

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES (DAS)  
AUDIO/VISUAL (AV) TECHNOLOGY  
CONSULTATION, EQUIPMENT AND INSTALLATION  
RFP NUMBER RFP1821005285

PREPARED BY:

BID TEAM

11653 ADIE ROAD

MARYLAND HEIGHTS, MO 63043

(314) 993-1400

AUGUST 5, 2021



**CONFIDENTIAL NOTICE**

This document contains information confidential and proprietary to Conference Technologies, Inc. ®.

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## A MESSAGE FROM OUR PRESIDENT &amp; CEO

## Welcome to Conference Technologies, Inc.

Your success is our success. It takes a winning team to get results and we have aligned our company as a premiere AV-IT provider to ensure your technology investment will provide value as systems continue to advance.

On behalf of everyone at Conference Technologies, Inc. I would like to thank you for this opportunity to share an in-depth look at our company and the many solutions and services we provide.

Our dedication and reputation have positioned us as one of the fastest growing, well known, and respected audiovisual solutions providers in the country. This has allowed us to acquire the best, most experienced talent in the industry to cultivate our foundation of organizational development, hard work, and solid relationships with our clients.

We are committed to identifying the current and future needs of our clients and work to build cost efficient, quality solutions. Our customer satisfaction is the best in the industry because we listen, learn, anticipate, and respond to our clients' needs and goals with focus and care.

I hope that you will discover valuable insight into our history, expertise, and commitment to sustainability in this extensive profile.

Thank you for your interest and consideration. We look forward to working with you soon.

Sincerely,



**John Laughlin**  
President and Chief Executive Officer



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**RFP1821005285 – CONFERENCE TECHNOLOGIES, INC. – TECHNICAL PROPOSAL**

**EXHIBIT 1 – TRANSMITTAL LETTER**

August 5, 2021

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

From: Tim Wright  
 VP System Integration  
 Conference Technologies, Inc.  
 Phone: 515-297-8740  
 Fax: 855-329-2844  
 E-mail: [twright@conferencetech.com](mailto:twright@conferencetech.com)  
 Address: 333 SW 9th Street Suite N  
 Des Moines, IA 50309

RE: RFP1821005285  
 Audio/Visual (AV) Technology Consultation, Equipment, and Installation

| Document Type | Date     | Description |
|---------------|----------|-------------|
| Submittal     | 8/5/2021 | Proposal    |

Dear Bobbi Pulley,

Conference Technologies, Inc. (CTI) appreciates the opportunity to provide a proposal for the Audio/Visual (AV) Technology Consultation, Equipment, and Installation scope for the Iowa Department of Administrative Services. Our response includes a complete proposal based on the project specifications and scope of work defined by the Iowa Department of Administrative Services

We appreciate your consideration. The specifics of the project have been thoroughly reviewed by Conference Technologies, Inc. I am confident that Conference Technologies, Inc. is positioned to deliver solutions that meets your high expectations. My team and I look forward the opportunity demonstrate our exceptional workmanship and customer service.

Please use Tim Wright as your principal point of contact. He can be reached at 515-297-8740 or [twright@conferencetech.com](mailto:twright@conferencetech.com).

We look forward to meeting with your team during your evaluation process and are confident that you will find the CTI proposal your best choice.

Sincerely,  
 Tim Wright



VP System Integration  
 Conference Technologies, Inc.

## EXHIBIT 2 – EXECUTIVE SUMMARY

**Conference Technologies, Inc.** is submitting the following proposal to provide Audio/Visual consultation, equipment, and installation services for the purpose of installing and integrating AV technologies for participating entities across the State of Iowa. Our proposal covers our experience in providing current AV technologies and products, System designs and configurations to meet individual project goals and providing the AV solutions that will meet the budget constraints.

Conference Technologies, Inc. is capable and prepared to provide the support this RFP needs from our three (3) Iowa offices and/or the surrounding offices such as Omaha, Kansas City, St. Louis, Peoria. In total we have 27 offices that can provide support to our other locations when needed.

Conference Technologies, Inc. acknowledges and agrees that I have carefully read and fully understand all of the terms, and conditions of this Request for Proposal (RFP1821005285)

### EXHIBIT 3 – FIRM PROPOSAL TERMS

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

- Conference Technologies agrees to hold terms of proposal, including pricing, firm for a period of 120 days.

**EXHIBIT 4 – RESPONENT BACKGROUND INFORMATION**

The Respondent shall provide the following general background information:

- Does your state have a preference for instate Contractors? Yes or No. If yes, please include the details of the preference.
  - Answer: Conference Technologies, Inc. is an in-state contractor.
- 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.

Tim Wright  
Conference Technologies, Inc.®  
333 SW 9th Suite N  
Des Moines, IA 50309  
**Direct:** 515-297-8740  
**Office:** 515-280-9800  
**Fax:** (855) 329-2844  
[TWright@conferencetech.com](mailto:TWright@conferencetech.com)

- Form of business entity, e.g., corporation, partnership, proprietorship, or LLC.
  - Answer: Please see pages that follow.
- Copy of W-9.
  - Answer: Please see pages that follow.
- State of incorporation, state of formation, or state of organization.
  - Answer: Please see pages that follow.
- 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.

**3513 Vine Court  
Davenport, IA 52806  
Office: 563-359-1825**

**820 North 15<sup>th</sup> Avenue  
Hiawatha, IA 52233  
Office: 319-363-81**

- Number of employees.
  - Answer: Please see pages that follow.
- Type of business.
  - Answer: Please see pages that follow.

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

Tim Wright  
Conference Technologies, Inc.®  
333 SW 9th Suite N  
Des Moines, IA 50309  
**Direct:** 515-297-8740  
**Office:** 515-280-9800  
**Fax:** (855) 329-2844  
[TWright@conferencetech.com](mailto:TWright@conferencetech.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.
  - Answer: Conference Technologies, Inc. will self-perform all audiovisual work.
- Respondent's accounting firm.
  - Answer: CliftonLarsonAllen LLP
- Awarded Respondent will be required to register to do business in Iowa before payments can be made. For Contractor registration documents, go to: <https://das.iowa.gov/procurement/vendors/how-to-business>.
  - CTI is registered in the state of Iowa.

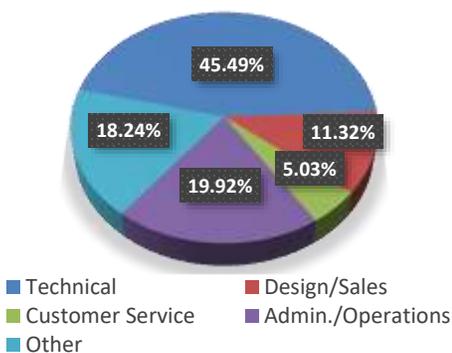
PROFILE AT A GLANCE

|                              |  |
|------------------------------|--|
| Corporate Name:              | Conference Technologies, Inc. ®  |
| Date of Establishment:       | October 11, 1988   |
| Type of Organization:        | Privately Held Corporation (S-Corp)  |
| Headquarter Address:         | 11653 Adie Road, Maryland Heights, MO 63043  |
| Website:                     | www.conferencetech.com   |
| Locations:                   | 27   |
| Number of Employees:         | 420+ full and part-time  |
| Armed Forces Veterans:       | 26+  |
| Founder(s):                  | Jane & Dennis Woodhouse (1988-2011)  |
| Owner(s):                    | Mary Laughlin (51%) / John Laughlin (49%) (2011-Present)   |
| Industry:                    | Audiovisual/Technology/Telecommunications/B2B  |
| NAICS                        | 334290   |
| CSI:                         | Division 27 (10,11,13,15,40,41,42,51) – Communications<br>Division 28 – Electronic Safety and Security |
| Contracts Vehicles Approved: | GSA (GS-03F-0124Y)/NAICS   |

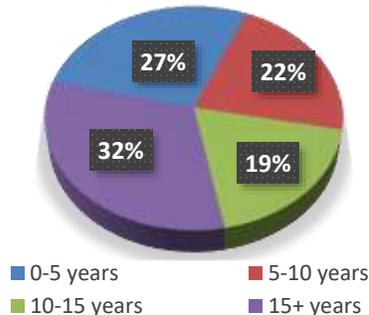
-  Completed more than 2,000 projects in 2020.
-  Completed more than 11,000 Projects Worldwide
-  Average Contract for 2020 \$73,196
-  2020 Largest Contract \$4,258,825
-  Supporting more than 1,500 Service Contracts
-  Completed projects in over 25 different countries.



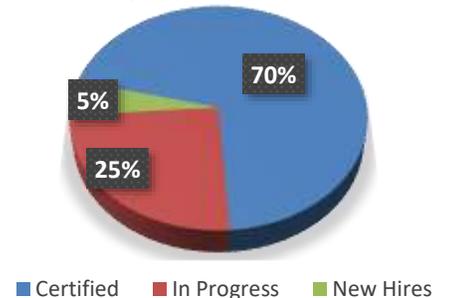
**Employee Breakdown**



**Employees Experience**



**Employees Certified**



Form **W-9**  
(Rev. October 2018)  
Department of the Treasury  
Internal Revenue Service

## Request for Taxpayer Identification Number and Certification

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

▶ Go to [www.irs.gov/FormW9](http://www.irs.gov/FormW9) for instructions and the latest information.

|   |   |  |
|---|---|--|
| Print or type. See Specific Instructions on page 3. | <p><b>1</b> Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.<br/><b>Conference Technologies, Inc.</b></p> <p><b>2</b> Business name/disregarded entity name, if different from above</p> <p><b>3</b> Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check <b>only one</b> 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><b>Note:</b> Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is <b>not</b> disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.</p> <p><input type="checkbox"/> Other (see instructions) ▶ _____</p> | <p><b>4</b> Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):</p> <p>Exempt payee code (if any) <u>5</u></p> <p>Exemption from FATCA reporting code (if any) _____</p> <p><small>(Applies to accounts maintained outside the U.S.)</small></p> |
|   | <p><b>5</b> Address (number, street, and apt. or suite no.) See instructions.<br/><b>11653 Adie Rd.</b></p> <p><b>6</b> City, state, and ZIP code<br/><b>Maryland Heights, MO 63043</b></p> <p><b>7</b> List account number(s) here (optional)</p>  | <p>Requester's name and address (optional)</p>   |

