  
Sony  
Sound Control  
Technologies  
Sound Management Group  
Sound-Craft Systems  
Soundtube  
SP Controls  
Spectrum Industries  
Starin Distributing  
Starleaf  
Stewart Filmscreen  
Symetrix  
Tascam

TBC Consoles  
Tightrope Media  
TOA  
Tvone Multimedia  
Ucworkspace-Quicklaunch  
Ultimate Support  
Utah Scientific  
Vidyo  
Viewsonic  
Visix  
Vitec Group  
Whirlwind  
Williams Sound  
Winsted  
Wohler  
Wolfvision  
Xtreme Power  
Zacuto  
Zoom Visual  
Communications



## Certifications

### PROGRAMMING

#### AMX

ACE Certification/Expert  
ACE Control Expert  
ACE Control Programmer  
Certification/Expert  
ACE Design/Expert  
ACE Installation/Expert  
AMX Solutions Master

#### CRESTRON

Certified Crestron  
Programmer

#### EXTRON

AV Associate (EAVA)  
Control Associate (ECA)  
Extron Certified XTP  
Systems Engineer

### NETWORKING

#### BICSI

Registered  
Communications  
Distributions

#### CISCO

CCNA Network  
Video Network Specialist  
Certification

#### COMPTIA

Network +  
Security +

#### MICROSOFT

Certified IT Professional  
Certified Systems  
Administrator (MCSA)  
Certified Systems Engineer  
(MCSE)

Gold Application  
Development

Gold Application  
Integration

#### Gold Cloud Customer

Relationship Management

#### Gold Cloud Platform

#### Gold Cloud Productivity

Gold Collaboration and  
Content

#### Gold Communications

#### Gold Datacenter

Gold Enterprise Mobility  
Management

Gold Small & Midmarket  
Cloud Solutions

#### Gold Windows and Devices

#### Silver Data Analytics

#### Silver Data Platform

#### Silver Messaging

Silver Project & Portfolio  
Management

#### SYMETRIX

Certified Pro

### DIGITAL SIGNAGE

#### AMX

ACE Digital Signage Expert

#### CRESTRON

Digital Media Certified  
Designer (DMC-D)

Digital Media Certified  
Engineer (DMC-E)

Digital Media Certified  
Technician

### VIDEO CONFRENCING

#### AVAYA

APDS (Scopia training)

APSS (Scopia)

#### CISCO

ATP Telepresence Video  
Master

CCNA Voice

Telepresence Video Sales

#### Engineer

Telepresence Video Sales  
Specialist

Video Network Specialist  
Certification

#### POLYCOM

Certified video  
conferencing Engineer  
(1+2)

RealPresence Platform  
Training

#### TANDBERG

Technical Certification

#### VIDYO

### AUDIO ENGINEERING

#### BIAMP

Audia, Tesira, and Vocia  
training courses

#### BSS

Soundweb London Training

### COLLABORATION

### TECHNOLOGY

#### CISCO

Digital Media Systems  
training

#### SMART

Certified Sales Professional  
Trained Installer  
Trained Technician  
Certified

#### SONIC FOUNDRY

Mediasite Technical

### NEW BROADCAST MEDIA

#### AVID

CONTRACTING (OTHER  
INDUSTRY)

### CERTIFICATIONS

LEED GREEN ASSOCIATE



AVI Systems established the Des Moines office in 1983. Since then we've been serving customers throughout the state of Iowa. Our fully staffed office includes administration, sales, technical services, service as well as fully equipped pre-assembly, warehouse and staging.

## AVI Des Moines IA



Daryl is responsible for the Technical Services team at the Des Moines facility. His background is in operational management and project management. He will oversee all aspects of the technical operation of this project.



Dan will be the lead engineer and ultimately responsible for all drawings, submittals, coordination of structural stamps, and any design details that arise based on site conditions.