### Part I Taxpayer Identification Number (TIN)

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

|   |   |   |   |   |   |   |   |   |   |   |  |
|---|---|---|---|---|---|---|---|---|---|---|--|
| Social security number  |   |   |   |   |   |   |   |   |   |   |  |
| <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="border: 1px solid black; width: 20px; height: 20px;"></td> <td style="border: 1px solid black; width: 20px; height: 20px;"></td> <td style="border: 1px solid black; width: 20px; height: 20px;"></td> <td style="border: 1px solid black; width: 20px; height: 20px;"></td> <td style="border: 1px solid black; width: 20px; height: 20px;"></td> <td style="border: 1px solid black; width: 20px; height: 20px;"></td> <td style="border: 1px solid black; width: 20px; height: 20px;"></td> <td style="border: 1px solid black; width: 20px; height: 20px;"></td> <td style="border: 1px solid black; width: 20px; height: 20px;"></td> <td style="border: 1px solid black; width: 20px; height: 20px;"></td> </tr> </table>   |   |   |   |   |   |   |   |   |   |   |  |
|   |   |   |   |   |   |   |   |   |   |   |  |
| OR  |   |   |   |   |   |   |   |   |   |   |  |
| Employer identification number  |   |   |   |   |   |   |   |   |   |   |  |
| <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="border: 1px solid black; width: 20px; height: 20px; text-align: center;">4</td> <td style="border: 1px solid black; width: 20px; height: 20px; text-align: center;">3</td> <td style="border: 1px solid black; width: 20px; height: 20px; text-align: center;">-</td> <td style="border: 1px solid black; width: 20px; height: 20px; text-align: center;">1</td> <td style="border: 1px solid black; width: 20px; height: 20px; text-align: center;">5</td> <td style="border: 1px solid black; width: 20px; height: 20px; text-align: center;">0</td> <td style="border: 1px solid black; width: 20px; height: 20px; text-align: center;">1</td> <td style="border: 1px solid black; width: 20px; height: 20px; text-align: center;">7</td> <td style="border: 1px solid black; width: 20px; height: 20px; text-align: center;">1</td> <td style="border: 1px solid black; width: 20px; height: 20px; text-align: center;">3</td> </tr> </table> | 4 | 3 | - | 1 | 5 | 0 | 1 | 7 | 1 | 3 |  |
| 4   | 3 | - | 1 | 5 | 0 | 1 | 7 | 1 | 3 |   |  |

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

### Part II Certification

Under penalties of perjury, I certify that:

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

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

|                  |                            |                      |
|------------------|----------------------------|----------------------|
| <b>Sign Here</b> | Signature of U.S. person ▶ | Date ▶ <u>1/1/11</u> |
|------------------|----------------------------|----------------------|

### General Instructions

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

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

### Purpose of Form

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

- Form 1099-INT (interest earned or paid)

- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

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

## CONFERENCE TECHNOLOGIES, INC. OFFICE LOCATIONS:

|  |  |  |   |
|--|--|--|---|
| <b>CORPORATE HEADQUARTERS</b>  | <b>DES MOINES</b>  | <b>LITTLE ROCK</b>   | <b>PEORIA</b>   |
| 11653 Adie Road<br>Saint Louis, MO 63043<br>Office: 314.993.1400               | 333 Southwest 9 <sup>th</sup> Street Suite N<br>Des Moines, IA 50309<br>Office: 515.280.9800 | 1419 Westpark Drive Suite A<br>Little Rock, AR 72204<br>Office: 501.375.2800 | 512 High Point Lane<br>East Peoria, IL 61611<br>Office: 309.698.8150        |
| <b>ATLANTA</b>   | <b>DENVER</b>  | <b>LOS ANGELES</b>   | <b>PHOENIX</b>  |
| 1230 Kennestone Circle Suite 140<br>Marietta, GA 30066<br>Office: 404.352.3000 | 3190 S. Vaughn Way Suite 550<br>Aurora, CO 80014<br>Office: 800.743.6051                     | Address Coming Soon!<br>Los Angeles, CA<br>Office: 800.743.6051              | 220 N. William Dillard Drive<br>Gilbert, AZ 85233<br>Office: 480.816.7526   |
| <b>AUSTIN</b>  | <b>DETROIT</b>   | <b>MEMPHIS</b>   | <b>SAINT LOUIS</b>  |
| 11525 Stonehollow Drive Suite<br>Austin, TX 78758<br>Office: 512.584.8275      | 1307 East Maple Road<br>Troy, MI 48083<br>Office: 248.362.3335                               | 2013 Fletcher Creek<br>Memphis, TN 38133<br>Office: 901.360.8332             | 11687 Adie Road<br>Saint Louis, MO 63043<br>Office: 314.993.1400            |
| <b>CEDAR RAPIDS</b>  | <b>GRAND RAPIDS</b>  | <b>MILWAUKEE</b>   | <b>SAN FRANCISCO</b>  |
| 820 North 15th Avenue<br>Hiawatha, IA 52233<br>Office: 319.363.8144            | 3883 Linden Ave SE Suite A&B<br>Wyoming, MI 49548<br>Office: 616.258.2858                    | 4508 West Burnham Street<br>West Milwaukee, WI 53129<br>Office: 262.790.1130 | 46727 Fremont Boulevard<br>Fremont, CA 94538<br>Office: 510.935.9424        |
| <b>CHICAGO</b>   | <b>HOUSTON</b>   | <b>NASHVILLE</b>   | <b>SEATTLE</b>  |
| 1501 Ardmore Avenue<br>Itasca, IL 60143<br>Office: 630.467.1500                | 4464 W 12th Street<br>Houston, TX 77055<br>Office: 713.524.1956                              | 5211 Linbar Drive Suite 506B<br>Nashville, TN 37211<br>Office: 615.913.3289  | 10002 Aurora Ave N. Ste 36 PMB<br>Seattle, WA 98133<br>Office: 800.743.6051 |
| <b>COLUMBUS</b>  | <b>INDIANAPOLIS</b>  | <b>OKLAHOMA CITY</b>   | <b>QUAD CITIES</b>  |
| Address Coming Soon!<br>Columbus, OH<br>Office: 800.743.6051                   | 5783 Park Plaza Ct.<br>Indianapolis, IN 46220<br>Office: 317.360.0636                        | Address Coming Soon!<br>Oklahoma City, OK<br>Office: 800.743.6051            | 3513 Vine Court<br>Davenport, IA 52806<br>Office: 563.359.1825              |
| <b>DALLAS</b>  | <b>KANSAS CITY</b>   | <b>OMAHA</b>   | <b>WICHITA</b>  |
| 3794 Arapaho Rd.<br>Addison, TX 75001<br>Office: 469.941.4130                  | 13228 W 99th Street<br>Lenexa, KS 66215<br>Office: 913.894.2500                              | 14990 Shepard Street Suite 600<br>Omaha, NE 68138<br>Office: 402.593.6750    | 248 North Cleveland Avenue<br>Wichita, KS 67214<br>Office: 316.651.0119     |

**EXHIBIT 5 – EXPERIENCE**

The Respondent must provide the following information regarding its experience:

- Number of years in business.
- Number of years of experience with providing the types of services sought by the RFP.
- The level of technical experience in providing the types of services sought by the RFP.
- 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.
- 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.

Since we began in 1988, our goal has been to provide custom, superior technology services. These include design, engineering, training, and support for professional audio, video, visual, and control systems. Our model has also evolved to develop IP network design, video conferencing, web casting, collaborative systems, and unified communications as technology continues to advance.

We understand that there are other AV integrators who you can call. What we have learned along the way from our loyal customers is that they are not all created equal. We are specialists who ensure our technology, processes, and staff are the most knowledgeable and efficient resource to serve you. We have a pulse on the present and an outlook to the future. We are not content to be idle and react to the industry trends, but are driven to steer the direction of AV-IT convergence and embrace the vast changes ahead in the field. As you will see from our solutions and services in this guide, we are a comprehensive provider for all of your AV, IT, and Communication needs. Please contact us to learn more about the information found here or any other technology questions you may have. We are here to help.

**SOLUTIONS**

Conference Technologies, Inc. offers a variety of great audiovisual solutions for several different industries. Below is a list of our solutions we offer.

**AUDITORIUM & THEATERS**

Big spaces need big sounds. Auditoriums present a unique set of requirements, including sound systems, lighting setups, video screens, projectors and more. In addition to equipment design, our team will analyze acoustics, sound pressure, and reverberation.



**COLLABORATION SYSTEMS**

With the combination of software applications, video conferencing, documents, and workflow management, we can design and implement work systems for value chains, organization networks, web-based and cross-functional teams with information and communication technology.



**CONTROL SYSTEMS**

We specialize in programming Crestron, AMX, and Extron control systems for a variety of markets and applications. Our certified programmers regularly maintain professional training from AMX, Crestron, Extron and many others.



**FURNITURE**

We have partnered with leading furniture manufacturers to ensure your AV/IT hardware is incorporated into precisely configured cabinets, multi-media carts, conference tables, podiums, lecterns, and digital signage display stands.



**IT SERVICES**

Our software engineers can develop creative solutions when off the shelf software is not an option. When building access control and surveillance design and implementation come calling, our team leverages strategic partnerships and experience to deliver the perfect experience.



**NETWORK OPERATION CENTERS**

With a NOC you can monitor environments, provide alerts, and detect device issues, ensuring any negative impact is identified and minimized quickly. We have the knowledge for design, hardware requirements, and support tools to keep threats at bay and keep your systems running smoothly.



**PROFESSIONAL VIDEO**

With Conference Technologies, Inc., you get complete system design with fully integrated HD production, multichannel automation, and server-based technologies. We examine your production workflow to account for master control, tech support, and ensure efficiencies are maximized.



**SECURITY**

When building access control and surveillance design and implementation come calling, our team can leverage our strategic partnerships and years of experience to deliver the perfect experience.



**STRUCTURED CABLING**

Structured cabling provides the critical backbone of a communication system. We can design, install and service a structured cabling system for you.



**STADIUM SOUND**

Sports fans want the ability to hear what's going on no matter where they are in the stadium. Technology makes that easier than ever and we can show you how.



**TELEMEDICINE**

Integrate Polycom and AudioCodes Gateways, conference phones, video phones, and video conferencing system to provide extremely rich, cost effective communications systems.



**TELEPHONY**

The merger of voice and data, video, and text over your internet provider network is an effective, low-cost solution to advance your communication needs.



**TRAINING ROOMS**

Our team of designers, and technicians can create an effective media conference system to connect workers by video and audio, to fast track productivity and communication on meetings, conferences, team updates, and brainstorming.



**UNIFIED COMMUNICATIONS**

Complex communications become unified with the integration of a single enterprise solution. For a consistent collaborative experience, put the power of our partners together.



**VIDEO CONFERENCING**

We design, engineer and install a complete system for your needs and budget, as a permanent basis in a conference room, classroom or office, or as a rental application for an upcoming event.



**VIDEO WALL**

We can design a video wall system and service package for your application that includes remote support, content development, content management, data storage, and network management. This comprehensive plan will help broadcast your messages quickly and efficiently, all from a central location.



**SERVICES**

Conference Technologies, Inc. offers a wide range of audiovisual services related to professional audio, video communication applications, computer and video display systems, video projection, integrated control systems, acoustics, sound reinforcement, theatrical lighting, broadcast, and video conferencing.

**CONSULTING AND NEEDS ANALYSIS**

We realize that planning for technology improvements can be a challenge when faced with the complex options available. We can help explain these solutions. We will perform a thorough analysis of the system requirements and work with you to define your project goals.



**CREATIVE SERVICES**

Whether it's a press event, product roll-out, corporate retreat, or training, your audience will feel the impact through coordinated visuals, interactive displays, and immersive technology with the help of our team of experienced event planners and technicians.



**DIGITAL COMMUNICATION**

We have the experience and skill to merge your digital media and information systems and help your IT department integrate the next generation of network communication



**ENGINEERING**

We design, integrate, and support collaborative systems that can simplify teamwork and provide your organization resources for productivity.



**INSTALLATION AND INTEGRATION**

Conference Technologies, Inc. specializes in programming intuitive touch panel interfaces that simplify the interaction between the user and a complex AV or IT system.



**MAINTENANCE AND SERVICE**

We enhance virtual meetings with room rentals, concierge services, 24/7 bridging, recording, testing, and monitoring services for a custom communication solution.



**PROCUREMENT AND ADMIN SUPPORT**

Digital signage is an interactive visual display that delivers adaptable content to maximize user engagement and heighten experiences in your facility in a custom, timely application.



**SOUND REINFORCEMENT**

Sound reinforcement can amplify and distribute audio that spans to large or distant groups and improve overall sound quality.



**TRAINING**

We have the experience and skill to merge your digital media and information systems and help your IT department integrate the next generation of network communication.



**RACK FABRICATION CENTER**

**What We Deliver**

AV Racks are a crucial component for any audio-visual project. They house various technology that control the function of room(s) from a centralized, and concealed location. Rack systems are systematically deployed to centralize and organize a great deal of key equipment, it is vital they are properly designed so they operate correctly, can be easily accessed, maintained, and any future removal/replacement of equipment is hassle free. Important factors when designing and building a rack are cable management, labeling, equipment security, power management, heat management, and overall build consistency. Additional tasks we perform are software/firmware upgrades, programming, testing, and final system commissioning assessments.



AV Racks simplify processes once fully operational, however through our years of experience we have identified systematic and critical issues during the rack build process. One of the more commonplace issues we have identified is requisite space and location. Most audio-visual projects will call for multiple racks, this in turn requires ample space to stage, store and layout equipment before and during the rack building process. Space can be limited, especially while our client’s day to day operations remain open. Another paramount consideration is our reliance on third parties to deliver our client’s equipment in an expeditious manner. Lastly and always, it is of utmost importance that CTI maintain an efficient and timely project schedule. We understand how this can be frustrating to our clients, especially if space and time is limited.



To better serve our clients Conference Technologies, Inc. built an AV Rack Fabrication Center at our headquarters location in St. Louis, MO where we pre-build all of our AV racks ahead of installation, reducing the time and costs associated with building each rack onsite. By centralizing inventory, construction, quality control, programming and testing we are capable of completing these racks ahead of time waiting to be installed according to project schedule timeframe.



**Benefits Of Av Rack Fabrication Center**

- Reduces the number of equipment shipments directly to the customer site
- Network and switching devices are staged and integrated prior to shipment to site
- Reduces onsite installation intervals
- Provides a controlled environment for rack fabrication
- Ensures capture of equipment serial numbers
- All software and firmware upgrades installed
- Reduces onsite delays associated with defective equipment or DOAs
- Basic equipment configurations and internal rack connectivity testing prior to shipment to site
- Ability to load and test initial touch panel controls

**Rack Build Stages**



**PRODUCTS**

Nearly three decades of designing, building, and supporting systems has allowed Conference Technologies, Inc. to build strong partnerships with the world’s most trusted manufacturers allowing us to sell, design, integrate, install and service a wide-range of professional audio-visual equipment - from monitors, projectors, displays and conferencing systems to interactive whiteboards, speakers, microphones and much more.

Years of demonstrated project delivery, financial performance and strong relationships with vendors have given us buying power that helps our clients’ bottom line. We have achieved high-level partnership statuses through our commitment, hard work, proven processes, and dedication to training and certification attainment. Our status gives us access to special partnering programs that enables to offer clients:

- competitive pricing
- one source for purchasing all AV and IT technology solutions
- better warranties and support
- reduced lead times

Below is a small sample of product categories we can offer to our clients.

| Audio Equipment           | Video Equipment             | Lighting Equipment  |
|---------------------------|-----------------------------|---------------------|
| Acoustical Solutions      | Camcorders                  | Auxiliary Equipment |
| Amplifiers and Mixers     | Digital Signage             | Control Systems     |
| Assistive Listening       | Pro Video                   | Dimmers             |
| Audio Cables              | Projectors                  | Kits                |
| Audio Conferencing        | Projection Mapping          | Mounts              |
| Background Music Systems  | Projection Screens          | Portable            |
| Headphones /Headsets      | Video Conferencing          | Theater Lights      |
| Microphones               | Video Displays/Monitors     |                     |
| Paging                    | Video Players               |                     |
| Public Address (PA)       | Video Recorders             |                     |
| Receivers and Tuners      | Video Walls                 |                     |
| Sound Masking             |                             |                     |
| Speakers                  |                             |                     |
| Presentation Management   | Other                       |                     |
| Audience Response Systems | AV Furniture                |                     |
| Content Recording         | Cables & Connectors         |                     |
| Digital Signage           | Control Panels & Interfaces |                     |
| Digital Streaming Media   | Mounts, Racks and Stands    |                     |
| Document Cameras          | Power Distribution          |                     |
| Interactive Whiteboards   | Power Management            |                     |
| Podiums/Lecterns          | Rigging                     |                     |
| Presentation Pointers     | Storage Cases               |                     |
| Video Capture             | Surveillance Equipment      |                     |
| Webcasting                | Telephony & VoIP Systems    |                     |
|                           | Touch panels                |                     |

## MANUFACTURING PARTNERS

| Dealership for 30+ years |                          |                             |
|--------------------------|--------------------------|-----------------------------|
| A&G Woodworking          | Crestron                 | Peerless Industries         |
| Adtran                   | Crown International      | Premier Mounts              |
| Alcorn McBride           | Da-Lite Screen Company   | Radio Design Labs           |
| Altinex                  | Draper                   | Samsung                     |
| AMX                      | Extron                   | Sharp Electronics           |
| Analog Way               | FSR                      | Shure                       |
| Atlas Soundolier         | Fujitsu                  | Smart Technologies, Inc.    |
| Audio Technica           | Furman                   | Stewart Film Screen         |
| Autopatch                | Interlink                | Telex                       |
| Barco                    | Kramer                   | TOA                         |
| Canon                    | Lowell Manufacturing     | TV One Multimedia Solutions |
| Chief Manufacturing      | Marshall Furniture, Inc. | Wireless Computing          |
| Christie Digital Systems | MCM Electronics          | Wolfvision                  |
| Cisco                    | Middle Atlantic          |                             |
| ClearOne Communications  | NEC                      |                             |

| Dealership for 20+ years  |                   |              |
|---------------------------|-------------------|--------------|
| 3M                        | Ikan              | Renkus Heinz |
| Accordent                 | InFocus           | RGB Spectrum |
| Allen Health              | JBL               | SP Controls  |
| Aurora Multimedia         | JVC               | Sanyo        |
| Biamp                     | Jelco             | Sennheiser   |
| Brightlines               | Keywest           | Soundtube    |
| BTX                       | Klipsch           | Symmetrix    |
| ClearCom                  | LG                | Tascam       |
| Communication Specialties | Liberty AV        | Tightrope    |
| Denon Marantz             | LifeSize          | V-Brick      |
| EAW                       | Lutron            | Vaddio       |
| Ebeam                     | Mackie            | Valcom       |
| Egan Visual               | Magenta Research  | Vinten       |
| Eiki                      | Marantz           | Winsted      |
| ELO Electronics           | Meyer Sound       | Wireworks    |
| Ensemble                  | Monovision        | X20 Media    |
| Epson                     | Panasonic         | Yamaha       |
| ETC                       | Polycom           | Zenith       |
| GE Security               | Projection Design |              |
| Hitachi                   | Raxxess           |              |

## REFERENCES

I am the Technology Project Engineer for Drake University and have done business with Conference Technologies, Inc and Tim Wright for many years. CTI is always a quick call away and eager to assist whether it is a sales or service needs. CTI has always been fair, quick to respond and reliable for me. At times we need their full services of engineering, sales, pre-build, installation and training while at other times we need to customize the support and have them customize their team into parts of our workflow. They have always been adaptable to fit our needs. It is a BIG plus to have them with a local office in our area and I have also found that CTI's quality and level of services are the best in the area. I would recommend that Drake University continue to use CTI for many years. A large amount of that Drake loyalty is due to the great relationship and attention to detail from Tim Wright. He and CTI have worked through small and large projects with me and never let us down. Very Pleased.

Brad Toussaint  
Technology Project Engineer  
Information Technology Services  
Design, Inventory, Build & Service facility  
Des Moines, IA 50311  
515-707-8087  
[Brad.Toussaint@drake.edu](mailto:Brad.Toussaint@drake.edu)

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To Whom it May Concern:

It is my pleasure to recommend the services of Conference Technologies, Inc. For over 15 years, Iowa Homeland Security and Emergency Management has worked with CTi on various AV projects and upgrades. Their team has always provided high quality AV systems design, installation, and support.

The CTi team has recently upgraded the State of Iowa Emergency Operations Center and the conference rooms at our Alternate Emergency Operations Center. They have been reliable, provided quality design ideas, and have been able to meet demanding installation deadlines.

Regards,

Jonathan Paoli  
IT Administrator 2  
Iowa Homeland Security & Emergency Mgmt  
[Jonathan.paoli@iowa.gov](mailto:Jonathan.paoli@iowa.gov)  
515-323-4384



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I have worked with Tim Wright and Conference Technologies for the last five plus years with nothing but positive comments to say. CTI delivered on time and on schedule for some of our tougher projects and we continue to use them today. Tim is always quick to help me with small or large projects and always willing to give me budgets when needed. I would recommend Conference Technologies to my peers and EMC Insurance continues to use their services.

Thanks,

**Todd Kamp, RPA, FMA**  
Assistant Vice President - Facilities and Building Operations

**EMC Insurance Companies**  
717 Mulberry St | Des Moines, IA 50309  
515-345-7511 | Cell: 641-891-6511  
[Todd.D.Kamp@emcins.com](mailto:Todd.D.Kamp@emcins.com) | [www.emcins.com](http://www.emcins.com)

## TIPS – THE INTERLOCKING PURCHASING SYSTEM

Project Name: TIPS – The Interlocal Purchasing System  
Contract Amount: \$4,000,000  
Location: 4845 US Hwy 271 N ~ Pittsburg, TX 75686  
Start date: 9/2015  
Completion Date: 1/2016  
Category: Government  
Owner: TIPS-USA  
Primary Contact: Karen Walton  
Phone: 866-839-8477  
Email: [Karen.Walton@tips-usa.com](mailto:Karen.Walton@tips-usa.com)  
Web Site: [www.tips-usa.com](http://www.tips-usa.com)



Conference Technologies Inc was awarded The Interlocal Purchasing System for a 3 year contract beginning in November of 2020 (Contact # 200904). The purchasing contract includes audio/ visual equipment installation & services. The TIPS contract is currently valued at over \$4 Million and is offered to local and state government in all 50 states across America.



**CITY OF BLUE SPRINGS**

Project Name: Blue Springs City Council Chambers  
 Contract Amount: \$286,193.00  
 Location: Blue Springs Public Safety Center Main Campus:  
 1100 S.W. Smith Street Blue Springs, MO 64015.  
 Start date: 9/2015  
 Completion Date: 1/2016  
 Category: Government  
 Owner: City of Blue Springs  
 Primary Contact: Dennis Dovel, Director of Parks and Recreation  
 Phone: (816) 228-0265  
 Email: ddovel@bluespringsgov.com  
 Architect: Treanor Architects, P.A.  
 Andrew Pitts apitts@treanorarchitects.com / (816) 221-0900  
 Technology Engineer: Henderson Engineers, Inc.  
 Thad Packard Thad.Packard@hei-eng.com / (913) 742-5701  
 Construction Manager: Burns and McDonnell  
 Wendy Hageman whageman@burnsmcd.com / (816) 822-3224

**Project Description:** Conference Technologies, Inc. supplied and installed broadcast and AV equipment for the City Council Chambers. The video presentation system projects onto 2 16X9 screens and 11 local monitors at the lectern positions either as straight video projection or thru an annotator. They can extend the meeting to an in-house modulated system, stream to the web or push to the local TV service provider. A production AV system runs in parallel with the presentation system where the user can mix and edit meetings on the fly without disturbing the ongoing meeting. Remotely controlled cameras provide video capture of all the meetings and send images back to the switcher. Audio is transported by 3 different protocols: Analog, AVB and Dante'. All the control is done by a 10" panel at the podium or in the control booth with a back-up wireless 9" panel that move around the room. The Control system is configured so that for the general user, one of 4 presets can be selected for the day-to-day meetings but if more advanced functionality is needed, the user can go into a full matrix and route content to any destination available.