- US District Courts – Courtroom Upgrades
- Des Moines Area Community College – Student Center, Newton Theatre
- Catholic Diocese of Des Moines – Headquarters
- Iowa Hall of Pride – Facility Remodel



**Corey Pederson** – Project Manager – CTS, CAPM, AQAV

Corey will be the project manager responsible for project deliverables, equipment ordering, project milestones, and issue resolution.

Past Experiences Includes:

- ARAG Corporate Facility – Project Manager
- Des Moines Area Community College – Black Box Theatre – Project Manager
- Des Moines Area Community College – Student Center - Project Manager
- Jewish Federation of Des Moines – Theatre – Project Manager
- Graceland University – Shaw Center Auditorium – Project Manager
- Xcel Energy Administration Building – Welch MN – Project Manager
- Iowa Office of the Chief Information Officer – Project Manager



## 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.

Whether we're installing in one location or at multiple sites, the PRO Integration phase of our Proven Process ensures that your system performs as promised – even before it's delivered. This phase begins with your dedicated AVI project manager confirming project details, key milestones and timelines for completion interfacing with customer key contacts and any designated third party service providers/vendors.

AVI Systems follows our best in class business processes to ensure successful project implementation:

### **FINAL DESIGN REVIEW**

- Engineering and/or Programmers are to prepare and review the following before turning over to installation technicians for integration
  - All drawings
  - Materials and hardware lists necessary for in-house as well as on-site integration
  - Control System Graphical Interfaces
  - Control System Source Codes

### **PROGRAMMING**

- The SIA Scope of Work is to clearly communicate the intent of control system functionality
- The programmer shall follow guidelines as set forth within the Control Programming Standards section
- The programmer is to prepare all graphic interfaces for submission to the customer before writing the source code
- The programmer shall, as appropriate, collaborate closely with the appointed customer representative for touch panel graphics <sup>1</sup>
- The programmer is to complete the writing of the source code prior to systems wiring being substantially complete
- The programmer is to have loaded all programs prior to the on-site preliminary systems testing
- The programmer is to complete the code, any revisions, or corrective actions within the project completion timeline and budget

---

<sup>1</sup> Project dependent – it may be the programmer is responsible for the graphics, the customer directly, the customer internal graphics department, or an outside graphic design firm.



- The final /current copy of compiled code shall be provided to the customer at the project site for availability if service is required.
- The programmer shall develop any user manuals or guides that may be required for training system users

#### **PRELIMINARY ONSITE WORK**

- As dictated by the magnitude of the project, a turnover meeting is to be scheduled to review the final engineering and is attended by the engineer, project manager / lead technician, and installation tech(s) assigned to the preliminary on-site work – this may not be a requirement for small projects however any communication shall be done directly or by e-mail as appropriate
- Installation technicians assigned are to initiate the following activities as scheduled by the Project Manager / Lead Tech prior to installation of rack and other prefabricated equipment
  - Wiring within sheet rock ceilings and walls
  - Projector sub-mount and lifts
  - Screen installation
  - Speaker and speaker back boxes
  - Cables pulls
  - All work performed is to adhere to the Installation Standards and Conventions section

#### **RACK INTEGRATION**

- As dictated by the magnitude of the project, a turnover meeting is to be scheduled to review the final engineering and is attended by the engineer, project manager / lead technician, and installation tech(s) assigned to in-shop rack wiring – this may not be a requirement for small projects however any communication shall be done directly or by e-mail as appropriate
- Project manager is to verify of receipt of equipment for rack integration
- All equipment racking, wiring, and labeling is to adhere to the Installation Standards and Conventions
- Any source code loading and programming, and temporary connections is performed for preliminary systems testing
- The Project Manager / Lead Technician is to perform a final inspection prior to preparation of the rack for on-site delivery