**TEXAS ELECTRIC COOPERATIVES**

Project Name: 3 x 3 Video Wall  
 Contract Amount: \$270,000  
 Location: Georgetown, TX  
 Start Date: 1/3/2018  
 Completion Date: 4/2/2018  
 Category: Corporate  
 Owner: Texas Electric Cooperatives  
 Primary Contact: Brett Carter  
 Phone: (512) 868-8610  
 Email: [bcarter@texas-ec.org](mailto:bcarter@texas-ec.org)  
 CTI Representative: Jason Main  
 Project Manager: Jeff Weimer  
 Project Engineer: Brian Aden  
 Lead Software Programmer: Jose Gutierrez  
 Design Consultant: Conference Technologies, Inc.  
 General Contractor: Conference Technologies, Inc.



**Project Description:** 3 x 3 Video Wall with a TV One video processor, 4 walls of displays. Each with the ability to display any source at any time. Polycom videoconferencing with a director camera up front for standard VC and 12x in the rear for lecture capture, recording and streaming. The Polycom is integrated with Skype for business and one touch dialing on the Polycom Touch. 10" Crestron control panel as well as a wireless iPad. Streaming and recording is available for training purposes. They've sold advertising space that is played throughout the day and in break mode while in meetings.



**EXHIBIT 6 – TERMINATION, LITIGATION, DEBARMENT**

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

- Has the Respondent had a contract for goods and/or services terminated for any reason? If so, provide full details regarding the termination.
- Describe any damages or penalties assessed against or dispute resolution settlements entered into by Respondent under any existing or past contracts for goods and/or services. Provide full details regarding the circumstances, including dollar amount of damages, penalties and settlement payments.
- Describe any order, judgment or decree of any Federal or State authority barring, suspending or otherwise limiting the right of the Respondent to engage in any business, practice or activity.
- A list and summary of all litigation or threatened litigation, administrative or regulatory proceedings, or similar matters to which the Respondent or its officers have been a party.
- Any irregularities discovered in any of the accounts maintained by the Respondent on behalf of others. Describe the circumstances and disposition of the irregularities. Failure to disclose these matters may result in rejection of the Proposal or termination of any subsequent Contract. The above disclosures are a continuing requirement of the Respondent. Respondent shall provide written notification to the Agency of any such matter commencing or occurring after submission of a Proposal, and with respect to the successful Respondent, following execution of the Contract.

▪ Answer:

**Litigation Statement (Experiences Within the last 5 years)**

|                             |                         |                       |                         |
|-----------------------------|-------------------------|-----------------------|-------------------------|
| Judgments                   | Zero                    | Arbitrations          | Zero                    |
| Suits / pending Proceedings | Zero                    | Bankruptcy / Company  | Zero                    |
| Bankruptcy / Principals     | Zero                    | Bankruptcy / Officers | Zero                    |
| Project Related:            | Zero incidents to claim | Non-Project Related:  | Zero incidents to claim |

**EXHIBIT 7 – CRIMINAL HISTORY AND BACKGROUND INFORMATION**

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.

- Answer: Agreed

## EXHIBIT 8 – ACCEPTANCE OF TERMS AND CONDITIONS

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.

- Answer: Conference Technologies, Inc. accepts the terms and conditions of this RFP and the general terms and conditions without exception.

## EXHIBIT 9 – CERTIFICATION LETTER

**Attachment #1  
Certification Letter**

(Date) 8/2/21

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 Conference Technologies 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.<sup>24</sup>

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,

\_\_\_\_\_  
David Lahey

Signature



\_\_\_\_\_  
Name and Title of Authorized Representative Date



## EXHIBIT 11 – MANDATORY SPECIFICATIONS

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.

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

- Answer: Yes

### PROJECT OVERVIEW

Conference Technologies, Inc. has found that the success in delivering any successful systems project depends on meeting the following technical management guidelines:

- Understanding the client’s end-result, expectations, and timelines
- Understanding the project scope and timelines of ALL parties involved
- Defining the rules of engagement
- Defining and implementing the quality assurance plan
- Defining the integration plan
- Defining the testing and acceptance plan

Our approach in managing system projects is twofold. Managing stakeholders, processes, timelines, and budget is a critical element of any successful project. However, the technical management and successful integration of multiple disciplines, such as this project requires, is just as crucial. This is achieved by defining clear objectives and implementing checks and balances throughout the project. Technical management of the various disciplines starts with the formation of periodic quality assurance milestones phased into each team member’s schedule. This allows us to regulate and monitor the task schedule versus the overall strategy; it also allows us to review technical compliance during the project.

Small inconsistencies can have significant repercussions on the overall system performance. No assumptions are made when it comes to managing technical compliance. Simple items, such as verifying equipment specifications, equipment rack layouts, proper cabling terminations, device locations, correct labeling, cable pathways and grounding, are crucial. Complete checks and balances are just part of what we do.

The AV PM will review all of the project information and existing drawings. The AV PM’s goals phase 1 of the project are:

- Verify design concepts and location of all devices.
- Validate the design’s performance and concepts.
- Have the engineering team produce schematic, “build to” shop drawings.
- Submit final shop drawings and hardware list for approval prior to procurement and construction.

The engineering documents that the AV PM must review and accept include:

- |   |  |
|---|--|
| ▪ Rack Elevations                           | ▪ Creation of Fabrication Documentation including wire numbers |
| ▪ Lighting fixture locations                | ▪ Verification of Wire Types                                   |
| ▪ Custom assembly details                   | ▪ Creation of accurate hardware/bill of quantities (BOQ) list  |
| ▪ Panel details                             | ▪ Create cut sheet books for hardware items                    |
| ▪ Verification of Conduit Requirements      | ▪ Provide other submittals as required (Color selections etc.) |
| ▪ Verification of Junction Box Requirements |  |

After completing Phase 1, the AV PM will begin system procurement and begin planning of the installation.

**4.2 Respondent will procure and provide recommend equipment upon request. The State reserves the right to purchase equipment and software utilizing other State Agreements.**

- Answer: Agreed

**PHASE 2: PROCUREMENT:**

The AV PM authorizes the purchasing department to begin procurement of the hardware required for the system. The priority of procuring the equipment depends on the following:

- Items immediately required for the initial onsite pre-installation by the electrical subcontractor if one is involved.
- Long lead items.
- Custom panels and custom/project specific hardware items
- All other hardware items
- Engineering and development of custom control software and audio DSP software.

The Procurement Manager will inform the AV PM of any discontinued items, new models or upgraded products on the hardware list. In these instances, the AV PM will submit cut sheets on new hardware items for approval and substitution into the system. Additionally, if system performance can be enhanced with an upgraded or a lower cost hardware item, the AV PM will submit his recommendations to the Primary Point of Contact for consideration.

**4.3 Respondent will provide installation and implementation services.**

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

- Answer: Yes

**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.

- Answer: Yes

**PHASE 3: INTEGRATION:**

During the integration phase, the AV PM is responsible for ensuring the received equipment is placed into Conference Technologies, Inc. Quality Control Process where the equipment is inventoried and prepared for integration. During this process, the AV PM will select the installation team, arrange, and oversee the integration process.

**PHASE 4: ONSITE INSTALLATION:**

The AV PM coordinates the onsite installation and provides the client with any additional facility infrastructure requirements that may include, but not limited to, power, conduit, and core drill requirements. With the release of the facility-drawing package showing conduit and junction boxes, the AV PM is onsite to supervise the installation and verify we have been met all site requirements. Before other hardware items arriving on site, the AV PM and the client’s project team will have approved and accepted the installation of the conduit as well as any items provided by others.

Upon completing the fabrication of the equipment racks, the AV PM oversees the testing and “burn in” of the completed rack system. After initial testing, the AV PM is will make sure any changes and all “punch list” items are dealt with in a timely manner. When the installation of the system is complete and each system is checked, the AV PM brings it on-line, and assists in the commissioning, training, and turnover of the systems.

#### PHASE 5: TEST AND ACCEPTANCE

Once the AV PM has brought the system up to an operational status, complete testing and final adjustments of the system are completed. The AV PM will coordinate testing and tuning of the system with the client's project team. For complex systems, additional engineers may be involved to commission a system. A thorough system check is completed prior to "turn on." Issues will be corrected as detected, and all equipment is adjusted for optimal performance. The Phase 5 goal is having a short final punch list. Our projects typically have short punch lists due to:

- Adherence to our quality assurance program
- Correcting site-specific problems as they are detected
- Installation of fully tested and "burned in" electronic hardware
- Termination into fully tested and verified cabling
- Adhering to these engineering policies and standards limits the number of items in the final punch list for projects.

#### 4.4 Respondent will provide general user training and administrator training.

- Answer: Yes

#### PHASE 6: TRAINING:

The AV PM will provide training for system operators and personnel designated by the COR. Additional training sessions such as system operation and basic troubleshooting procedures for each room will be provided after the AV system is turned over to the client. The training will provide system users with an in-depth introduction to the systems provided, as well as hands-on training to ensure good working knowledge. The AV PM will make sure the hardware manuals, "as-built" engineering documents, and any other required materials are delivered to the end user.

## EXHIBIT 12 – CONSULTING SERVICES

### PROJECT OVERVIEW

Conference Technologies, Inc. has found that the success in delivering any successful systems project depends on meeting the following technical management guidelines:

- Understanding the client’s end-result, expectations, and timelines
- Understanding the project scope and timelines of ALL parties involved
- Defining the rules of engagement
- Defining and implementing the quality assurance plan
- Defining the integration plan
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Our approach in managing system projects is twofold. Managing stakeholders, processes, timelines, and budget is a critical element of any successful project. However, the technical management and successful integration of multiple disciplines, such as this project requires, is just as crucial. This is achieved by defining clear objectives and implementing checks and balances throughout the project. Technical management of the various disciplines starts with the formation of periodic quality assurance milestones phased into each team member’s schedule. This allows us to regulate and monitor the task schedule versus the overall strategy; it also allows us to review technical compliance during the project.

Small inconsistencies can have significant repercussions on the overall system performance. No assumptions are made when it comes to managing technical compliance. Simple items, such as verifying equipment specifications, equipment rack layouts, proper cabling terminations, device locations, correct labeling, cable pathways and grounding, are crucial. Complete checks and balances are just part of what we do.

The AV PM will review all of the project information and existing drawings. The AV PM’s goals phase 1 of the project are:

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- Have the engineering team produce schematic, “build to” shop drawings.
- Submit final shop drawings and hardware list for approval prior to procurement and construction.