## **ONSITE INSTALLATION**

- As dictated by the magnitude of the project, a turnover meeting is to be scheduled to review the final engineering and is attended by the engineer, project manager / lead technician, and installation tech(s) assigned to the on-site work installation work – this may not be a requirement for small projects however any communication shall be done directly or by e-mail as appropriate
- Installation technicians assigned are to initiate the following activities as scheduled by the Project Manager / Lead Tech
  - Physical installation of racks and other equipment
  - System wiring completion, termination, labeling, and cable dressing
  - Perform corrective actions on all punch list items in a timely manner
  - Communicate and document all field changes back to the Project Manager / Lead Technician for inclusion in the Job Status Meetings and final documentation
- All work performed is to adhere to the Installation Standards and Conventions
- The Project Manager / Lead Tech shall perform preliminary systems testing; document punch list items, issues, and problems discovered; and communicate as appropriate to engineering, programming, and installation technicians the corrective actions needed

## **FINAL SYSTEMS TESTING**

- The Project Manager / Lead Technician and/or appropriate engineering resources are scheduled to perform final system testing with designated customer representative for oversight and confirmation
- Punch list items, issues, and problems discovered are to be documented and communicated as appropriate to engineering, programming, and installation technicians to have the corrective actions performed
- Customer system training and turnover are not to occur until all punch list items have been corrected
- All work performed is to adhere to the Installation Standards and Conventions

## **SYSTEM TRAINING**

- Project Manager / Lead Technician is to coordinate the training to be done by themselves and/or engineering
- In addition to the Trainer assigned, attendees are to include the Account Executive, Project Manager / Lead Technician, and Service Manager
- The systems training shall include, but not limited to
  - Tour of the system(s) identifying locations of user and non-user equipment



- A PowerPoint presentation, prepared by the trainer, to the end users demonstrating the complete usage of the system
- Media materials for the display peripheral devices to illustrate their use
- An interactive demonstration and hands-on use of all control devices
- The PowerPoint presentation in print form is to be handed out to all participants
- An electronic copy of the PowerPoint and/or other training materials is to be kept with the project book

#### **SERVICE TURNOVER**

- The service turnover is to coincide with the system training
- The Service Manager is to explain level of service coverage purchased, appropriate service contacts, and the procedure for requesting service
- A copy of the above material is to be left with the customer

#### **CERTIFICATE OF COMPLETION**

- The Certificate of Completion will provide confirmation of the project being complete
- The Account Executive and Project Manager / Lead Technician or TS Manager will meet with the customer to review the project
- The Account Executive will obtain the customer signature to the Certificate of Completion and Project manager
- The Certificate of Completion Copies will be distributed to administration, the job file, and the technical services project book

#### **FINAL AS-BUILT DOCUMENTATION PRODUCTION AND DELIVERY**

- The Project Manager / Lead Technician will provide all marked up drawings to Engineering within 5 days of the completion of the project
- Engineering will complete all final as-built documentation within 5 days of receipt
- The Project Manager / Lead Technician will deliver all final as-built documentation, equipment manuals, and any other project deliverable to the Customer within 30 days of the Certificate of Completion
- The final as-built documentation will be filed within the project book per the Internal Technical Services Standards



## EXHIBIT 15 – QUALITY CONTROL

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

AVI Systems ascribes to the AV9000 standard for Quality Assurance. This standard created by the Association for

Quality in Audio Visual Technology ([www.AQAV.org](http://www.AQAV.org)) represents the culmination of 8 years of development by a wide representation of Industry experts. It is the de facto standard checklist set for designing and closing out projects defect free.



With 30+ AQAV Certified Team Members (a mix of Certified Quality Designers & Certified Quality Technicians), and a sitting Board Member/Educator, AVI Systems is heavily invested in AV9000 Quality Delivery for our Customers.

By applying the AV9000 review processes and checklists potential defects are discovered and closed prior to turnover of quote and systems.

AVI Systems applies “Peer Review” processes to large or complex projects. Peer Reviews enable a fresh, unbiased look at all aspects of the design. This effort allows us to close gaps in designs and documentation details. Create clear, concise, and complete packages that expedite delivery and set the Teams up for success in the field.

To further ensure that all parties fully understand the definition and requirements of the Project AVI has developed our own, purpose-built Risk Register. The RR is a living document that enables us to clarify critical concerns and details of the Project, potential challenges in the delivery, and to have a thoughtful plan to overcome those challenges should they arise. Construction Projects are fluid and have changing conditions, and the AVI Risk Register enables us to map those potential changes and engage the Teams to make them a minimally impacting as possible.



## EXHIBIT 16 – WARRANTY

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

To the extent AVI receives any warranties from a manufacturer on Equipment; it will pass them through to Customer to the full extent permitted by the terms of each warranty. Factory warranties vary by manufacturer, and no additional warranties are expressed or implied. However, to best support our customers in getting the expected outcomes from their technology investments AVI Systems offers comprehensive and flexible Managed Services packages to help IT leaders take charge of their organization's collaboration ecosystems.

Managed Services are all services to ensure Day 2 operations runs smoothly in the enterprise. AVI Systems is an extension of our client's IT team focusing on our technology specialties.



- Customer Care – Customer Care is the ongoing care and maintenance services delivered to keep your collaboration solution functioning as originally designed and installed.
- AVI Insight – AVI Insight is our Technology Management Platform for monitoring and management of multi-vendor environments.
- Meeting Services –
- Licensing for Cloud Collaboration Platforms (many to many) and Streaming Services (one to many)
- Conference Production – reservations, call launch, meet & greet, call monitoring.
- Strategic On-site Staffing – Full-time resource on site to support collaboration technology and users.
- Advocate Services – Advocate Services to add capacity and capability to IT teams to round out service operations.



AVI Standard practice is to provide knowledge transfer of installed systems. Training is documented and signed-off using our standard System Training Record.

Our goal is to provide our customers with a complete training program that will enable their technology managers and end-users to maximize their collaboration experience. We start by offering a complete understanding of the collaboration equipment and service so that the end-users feel comfortable fully utilizing the technology on their own.

with AVI Systems  
Personal  
presentations

# BOB DYLAN

Bob Dylan is the first American country singer to perform in a country style. He is known for his songs and his guitar playing. He is also a poet and a writer.

- Bob Dylan is the first American country singer to perform in a country style.
- He is known for his songs and his guitar playing.
- He is also a poet and a writer.
- He is known for his songs and his guitar playing.
- He is also a poet and a writer.

Bob Dylan is the first American country singer to perform in a country style. He is known for his songs and his guitar playing. He is also a poet and a writer.

ClickShare is the first American country singer to perform in a country style. He is known for his songs and his guitar playing. He is also a poet and a writer.

## ClickShare

The one click wonder!

3 easy steps

1. Connect the ClickShare receiver to the laptop.

2. Click the ClickShare button on the laptop.

3. The presentation is shared on the screen.

- Connect the ClickShare receiver to the laptop.
- Click the ClickShare button on the laptop.
- The presentation is shared on the screen.

ClickShare is the first American country singer to perform in a country style. He is known for his songs and his guitar playing. He is also a poet and a writer.

Bob Dylan has video conferencing abilities, this feature is enabled for AVI Systems internal use only.



## EXHIBIT 18 – CUSTOMER SERVICE

- Describe Respondent's ongoing customer support plan.
- Describe response times on service requests.
- Describe Respondent's communication plan.
- What location/office will serve as the primary consultant office for the State?
- Describe the process Respondent employs when a customer is dissatisfied with the service it has been provided.

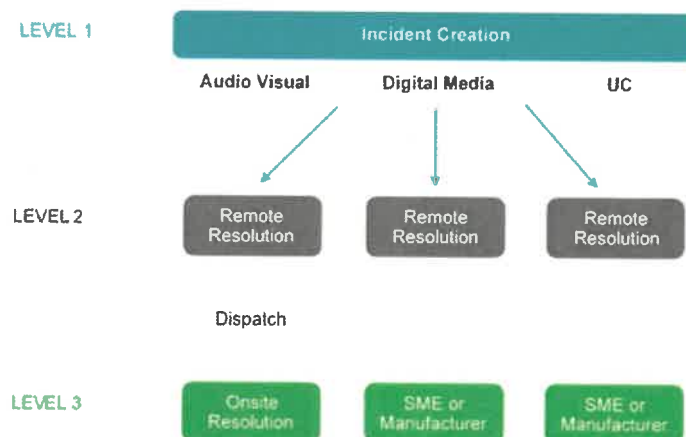
### AVI Systems - System Support Agreement Coverage

AVI Systems offers comprehensive and flexible managed service packages to apply our expertise and proven process to support your collaboration ecosystem. AVI Systems will perform the services below for covered Systems.