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- |   |  |
|---|--|
| ▪ Rack Elevations                           | ▪ Creation of Fabrication Documentation including wire numbers |
| ▪ Lighting fixture locations                | ▪ Verification of Wire Types                                   |
| ▪ Custom assembly details                   | ▪ Creation of accurate hardware/bill of quantities (BOQ) list  |
| ▪ Panel details                             | ▪ Create cut sheet books for hardware items                    |
| ▪ Verification of Conduit Requirements      | ▪ Provide other submittals as required (Color selections etc.) |
| ▪ Verification of Junction Box Requirements |  |

After completing Phase 1, the AV PM will begin system procurement and begin planning of the installation.

## EXHIBIT 13 – TECHNOLOGY

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

Note: The State reserves the right to purchase equipment and software utilizing existing State Agreements.

### PHASE 2: PROCUREMENT:

The AV PM authorizes the purchasing department to begin procurement of the hardware required for the system. The priority of procuring the equipment depends on the following:

- Items immediately required for the initial onsite pre-installation by the electrical subcontractor if one is involved.
- Long lead items.
- Custom panels and custom/project specific hardware items
- All other hardware items
- Engineering and development of custom control software and audio DSP software.

The Procurement Manager will inform the AV PM of any discontinued items, new models or upgraded products on the hardware list. In these instances, the AV PM will submit cut sheets on new hardware items for approval and substitution into the system. Additionally, if system performance can be enhanced with an upgraded or a lower cost hardware item, the AV PM will submit his recommendations to the Primary Point of Contact for consideration.

**CREDENTIALS/CERTIFICATIONS**

Conference Technologies, Inc. technical staff has a variety of certifications and designations that set us apart as one of the most qualified audio visual integration partners available. Some of our designations include:

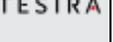
| CERTIFICATION      | QUALIFICATIONS/INDUSTRY CERTIFICATIONS/MANUFACTURER CERTIFICATIONS            |
|--------------------|---|
| AVIXA              | Apex / Certified Technology Specialist / Design / Install (CTS, CTS-D, CTS-I) |
| IT                 | MCITP, MCTS, CompTIA A+, CompTIA Network+                                     |
| PROJECT MANAGEMENT | NSCA PM   |
| CONTROL SYSTEMS    | Crestron, Harman (AMX), Extron  |
| VTC SYSTEMS        | Cisco, Polycom, LifeSize, Vaddio  |
| AUDIO DSP          | Biamp, BSS, ClearOne, Crown, Peavey, Gentner                                  |
| CAD                | AutoCAD, Autodesk, Revit  |
| SOUND MODELING     | SynAudCon   |

**NUMBER OF EMPLOYEES CERTIFIED**

| CRESTRON CERTIFICATION  |   |   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|---|---|
| MASTER  | CCP   | DMC-D   | DMC-E   | DMC-S   | DMC-D 4K  | DMC-E 4K  | DMC-T 4K  | FUSION  | CTI-SG  |
|  |  |  |  |  |  |  |  |  |  |
| 2   | 5   | 18  | 9   | 2   | 11  | 0   | 3   | 2   | 0   |

| HARMAN/AMX CERTIFICATION   |  |  |  |  |  |   |  |  |  |
|--|--|--|--|--|--|---|--|--|--|
| HCCA-D   | HCCP -D  | HCCA-C   | HCCP - C   | HCCA - P   | HCCP -P  | HCNP-D  | HCNP-C   | HCAP-P   | HCAA-P   |
|  |  |  |  |  |  |  |  |  |  |
| 3  | 3  | 1  | 6  | 3  | 4  | 0   | 6  | 2  | 1  |

| EXTRON CERTIFICATION  |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|
| GENERAL   | EAVA  | ECS   | ECP   | EAP   | ProDSP  | XTPSE   | XTPST   |
|  |  |  |  |  |  |  |  |
| 100   | 6   | 3   | 4   | 0   | 0   | 2   | 0   |

| INDUSTRY CERTIFICATION  |   |   |   | BIAMP CERTIFICATION   |   |   |  | Cisco   |   |   |   |
|---|---|---|---|---|---|---|--|---|---|---|---|
| CTS   | CTS-D   | CTS-I   | AUDIA   | TESIRA  | TESIRA FORTE  | TESIRA LUX  | VOCIA  | CCDA  | CCNA  | CCDP  | CCNP  |
|  |  |  |  |  |  |  |  |  |  |  |  |
| 52  | 7   | 2   | 5   | 4   | 10  | 1   | 1  | 0   | 1   | 0   | 1   |

| MISC.   |   |   |   |   |   |  |  |  |  |  |  |
|---|---|---|---|---|---|--|--|--|--|--|--|
| Q-SYS   | DANTE   | BICSI   | OSHA10  | OSHA30  | AQAV-COD AV9000   |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |
| 7   | 3   | 6   | 66  | 7   | 1   |  |  |  |  |  |  |

## 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.

### PHASE 3: INTEGRATION:

During the integration phase, the AV PM is responsible for ensuring the received equipment is placed into Conference Technologies, Inc. Quality Control Process where the equipment is inventoried and prepared for integration. During this process, the AV PM will select the installation team, arrange, and oversee the integration process.

### PHASE 4: ONSITE INSTALLATION:

The AV PM coordinates the onsite installation and provides the client with any additional facility infrastructure requirements that may include, but not limited to, power, conduit, and core drill requirements. With the release of the facility-drawing package showing conduit and junction boxes, the AV PM is onsite to supervise the installation and verify we have been met all site requirements. Before other hardware items arriving on site, the AV PM and the client’s project team will have approved and accepted the installation of the conduit as well as any items provided by others.

Upon completing the fabrication of the equipment racks, the AV PM oversees the testing and “burn in” of the completed rack system. After initial testing, the AV PM is will make sure any changes and all “punch list” items are dealt with in a timely manner. When the installation of the system is complete and each system is checked, the AV PM brings it on-line, and assists in the commissioning, training, and turnover of the systems.

### PHASE 5: TEST AND ACCEPTANCE

Once the AV PM has brought the system up to an operational status, complete testing and final adjustments of the system are completed. The AV PM will coordinate testing and tuning of the system with the client’s project team. For complex systems, additional engineers may be involved to commission a system. A thorough system check is completed prior to “turn on.” Issues will be corrected as detected, and all equipment is adjusted for optimal performance. The Phase 5 goal is having a short final punch list. Our projects typically have short punch lists due to:

- Adherence to our quality assurance program
- Correcting site-specific problems as they are detected
- Installation of fully tested and “burned in” electronic hardware
- Termination into fully tested and verified cabling
- Adhering to these engineering policies and standards limits the number of items in the final punch list for projects.

TIM KERSTING  
Branch Director/Engineering



Tim has been with Conference Technologies, Inc. since January 2013. Tim handles the design engineering for Des Moines and other CTI locations. Tim Kersting is also the Des Moines office Branch Director.



**CONTACT INFORMATION**

Office: Des Moines  
280-9800

Phone: (515)

Address: 333 SW 9th Street Suite N  
Des Moines, IA 50309

Email: [tkersting@conferencetech.com](mailto:tkersting@conferencetech.com)



**AV EXPERIENCE**

17+ years  
CTI Member since 2013



**EDUCATION**

Iowa State University  
Acoustical Engineering



**CERTIFICATIONS**

Biamp TesiraForte                      Extron EAVA  
Crestron DMC-D                      OSHA 10  
CTS



**PROJECT EXPERIENCE**

Central College                      Monsanto  
City of Des Moines                      Webster University  
Drake University                      Wells Fargo  
Grandview University  
Grinnell Mutual Reinsurance Company

TIM WRIGHT  
VP Systems Integration

Tim has been with Conference Technologies, Inc. since January 2013. He brings a lot of experience to our company with his knowledge of audiovisual equipment and is has transitioned from the Des Moines, IA office Branch Director to VP Systems Integration.



**CONTACT INFORMATION**

Office: Des Moines  
280-9800

Phone: (515)

Address: 333 SW 9th Street Suite N  
Des Moines, IA 50309

Email: [twright@conferencetech.com](mailto:twright@conferencetech.com)



**AV EXPERIENCE**

30+ years  
CTI Member since 2013



**EDUCATION**

NEC; West Des Moines, IA, NECC; Norfolk, NE  
Electronics Engineering, Audio Engineering



**CERTIFICATIONS**

Manufacturer Training



**PROJECT EXPERIENCE**

City of Des Moines  
Drake University  
EMC Insurance

Wellmark BCBS Des Moines  
Iowa State University  
Polk County Justice Center

DAN JOHNSON  
Service & Installation Technician

Dan joined Conference Technologies, Inc. in 2015. He brings over 20 years of audiovisual experience to CTI, particularly service and installation. Dan is responsible for installing equipment per the engineered design for projects in Des Moines but is also utilized as an additional team resource for nationwide projects.



**CONTACT INFORMATION**

Office: Des Moines  
280-9800

Phone: (515)

Address: 333 SW 9th Street Suite N  
Des Moines, IA 50309

Email: [djohnson@conferencetech.com](mailto:djohnson@conferencetech.com)



**AV EXPERIENCE**

20+ years  
CTI Member since 2015



**EDUCATION**

N/A



**CERTIFICATIONS**

Manufacturer Training



**PROJECT EXPERIENCE**

EMC  
Principal  
Marsh  
Merchants Bonding  
Wells Fargo

DREW SELIM  
Project Manager



Drew has been with Conference Technologies, Inc. since 2013. Drew has over 19 years' experience with touring sound, live event production and spends his free time performing in a local band. He is currently a Project Manager in the Des Moines location.



**CONTACT INFORMATION**

Office: Des Moines  
280-9800

Phone: (515)

Address: 333 SW 9th Street Suite N  
Des Moines, IA 50309

Email: [dselim@conferencetech.com](mailto:dselim@conferencetech.com)



**AV EXPERIENCE**

19+ years  
CTI Member since 2013



**EDUCATION**

University of Iowa  
Computer Science



**CERTIFICATIONS**

Crestron                      Biamp  
Clearone                      Extron  
AMX                              OSHA 10



**PROJECT EXPERIENCE**

Drake University  
Grandview University  
Wells Fargo  
City of Des Moines Broadcast System  
Iowa Events Center Hilton Hotel

Central College  
Grinnell Mutual Reinsurance Company  
Monsanto  
City of W. DSM Broadcast System  
Polk County Courthouse

MITCH BROWN  
Project Manager



Mitch has been with Conference Technologies, Inc. since 2016. Mitch has over 11 years A/V Design, Installation & Support, and live event production, He is currently a Project Manager in the Des Moines location.



**CONTACT INFORMATION**

Office: Des Moines  
280-9800

Phone: (515)

Address: 333 SW 9th Street Suite N  
Des Moines, IA 50309

Email: [mbrown@conferencetech.com](mailto:mbrown@conferencetech.com)



**AV EXPERIENCE**

11+ years  
CTI Member since 2016



**EDUCATION**

Full Sail University  
Film & Video Production



**CERTIFICATIONS**

OSHA 10



**PROJECT EXPERIENCE**

Allen Hospitals  
Alliant Energy  
Bankers Trust  
Cedar Falls Utilities  
City of Cedar Rapids  
City of Coralville

City of Des Moines  
City of Hiawatha  
CRST  
First Federal Credit Union  
Hawkeye Hotels  
Hills Bank

Holmes Murphy  
Indian Creek Nature Center  
Miron Construction  
Pearson Education  
Plumb Supply  
RSM

## EXHIBIT 15 – QUALITY CONTROL

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

### QUALITY CONTROL PLAN

#### UNDERSTANDING THE CLIENT’S END-RESULT EXPECTATION AND TIMELINES:

Simply, this is the customer’s interpretation of the system functionality. The goal is to avoid miscommunication between prepared documents and the client’s expectation of the completed system. We accomplish this by reviewing functionality and scope in detail, revising any inconsistencies that may appear. Added preparation pays for itself by project end because of streamlining project flow and reducing project changes.

#### UNDERSTANDING THE PROJECT SCOPE AND SCHEDULE:

We do not assume that each subcontractor or team member fully understands every aspect of the scope or schedule. Once client expectations are defined in these areas, they are detailed to the team. A scope and schedule review are done prior to equipment ordering so the correct components are ordered, and accurate timelines are established, facilitating equipment, and personnel scheduling. These processes define the technical compliance checks and balances that must be achieved periodically so the system install meets the performance criteria. The final scope and schedule review will be incorporated into the master project schedule, which will be used as the basis of managing our installation team.

#### DEFINING THE RULES OF ENGAGEMENT:

On any complex system project there must be a well-defined plan for communication between all team members. Rules of engagement need to be established between all parties and the client. This also creates accountability among the team and minimizes confusion. Conference Technologies, Inc. assigns a Project Manager (PM) that is responsible for all established timelines and Quality Assurance (QA) verification along the way. Project roadblocks or obstacles are reported directly to the PM, who reports to the QA Director. If the issue cannot be resolved internally, the QA Director will be involved. Defining these rules of engagement from the outset correctly directs communication flow.

#### DEFINING AND IMPLEMENTING THE QUALITY ASSURANCE PLAN:

The Quality Assurance plan and periodic reviews for each team member will vary according to his or her respective role in the project and impact on the system. The AV system QA plan may take different forms, such as equipment rack layouts, equipment specification review, cable and component termination/testing, grounding system review, and response to punch list items at project completion. QA milestones may be phased in at different times based on the overall schedule and impact on overall system performance.

#### DEFINING THE INTEGRATION PLAN:

Systems solutions are heavily dependent on everyone meeting their individual system requirements. There is always an element of integration involved when one system depends on the other. An integration plan defines responsibilities where each system interconnects and becomes viable as each subsystem reaches completion. Without an integration plan, we cannot truly test interoperability. Each team must provide dedicated technical support and cooperation to meet a defined set of system tests and acceptance criteria that will be developed by the client and Conference Technologies, Inc. based on the project specification. This assures each system works optimally and that any interoperability issues can be addressed. In a multi-faceted project, subcontractors often test their solutions independently without any true interoperability tests. Conference Technologies, Inc. believes that accountability and ownership as one team breeds success and will build this step into the implementation schedule. This step in Conference Technologies, Inc. technical management plan is usually is coordinated among team members prior to the formal testing and acceptance with the client and is our opportunity, as a team, to optimize the system and work out any bugs or inconsistencies.

#### DEFINING THE TESTING AND ACCEPTANCE PLAN:

System specifications often define how and what the testing criteria are for each system. Our testing and acceptance methodology are built upon periodic routine QA reviews in which we remove any risk at the end of the project. Prior to beginning the project, this set of acceptance criteria will be reviewed and verified with the client. At the end of the project, we will perform the tests, document the results, and formulate results into a system acceptance package. This formal testing and acceptance plan are normally coordinated with the client, AV consultant (when a consultant is involved), and the Conference Technologies, Inc. engineering staff.

#### CHANGE ORDER MANAGEMENT PLAN

##### PURPOSE

The purpose of the change order management plan is to set out the methods and procedures to handle any possible change orders affecting this project.

- Resources, costs, and timing as set out in the Project Plan
- Deliverable product and process Quality

Our change order management plan employs a standard industry cyclical approach to do the following:

- Ensure a standardized method for all project changes
- Facilitate efficient and prompt handling of all changes
- Maintain a balance between the benefits of change and the detrimental impact of change on the Project Plan.

EXHIBIT 16 – WARRANTY

**CTI Complete**



\*Programming and firmware updates are included upon manufacturer release and at the recommendation of the manufacturer and Conference Technologies, Inc.

**Plan Overview:**

Conference Technologies, Inc.® (CTI) is pleased to offer **CTI Complete**, a Service Agreement to support your A/V system. The **CTI Complete** Service Agreement covers Display Systems, Video Systems, Audio Systems, Control Systems, Lighting Systems, Rack Accessories and Furniture, and miscellaneous cables, connectors, etc. within the equipment list contained in the contract documents.

This service plan provides audio/visual technical support and engineering services to ensure the maximum performance and reliability of your collaboration and communication technology, as well as programming updates, an on-line customer service portal and Critical Meeting Support.

Thank you for choosing Conference Technologies, Inc. to support and maintain your technology investment. We value your partnership as your AV Solutions provider.

**CTI Complete – Plan Summary:**

- Labor for parts repair & replacement are covered for the duration of the agreement.
  - On-Site within 24 hours of initiated request for any location where a CTI branch is located.
  - On-Site within 48 hours of initiated request where CTI does NOT have a branch
- Any shipping/freight costs are covered within this agreement
  - 2-day shipping
- All parts are included, except for consumables.

# CTI CARE

**YOU NEED SUPPORT - HERE IS HOW WE CAN HELP**

The CTI Service Team is here to support you. Reach our service group one of these ways:



[www.my.conferencetech.com](http://www.my.conferencetech.com)



1-833-266-0835



[service@conferencetech.com](mailto:service@conferencetech.com)

## ON-DEMAND



### SERVICE & SUPPORT

Reach our experienced and dedicated team in an instant to ensure your systems get back online for increased productivity.

## CTI CARE TEAM



### CUSTOMER EXPERIENCE

A dedicated team provides reviews and reports on system performance, usage, trends, and life cycles to help reach your enterprise and technology planning goals.

## CRITICAL MEETING SUPPORT



### ON-SITE CHECKLIST

Proactive system testing with our technical teams for your key meetings to ensure room readiness when it matters most.

Our mission is to provide a fantastic customer experience. If we ever fall short of that goal, or go beyond, please email us at [CTICare@conferencetech.com](mailto:CTICare@conferencetech.com) to tell us how we did.

**(800) 743-6051**  
[www.conferencetech.com](http://www.conferencetech.com)

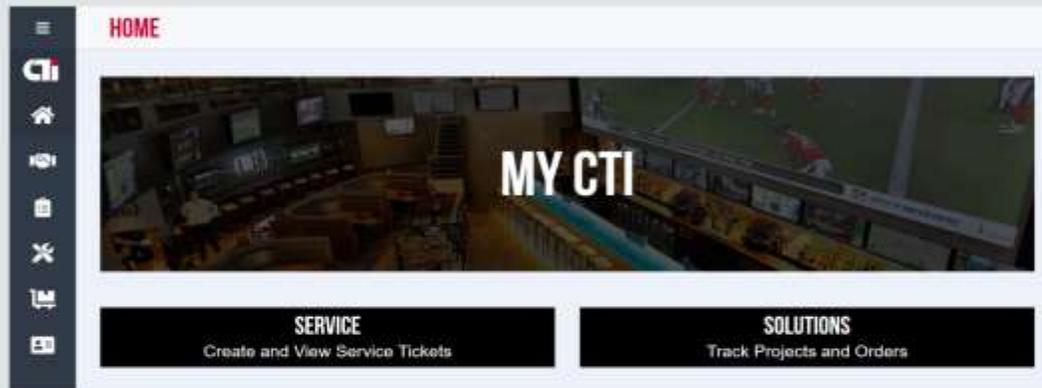


# MY CTI

**Streamlined Service. Unparalleled Support.**

## Keep your business on task with our secure portal, My CTI.

Your team will enjoy enhanced visibility on business transactions as well as improved communication through the My CTI platform. My CTI provides an intuitive interface, so users are able to view their data whenever and however they like. At-a-glance status checks are now a breeze with an updated mobile design.



Home Page - Desktop View



Mobile View

## MY CTI IS A CENTRALIZED PLATFORM TO TRACK YOUR BUSINESS TRANSACTIONS

- View status of new proposals for projects
- Track payment information and statuses for existing projects or services
- Create and initiate necessary service calls right in the browser
- Approve new project proposals, needed project changes and Service Agreement information
- Gain vision to specific CTI team members who are supporting your projects, orders and service needs



Only Conference Technologies, Inc. clients have exclusive access to My CTI features. To register, contact your sales representative or the CTI Care team at [CTICare@conferencetech.com](mailto:CTICare@conferencetech.com) or call (800) 743-6051.

**(800) 743-6051**  
**[www.conferencetech.com](http://www.conferencetech.com)**



# **CTI** CONFERENCE TECHNOLOGIES, INC



## The SCOUT Advantage

- Simplified support
- Faster alerts
- Increased Up-time
- Fully-encrypted security

## CTI SCOUT LOOKS OUT FOR YOUR SYSTEMS

By installing CTI Scout Remote Monitoring Solution with your systems, we can view on-line capabilities to ensure they are operational when you need them most. As a part of a Complete Service Agreement, your systems are cared for by our centralized service team.

CTI Scout improves system performance by providing current status information. If a device goes off-line, a real-time alert is sent to our team to notify you to troubleshoot, or dispatch a technician to provide increased up-time.



## SECURE MONITORING AND MANAGEMENT

CTI Scout is compatible with all network based AV manufacturer hardware and runs on a dedicated hardware appliance.

### How can CTI SCOUT help you?

The ability to be proactive in your technology management saves time and money, so teams stay connected. Let CTI Scout bring peace of mind to your systems, whether one room or an enterprise.

(800) 743-6051  
[www.conferencetech.com](http://www.conferencetech.com)

**CTI** CONFERENCE  
TECHNOLOGIES, INC

## EXHIBIT 17 – TRAINING

### PHASE 6: TRAINING:

The AV PM will provide training for system operators and personnel designated by the COR. Additional training sessions such as system operation and basic troubleshooting procedures for each room will be provided after the AV system is turned over to the client. The training will provide system users with an in-depth introduction to the systems provided, as well as hands-on training to ensure good working knowledge. The AV PM will make sure the hardware manuals, "as-built" engineering documents, and any other required materials are delivered to the end user.

## EXHIBIT 18 – CUSTOMER SERVICE

- Strong customer service – Conference Technologies, Inc. has built a network of qualified service representatives to provide quick onsite response to our large installed base of customers. Furthermore, Conference Technologies, Inc. can provide 24-hour, 7-day-a-week technical and operational support.

- Describe response times on service requests.
- Describe Respondent’s communication plan.

CTI Complete



➔ **Service Support Plan Includes:**

|   |                                 |  |
|---|---------------------------------|--|
|  | <b>CTI Scout</b>                | <ul style="list-style-type: none"> <li>• Real-time tracking and alerts</li> </ul>  |
|  | <b>On-Demand</b>                | <ul style="list-style-type: none"> <li>• Field Service Repair On-site</li> <li>• Extended Equipment Warranty</li> <li>• Storage Workflow Updates</li> <li>• Firmware and Software updates/upgrades*</li> </ul> |
|  | <b>CTI Care Team</b>            | <ul style="list-style-type: none"> <li>• Unlimited Phone Support</li> <li>• QBR</li> <li>• Dedicated Customer Experience Team</li> </ul>   |
|  | <b>Critical Meeting Support</b> | <ul style="list-style-type: none"> <li>• Health Checks</li> <li>• Critical Event Support</li> <li>• Event Solutions preferred pricing</li> </ul>   |

\*Programming and firmware updates are included upon manufacturer release and at the recommendation of the manufacturer and Conference Technologies, Inc.