Services	Covered Systems
Incident Management Support - Level 1, Level 2, Level 3	✓
3rd Party Escalation	✓
Onsite Dispatch	✓
Advanced Parts Replacement	✓
Loaner Equipment	✓
Software Update Assistance	✓
Asset Management	✓
System Training	✓
System Health Checks	✓

### Support Workflow

AVI Systems delivers Incident Management in a tiered workflow model that provides entry at Level 1 for initiation of trouble tickets. If issues are not resolved at Level 1, incidents are escalated to technology specific resolver groups for Level 2 and Subject Matter Experts or manufacturer partners for Level 3.







### **Incident Management - Support - Level 1, Level 2, Level 3**

The AVI Global Support Center (GSC) is the initial contact point for end users to report issues and place incident requests. Level 1 support is available via phone and email. Upon identification of an issue, whether reported from a user (reactive) or via endpoint and infrastructure monitoring activities (proactive), the GSC engages to restore service to normal operations.

Incident Management responsibilities include:

- Open detailed incidents in the Customer Relationship Management (CRM) system for all issues reported or alerted on
- Provide electronic receipt notification for each incident
- Provide Level 1 triage and technical support
- Perform remote trouble isolation, resolution or escalation to Level 2, Level 3 or 3rd party
- Ongoing status updates and case management through incident resolution

All Managed Services plans provide access to AVI live audio customer support.

### **3rd Party Escalation**

When allowed based on customer maintenance agreements and manufacturer maintenance policies, AVI will act as the vendor of record for the customer and be the communication point between the customer and the vendor – coordinating times for onsite repair, coordinating RMA tasks, and coordinating visits between the vendor and the customer.

### **Onsite Dispatch**

When an incident or problem cannot be diagnosed remotely, AVI Global Support Center (GSC) will escalate the incident to the local AVI office for Priority Support to dispatch a technician to perform diagnostics and repair.

The technician will perform diagnostics and review:

- Internet and network connectivity.
- Component functionality and compatibility.
- System error codes.
- Equipment failure.

When the technician identifies the problem, AVI will determine:

- Repairs
- Replacement parts
- Equipment returns to the manufacturer
- Software or firmware updates or identification of incompatible revisions



- Acceptance testing

#### **Advanced Parts Replacement**

AVI Systems provides advanced replacement of failed hardware components covered under a Customer Care agreement. If AVI Systems support representative determines that a replacement part is required to resolve an incident, the replacement part(s) will come from:

- Manufacturer based on their specific their warranty policies
- Manufacturer when additional coverage is purchased based on their policies

AVI Systems will use best efforts to process replacement part orders same day in order to meet local carrier pickup schedules. Includes coverage for shipping to/from manufacturer for equipment sent to for warranty diagnosis, repair or exchange. AVI also provides for recycling of equipment covered in a system or consumables with no additional fees.

#### **Loaner Equipment**

AVI Systems can provide loaner projectors and displays to keep systems functioning during the parts replacement process.

#### **Software Update Assistance**

Software updates may be required to fix a defect, patch a security issue, or simply as a prerequisite to renewing a software maintenance contract. AVI Systems provides labor to implement updates of existing software to correct software errors and/or resolve incidents. Where possible, software upgrade includes trialing of the software in a lab environment, backing up the configuration, downloading the new software, restoring the configuration, and endpoint recertification.

#### **Asset Management**

AVI Systems tracks asset information for the individual electronic components of a System.