**Plan Overview:**

Conference Technologies, Inc.® (CTI) is pleased to offer **CTI Complete**, a Service Agreement to support your AV system. The **CTI Complete** Service Agreement covers Display Systems, Video Systems, Audio Systems, Control Systems, Lighting Systems, Rack Accessories and Furniture, and miscellaneous cables, connectors, etc. within the equipment list contained in the contract documents.

This service plan provides audio/visual technical support and engineering services to ensure the maximum performance and reliability of your collaboration and communication technology, as well as programming updates, an on-line customer service portal and Critical Meeting Support.

Thank you for choosing Conference Technologies, Inc. to support and maintain your technology investment. We value your partnership as your AV Solutions provider.

**CTI Complete - Plan Summary:**

- Labor for parts repair & replacement are covered for the duration of the agreement.
  - On-Site within 24 hours of initiated request for any location where a CTI branch is located.
  - On-Site within 48 hours of initiated request where CTI does NOT have a branch
- Any shipping/freight costs are covered within this agreement
  - 2-day shipping
- All parts are included, except for consumables.

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

Conference Technologies, Inc.®  
 333 SW 9th Suite N  
 Des Moines, IA 50309  
**Office:** 515-280-9800  
**Fax:** (855) 329-2844

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

**ESCALATION PROCESS:**

In the event the AV Project Manager, the project stakeholders and COR cannot arrive at closure on any item not addressed in the signed contract or explicitly specified within this document, the following escalation procedure is provided as a means to a prompt an equitable resolution between both parties.

The unresolved issue will be sent to the levels of management as listed below until an acceptable resolution is achieved.

| Conference Technologies, Inc. Escalation List  | Contact Number |
|--|----------------|
| Cathy Kelly, Chief Business & Strategy Officer | (314) 993-1400 |
| John Laughlin, President and CEO               | (314) 993-1400 |

**EXHIBIT 19 – PERFORMANCE-BASED CRITERIA**

Performance-based measures are required to be included in any State service contract pursuant with Iowa Code section 8.47 (1) (Iowa Supp. 2001) (2001 Iowa Acts, House file 687, section 5).

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

Who assesses/ inspects and reports subpar performance?

- Lead Tech and PM

How are they measured?

- Project schedules, deliverables and product performances

How will they be tracked?

- Daily project team huddles and weekly update meetings

How much should they be (monetarily)?

- This is determined on a case by case basis.

What results are shared and how often?

- Answer: If it is a cost or performance impact, those results are shared daily.

## EXHIBIT 20 – OPTIONAL FEATURES

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

- Not applicable

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.

Signature

8/3/21

Date

**Dave Lahey**

Typed or Printed Name



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.

A handwritten signature in black ink, appearing to read "David Lahey".

\_\_\_\_\_  
Signature

8/3/21

\_\_\_\_\_  
Date

**David Lahey**

\_\_\_\_\_  
Typed or Printed Name

EXHIBIT 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.

Audio/Visual (AV) Technology Consultation,

Conference Technologies, Inc ----- RFP1821005285 ----- Equipment, and Installation

Company

RFP Number

RFP Title



VP Estimating

8/2/21

Signature (required)

Title

Date

## SECTION 1: COMPANY OVERVIEW

### ABOUT US

#### **IT IS ALL ABOUT OUR PEOPLE.**

Since we began in 1988, our goal has been to provide custom, superior technology services. These include design, engineering, training, and support for professional audio, video, visual, and control systems. Our model has also evolved to develop IP network design, video conferencing, web casting, collaborative systems, and unified communications as technology continues to advance.

Our executive leaders are committed to the relationships they have formed throughout the industry with vendors, clients, and trade partners. Everyone in the Conference Technologies, Inc. team understands that they are a network of professionals whose purpose is to provide AV solutions while utilizing the experience and training from their respective backgrounds. The result is a diverse team with rich knowledge from all aspects of technology in engineering design, IT, media, and installation, located all over the country.

#### **WHY CHOOSE US?**

We understand that there are other AV integrators who you can call. What we have learned along the way from our loyal customers is that they are not all created equal. We are specialists who ensure our technology, processes, and staff are the most knowledgeable and efficient resource to serve you. We have a pulse on the present and an outlook to the future. We are not content to be idle and react to the industry trends, but are driven to steer the direction of AV-IT convergence and embrace the vast changes ahead in the field. As you will see from our solutions and services in this guide, we are a comprehensive provider for all of your AV, IT, and Communication needs. Please contact us to learn more about the information found here or any other technology questions you may have. We are here to help.

### OUR PEOPLE

#### **WE ELEVATE INDUSTRY TALENT AND PLEDGE TO BE YOUR AV AUTHORITY**

At Conference Technologies, Inc., we take great pride in our commitment and investment in our people. As an APEx certified company, we are proud to stand behind AVIXA standards for the audiovisual industry. These standards, for system design and coordination, and system verification, show that our company can facilitate communication on all levels of a project, and most importantly, deliver a verified system that meets the client needs. Our specialists are bound not only to the technical proficiency of these certifications but a code of ethics, professionalism, and practice, to the highest standards. Our technical personnel also earn multiple manufacturer certifications through AMX, Crestron, Polycom, and Biamp to name a few, and maintains continuous career training to remain highly ranked in our advancing field. We value the importance of professional development and invest heavily in our employees to empower them for success as top-notch solutions providers to you.

### OUR PURPOSE

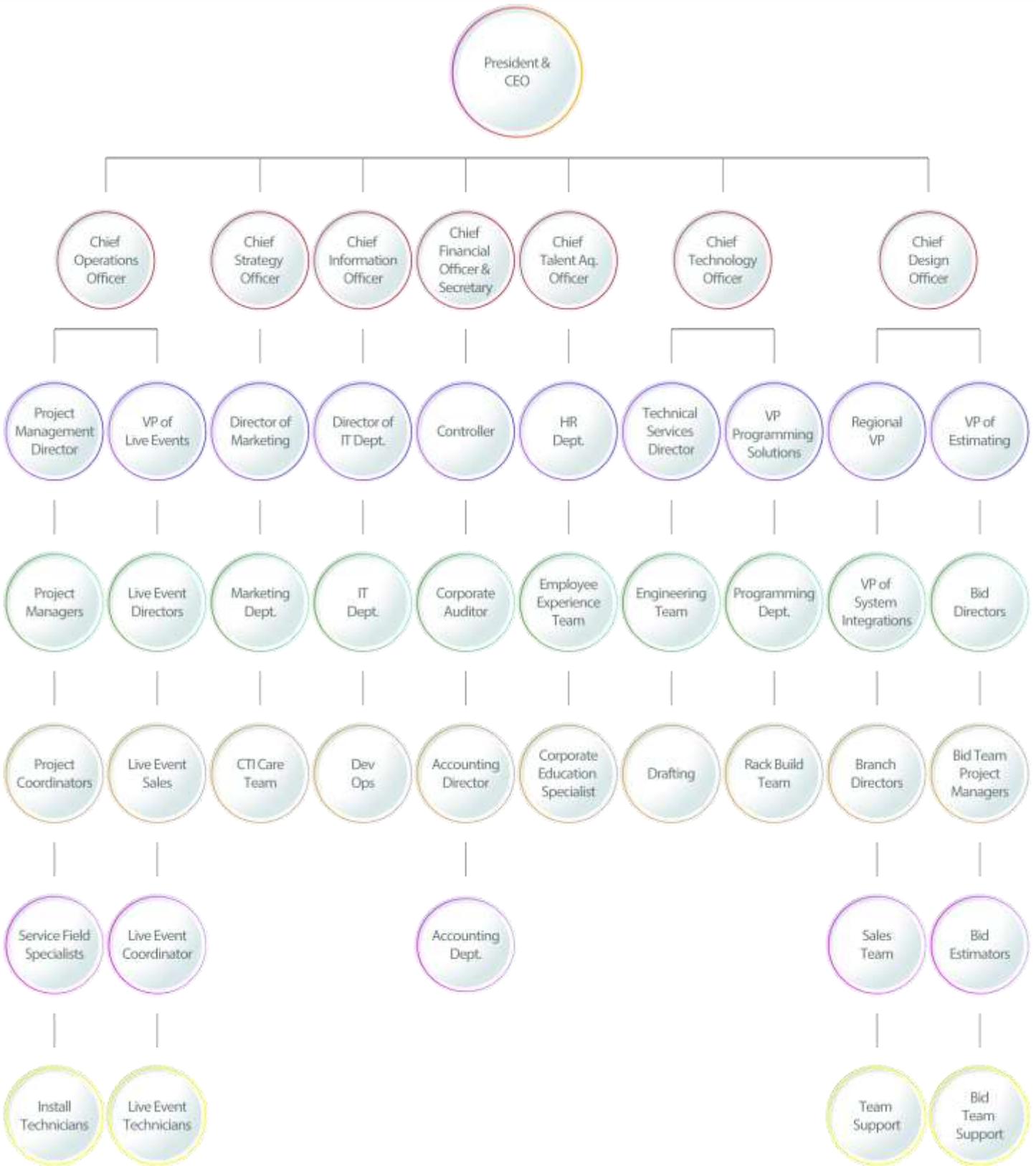
Our goal is to be the AV specialist you trust. We are dedicated to building on our experience and providing you the most skilled engineers, integrators, and advisors. We invest in quality resources and planning because you do too. We are worldwide AV experts that you can count on.

### OUR PROMISE

Your investment in technology is significant and analyzed with diligence at Conference Technologies, Inc. We will guide your plan with thoughtful, innovative action. We work to know your systems inside and out and will be here to help them evolve for years to come.