#### **System Training**

AVI Systems provides user orientation to cover the use, care, and maintenance of covered systems. User training can be onsite or recorded, or a combination of both. System training includes:

- System Overview
- Basic User Operation
  - Includes a one-page laminated Quick Start guide for each room type
  - Paper copies for all attendees
- Review of Selected Pro Support Plan
  - How to contact support



### System Health Checks

AVI has a methodology to perform preventative maintenance visits to recertify systems and keep equipment operating at peak performance. System Health Check visits follow the original functional and technical specifications of the system, and include cleaning, adjustments, functional tests, and replacement of parts.

### Entitlement Service Levels

Entitlement	Definition	System Support	Unified Communications	Digital Media	Service Level
Incident Management	AVI Systems provides Priority Support to troubleshoot, remediate, and escalate all Incidents through to resolution.	Included	Included	Included	Remote initiation within two (2) business hours, Monday through Friday during standard hours (8am-5pm local time, excluding holidays)
Remote Support	AVI Systems provides remote Priority Support for supported systems to diagnose and resolve incidents.	Included	Included	Included	Remote response within (8) business hours, Monday through Friday during standard hours (8am-5pm local time, excluding holidays)
Onsite Support	AVI Systems provides Priority Support for technician dispatch to the client location to diagnose and resolve an Incident.	Included	Not Included	Not Included	Onsite response within eight (8) business hours, Monday through Friday during standard hours (8am-5pm local time, excluding holidays)



Entitlement	Definition	System Support	Unified Communications	Digital Media	Service Level
Advanced Parts Replacement	AVI Systems provides advanced replacement of failed hardware components. Does not include Consumables or Obsolete Equipment.	Included	Included	Included	Repair and/or replacement is manufacturer dependent. Loaner Equipment on Best Effort basis
Software Update Assistance	AVI Systems provides labor to implement updates of existing software to correct software errors and/or resolve incidents	Included	Included	Included	
System Training	AVI Systems conducts user training to cover operation of the system and how to contact AVI Systems for support. Technical, Administrative, or Product Specific training is available separate from this agreement.	Included	Not Included	Not Included	Remote user training, scheduled at least one (1) week in advance
System Health Checks	AVI Systems personnel perform preventative maintenance. Includes cleaning, adjustments, functional tests, and replacement of parts to keep the system equipment in efficient operating condition.	Included	Not Included	Not Included	Two (2) System Health Checks per year, each scheduled at least one (1) week in advance
Asset Management	AVI Systems tracks asset information for Systems.	Included	Included	Included	



## EXHIBIT 19 – PERFORMANCE BASED CRITERIA

As outlined in EXHIBIT 14, AVI Systems provides Final System Testing and System Certification as a measure of our performance. Final Certification and sign off is provided by customer designated representative.

AVI Systems does not provide incentives or disincentives associated with the systems that we install and service. The Certification Checklist and Record are provided below:



## System Certification Checklist and Record (Commissioning)

This document represents equipment and processes checked within the AV System(s) identified below to determine if the system(s) achieves the client's objectives, and that the system is fully functional and performs in accordance with its intended original design specifications. Any noted issues not corrected at the time of the service will be assigned a "Due Date" for resolution.

Company:			Contract Number:	(if service purchased)	
Contact:			Project No.:		
Street Address:			Service Date & Time:		
City, State, Zip:			Technician:		
Phone:			Programmer:		
Email:			Bldg/Floor/Room Name:		

Devices					
Manuf.	Model	Serial Number	Firmware Version	MAC Address	IP Address

Item Description	Pass	Fail	N/A	Comments
<b>Overall System Install</b>				
Verify racks are clean and blanks and vents are installed in unused rack spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verify system cabling is <u>hooked</u> up per system flow diagrams and drawings are highlighted and redlined	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verify all cabling is <u>labeled</u> per system flow diagrams	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verify proper "Up and Down Limits" have been set on all motorized screens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verify proper functions of all pop-ups, wall plates, floor boxes, lecterns, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verify all CAT5/6 cabling has been tested and passed with a LAN certifier. LAN certifier equipment used: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verify all equipment's air intake filters and exhaust vents are clean	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verify all system devices are physically clean (vacuumed, wiped down, dusted, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verify table and floor surfaces have been wiped down and/or vacuumed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verify all garbage, wire, and remaining product have been discarded or arranged to be taken off site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verify all manuals, remotes, and user cables are collected and given to the client	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Take photos: rack front, rack rear, displays/projectors, overall wide shot, overall control room, any logic wiring, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

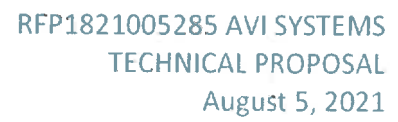




Item Description	Pass	Fail	N/A	Comments
<b>Audio System Performance</b>				
Verify all sources produce nominal operating levels and coverage uniformity with the system volume control at 'normal' level	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verify all speaker and microphone zone placements match the drawings; if no drawings, create one on last graph page	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verify all sources route correctly to destinations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verify all speakers are tapped correctly according to drawings and make sure specific channels on the amplifier are set according to speaker type (8ohm or 70V)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verify proper operation of all speakers and that they do not cause any vibrations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
If possible, make sure all microphones are passing signal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Video System Performance</b>				
Verify all projected displays are focused, centered, evenly illuminated, and the image is rectangular and proportional	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verify all sources are functional and route properly to all the displays and destinations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verify all sources (NTSC, RGBHV, Digital) provide optimum brightness, contrast, and color to the displays	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verify operational functions of all playback devices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verify the native resolution of the displays	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Make sure that any scalers connected to display devices are scaling to the native resolution of the connected display	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verify all <u>Analog</u> PC Resolutions using customers laptop (if available, if not, use yours or your generator):				
1280x720p 60Hz 16:9	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1280x800 60Hz 16:10	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1280x1024 60Hz 4:3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1366x768 60Hz 16:9	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1400x1050 60Hz 4:3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1600x900 60Hz 16:9	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1920x1080p 60Hz 16:9	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verify all <u>Digital</u> PC Resolutions using customers laptop (if available, if not, use yours or your generator):				
1024x768 60Hz 4:3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1280x720p 60Hz 16:9	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1280x800 60Hz 16:10	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1280x1024 60Hz 4:3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1366x768 60Hz 16:9	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1400x1050 60Hz 4:3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1440x900 60Hz 16:10	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1600x900 60Hz 16:9	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1680x1050 60Hz 16:10	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1920x1080p 60Hz 16:9	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1920x1200 60Hz 16:10	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Video Conference System Performance</b>				
Verify all camera PTZ controls perform correctly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verify content sharing (if applicable)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verify proper operation of outgoing and incoming calls (if there is no DSP in the system for the Audio Engineer to program)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



Item Description	Pass	Fail	N/A	Comments
<b>Conferencing</b>				
Verify incoming/outgoing internal/external audio and video calls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verify full duplex when near and far-end participants are speaking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verify proper operation of touch-tones when dialing into a bridge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verify proper operation of auto-disconnect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verify proper operation of echo canceller for all microphones	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verify echo canceller is disabled within codec	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verify proper input and output levels within codec	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verify both audio and video call participants can hear one another	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Control System</b>				
Verify program conforms to Clients standards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verify control of all equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verify DSP blocks and presets are being controlled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verify DSP settings on system shutdown/startup	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verify all IP addresses are set	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verify all dates and times are accurate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verify all firmware is up to date on all equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Confirm drawings are accurate to the way the system was actually installed, check redlines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Save design to device network and AVI Systems P: drive. Subcontractors submit files back to AVI PM.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Microphones</b>				
Verify proper gain, processing, and routing for all inputs/outputs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verify wireless microphones do not drop out	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verify reinforced microphones do not go into feedback	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verify proper operation of all microphone logic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Reinforcement</b>				
Verify reinforced mics do not go into feedback when set to a maximum volume	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verify reinforced mics are routed to proper speaker zones	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Verify all types of reinforced talkers are heard evenly throughout the room	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Issues / Actions To Be Performed</b>				<b>Responsible Party</b>



Signatures			
Printed Name	Signature	Title	Date

--	--	--	--



## EXHIBIT 20 – CONSULTING SERVICES

AVI Systems can provide a host of other services. Pricing for services depend on specific scope and requirements.

### Strategic Onsite Staffing

AVI's Strategic Staffing offer allows you to get the skilled resources you need at your location on a full-time basis. We understand the importance of having someone on the spot to support your users and your technology. We work with you to identify the specific skills needed to support your collaboration ecosystem and match that to the proper resource for the job.



Preventative Maintenance



Troubleshooting + Repair



Meeting + Event Support

### AVI Insight

AVI Insight is our technology management platform for monitoring and management of your collaboration ecosystem. Our platform is purpose-built and developed in-house to transform your AV and IT organizations from reactive to proactive. Insight alerts on major and critical issues and outages and reports on uptime and utilization to help your organization stay ahead of tech failures and make informed decisions about your collaboration roadmap.

There are plenty of monitoring tools out there, and these tools flood IT and support teams with lots of noise. This makes it difficult to know what is important.

Our Event Management filters the alerting to identify the actionable events.

Workflow Automation opens the incident/ticket in our ITSM system with data so our technicians can start troubleshooting right away.

Reporting and Analytics are critical for strategic decision making. What's working, what's not.

Technology Management Platform to transform **data** into **actionable events** and **focused knowledge**

Real Time ► Multi-Platform ► Multi-Vendor

SERVICES	AVI INSIGHT
PROACTIVE MONITORING	✓
INCIDENT MANAGEMENT	✓
REPORTING & ANALYTICS	✓
WORKFLOW AUTOMATION	✓
INTEGRATION WITH EXISTING TOOLS	✓
MONTHLY	

Insight is AVI's Intellectual Property and we continue active development of the tool to stay current with new technology. We are also able to pull other manufacturer and platform alerts, like Zoom, into Insight to augment that monitoring and provide that information in a single pane of glass.



## Meeting Services

AVI's Meeting Services provide a full range of support for collaboration and meetings. In addition to licensing for cloud meeting platforms like Zoom and WebEx, AVI also provides end user support on all collaboration platforms. Our white glove service for reservations, call launch with meet & greet, and call monitoring provides 24x7, global specialists at the ready, so your users can focus on the meeting content and not worry about the technology.

We also support high profile Events with specialized hardware and resources on site to ensure successful technical production.

## White glove support to propel collaboration

- Cloud Meeting Licenses
- Conference Production
  - Reservations
  - Call Launch
  - Meet & Greet
  - Call Monitoring
- Event Support





## EXHIBIT 21 – ADDENDUMS



Governor Kim Reynolds  
Lt Governor Adam Gregg  
Adam Steen, Director

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.

*Linda Civitillo*

Signature

August 4, 2021

Date

Linda Civitillo, Director Sales Operations

Typed or Printed Name





RFP1821005285 AVI SYSTEMS  
TECHNICAL PROPOSAL  
August 5, 2021



Governor Kim Reynolds  
Lt. Governor Adam Gregg  
Adam Steen, Director

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.

*Linda Civitillo*

Signature

August 4, 2021

Date

Linda Civitillo, Director Sales Operations

Typed or Printed Name



## EXHIBIT 22 – REQUEST FOR CONFIDENTIALITY

The Respondent must sign and submit with the Proposal the document included as Attachment #3 Form 22 – Request for Confidentiality


### 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.*

<u>AVI Systems, Inc.</u>	<u>1821005285</u>	<u>AVI Technology Consultation, Equipment, and Installation</u>
Company	RFP Number	RFP Title
<u></u>	<u>CFO</u>	<u>8/5/2021</u>
Signature (required)	Title	Date