## HISTORY &amp; MILESTONES

- 1988** Company founded in Saint Louis, Missouri by Jane and Dennis Woodhouse.
- 1991** Conference Technologies, Inc. formally establishes company Headquarters in Saint Louis, Missouri.
- 1997** Winners of the Saint Louis Regional FAST 50 Technology Award.
- 1998** Presentations Magazine awards Conference Technologies, Inc. with Best Presentation Room Award.  
Winners of the Saint Louis Regional FAST 50 Technology Award.
- 1999** Winners of the Saint Louis Regional FAST 50 Technology Award.
- 2000** Winners of the Saint Louis Regional FAST 50 Technology Award.
- 2001** Office opens in Overland Park, Kansas.  
Winners of the Saint Louis Regional FAST 50 Technology Award.
- 2002** Acquired Visual Works' in Kansas City / Office opens in Overland Park, Kansas
- 2003** Office opens in Memphis, Tennessee
- 2004** Office opens in Omaha, Nebraska  
Expanded operations to Wichita, Kansas / Acquired Visual Works' Assets Wichita, Kansas
- 2005** Office opens in Peoria, Illinois
- 2006** Office opens in Wichita, Kansas.
- 2007** Omaha office relocates to larger facility.
- 2008** Acquired VMI's assets - Saint Louis, Missouri
- 2009** Headquarter relocated to larger facility in Saint Louis, Missouri  
John Laughlin named President, Chief Executive Officer (CEO).  
Office opens in Little Rock, Arkansas
- 2010** Expanded operations to Brookings, South Dakota
- 2011** Expanded operations to San Jose, California  
Mary and John Laughlin named Owners of Conference Technologies, Inc.
- 2012** Office opens in Brookings, South Dakota.  
Overland Park, Kansas office relocates to larger facility.  
Recognized by the NSCA for Excellence in Business - Growth Strategies  
Acquired Media Images, increasing capabilities of our Live Event Team  
Conference Technologies, Inc. refreshes company logo
- 2013** Acquired Pratt AV assets, expand operations in Iowa (Des Moines, Cedar Rapids, Quad Cities)
- 2013** Acquired Dascom assets, expand operations in Milwaukee, Wisconsin
- 2013** Acquired United Visual assets, expanding operations in Chicago, Illinois
- 2013** San Jose, California office opens
- 2013** Chicago, Illinois and Cedar Rapids, Iowa offices relocate to bigger facilities.
- 2013** Acquired Saint Louis AV, increasing the size and inventory of our sales & event production department
- 2014** San Jose, CA office relocates to more centralized location for San Francisco bay area.
- 2014** Expanded capabilities to Phoenix, Arizona
- 2015** Acquired Industrial Audio/Video Inc. (IAV) expanding into Houston, Texas
- 2015** Acquired assets of Universal Audio Video Productions (UNAVP), increasing capabilities of our LE Team
- 2016** Expanded capabilities / Office opens in Austin, TX
- 2017** Winners of the NSCA 2017 Excellence in Business Award
- 2017** Acquired TVS communications assets expanding operations in Detroit, Michigan
- 2017** Acquired assets of ECS Technologies / Quad cities offices merged/relocated to bigger facilities.
- 2017** Expanded capabilities / Office opens in Nashville, Tennessee
- 2018** Expanded capabilities / Office opens in Dallas, Texas
- 2018** Expanded capabilities / Office opens in Grand Rapids, Michigan
- 2018** Acquired Digital Meeting Solutions expanding operations in Indianapolis, Indiana
- 2019** Acquired Techteriors expanding into residential AV (Wisconsin only)
- 2019** Acquired Comprehensive Technical Group, expanding operations in Atlanta, Georgia
- 2020** Expanded capabilities in Denver, Colorado and Seattle, Washington
- 2021** Expanded capabilities in Columbus, Ohio, and Oklahoma City, Oklahoma



EMPLOYEES BY LOCATION

| CORPORATE                        | ACCOUNTING                          | ACCOUNTING                    | CTI CARE TEAM            | PROGRAMMING                 | RACK BUILD TEAM              | IT                           | BID TEAM                     |
|----------------------------------|-------------------------------------|-------------------------------|--------------------------|-----------------------------|------------------------------|------------------------------|------------------------------|
| <b>EXECUTIVES</b>                | <b>Exec. VP Finance, Controller</b> | <b>Payables</b>               | <b>Care Team Spec.</b>   | <b>Exec. VP Programming</b> | <b>Rack Build Spec.</b>      | <b>IT Director</b>           | <b>Exec. VP Estimating</b>   |
| <b>Chairman of the Board</b>     | Todd Holm                           | Ashley Wulf                   | Alyse Riewerts           | Ken Jaques                  | Alex Bredall                 | Tim Korte                    | David Lahey                  |
| Mary Laughlin                    | <b>Corporate Auditor</b>            | Carla Byrne                   | Stephanie Westbrook      | <b>Corp. Programmers</b>    | Andrew Leonard               | <b>IT Support</b>            | <b>Directors</b>             |
| <b>Chief Executive Officer</b>   | Cindy Egger (CR)                    | Kimberly Hagemann             | <b>Care Team Support</b> | Andy Simpson                | Colin Thomas                 | Miles Scalfano               | Adam Lofredo (PHX)-SME       |
| John Laughlin                    | Diann Wile                          | <b>Purchasing</b>             | Emily Piper (KC)         | Dale Burton (QC)            | Dalton Densen                | Mitchell Bishop              | Daryl Andershock             |
| <b>Chief Operations Officer</b>  | <b>Corporate Accounting</b>         | Caity Woemmel                 | Hayden Klepper           | Matt Childs                 | Eugene Tacony                | Ryan Starke                  | Jim Beaudin (CHI)-SME        |
| Brandon Conick                   | Becky Stark                         | Daianna Coronado              | Lauren Geibe             | Matthew Schneider (QC)      | Jason Tossing                |                              | Mark Wilson                  |
| <b>Chief Financial Advisor</b>   | Melissa Eggleston                   | Jill Garcia                   |                          | Tony Swanner (LIT)          | Justin Huebner               | <b>DEV OPS</b>               | Steve Martin (KC)            |
| Pete Krejci                      | <b>Billing/Receivable</b>           | Kelsey Solinski               | <b>MARKETING</b>         |                             | Michael Pendleton            | <b>DevOps Director</b>       | <b>Team Support</b>          |
| <b>Chief Financial Officer</b>   | Brent Speizman                      | Stefanie Graham               | Allison Hopper (LIT)     | <b>ENGINEERING</b>          | <b>Rack Build Technician</b> | Paul Richardson              | Bill Kocher (PEO)            |
| Daniel Bunyard                   | David Blanco (HOU)                  |                               | Bethany Absolon          | <b>Engineering Director</b> | Darius Bridges               | <b>Dev Ops Support</b>       | Gerry Murphy (MIL)           |
| <b>Chief Marketing Officer</b>   | Haley Creason                       | <b>HR/EMP.</b>                | Bonnie Granda            | Tim Kersting                | Gail Laughlin                | Andrew Gerstner              | Kevin Marema                 |
| Tim Albright                     | Jaclyn Duvivant                     | <b>Employee Exp. Director</b> | Erin Keplinger           | Kenny Red (OMA)-SME         | Jacob Axsom                  | Benjamin Sparks              | Matt Sivesind (KC)           |
| <b>Chief Strategy Officer</b>    | Jeff Bailey                         | Jill Reise                    | Julian Evans-Mears (DET) | <b>PM Director</b>          | Matthew Curry                | Carter Yarnell               | Michael Haggerty (OMA)       |
| Cathy Kelly                      | Joanne Babb                         | <b>Employee Exp. Spec.</b>    | Ryan Holdenried          | Travis Ellis                | Sheree Moore                 | David Stockton               | Michael Kessell              |
| <b>Chief Technical Officer</b>   | Kathleen O'Donnell                  | Alexandra Conklin             | Taylor Moore             |                             |                              | Don Price (CR)               | Patrick Baum                 |
| Eric Snider                      | Kelsey Gravette                     | <b>Talent Acq. Spec.</b>      |                          | <b>WAREHOUSE LOGISTICS</b>  | <b>OPERATIONS</b>            | Jeffrey Perstrobe            | Patty Richmond               |
| <b>Chief Design Officer</b>      | Rebecca Dundon                      | Joshua Hawkins                |                          | Dave Crosby                 | Barbie Zenner                |                              | Robert Sidler                |
| Matt McNeil                      | Stacy Kreienheder                   | Kelsie Howle                  | <b>TOUCHPANEL</b>        | George Faron                | Jen Halls                    | <b>SALES ANALYST</b>         | Tom Austin (HOU)             |
| <b>Chief Labor Officer</b>       | Sarah Andersen (HOU)                | <b>Corporate Ed. Spec.</b>    | Parker Jenkins           | George Koulouriotis         | Lisa Drabelle                | <b>VP System Integration</b> | Tom Schraufnagel (PHX)       |
| Terry Bray                       |                                     | Anthony Volkman               |                          | Kevin Albaladejo            | Nicole Dapper (CHI)          | Adam Rosenthal               |                              |
| <b>Chief Talent Acq. Officer</b> |                                     |                               |                          |                             | Page Broadway                |                              |                              |
| Jimmy LoMonaco                   |                                     |                               |                          |                             | Vito Blondo                  |                              |                              |
| <b>ST. LOUIS</b>                 | <b>SALES</b>                        | <b>ADMINISTRATIVE</b>         | <b>TECHNICAL</b>         |                             |                              |                              |                              |
| <b>DIRECTOR</b>                  | <b>VP System Integration</b>        | <b>Branch Coordinator</b>     | <b>Project Managers</b>  | <b>Programming</b>          | <b>Engineering</b>           | <b>Service / Field Spec.</b> | <b>Service/Install Tech.</b> |
| David Rauth                      | Steve Reust                         | Chance Rinderer               | Dave Lepper              | Dan Williams                | Greg Matthiesen              | Carl Veneziano               | Chris Clemmer                |
|                                  | <b>Design Consultants</b>           | <b>Project Coordinator</b>    | Matthew Otzenberger      | Jim Benedick                | Kevin Kelly                  | Fred McArthur                | Creg Pierson                 |
|                                  | Derek Rehagen                       | Halli McMichael               | Travis King              |                             | Nick Kuntz                   | Gerald Dusek                 | Jim Mitchell                 |
|                                  | Keith Matthes                       |                               |                          |                             | Thomas Blake                 | Kevin Baka                   | Robert Crown                 |
|                                  | Josh Higginbotham                   |                               |                          |                             |                              | Sloan Kranzberg              | Trevor Behm                  |
|                                  | Scott Heath                         |                               |                          |                             |                              |                              |                              |
|                                  | Steve Bender                        |                               |                          |                             |                              |                              |                              |
| <b>KANSAS CITY</b>               | <b>SALES</b>                        | <b>ADMINISTRATIVE</b>         | <b>TECHNICAL</b>         |                             |                              |                              |                              |
| <b>DIRECTOR</b>                  | <b>VP System Integration</b>        | <b>Branch Coordinator</b>     | <b>Project Managers</b>  | <b>Programming</b>          | <b>Engineering</b>           | <b>Service / Field Spec.</b> | <b>Service/Install Tech.</b> |
| TBD                              | Jim Zumalt                          | Angie Henson                  | Marisa Helt              | Micah Luffman               | John Barbour                 | Brian Noerlinger             | Gus VanDenabeele             |
| <b>REGIONAL VP</b>               | <b>Design Consultants</b>           | <b>Project Coordinator</b>    | Seth Sandy               |                             |                              |                              | Mike Nesselrode              |
| Travis Ellis                     | Doug Nelson                         | TBD                           |                          |                             |                              |                              | Tyler Day                    |
| <b>MEMPHIS</b>                   | <b>SALES</b>                        | <b>ADMINISTRATIVE</b>         | <b>TECHNICAL</b>         |                             |                              |                              |                              |
| <b>DIRECTOR</b>                  | <b>VP System Integration</b>        | <b>Branch Coordinator</b>     | <b>Project Managers</b>  | <b>Programming</b>          | <b>Service / Field Spec.</b> | <b>Service/Install Tech.</b> | <b>Service/Install Tech.</b> |
| TBD                              | David Perry                         | Susan Barnett                 | David Pierce             | Billy Stevens               | Bill Ruffino                 | Charles Harris               | Luke Hurst                   |
| <b>REGIONAL VP</b>               | <b>Design Consultants</b>           |                               | Wayne Garber             |                             | Christopher Duty             | Jacob Barker                 | Matias Villalba              |
| John Holland                     | Drew Carlton                        | <b>Warehouse Logistics</b>    |                          | <b>Engineering</b>          | Scott Raley                  | Joseph Chambers              | Matthew Ward                 |
|                                  | Robyne Medlin                       | Evan Braswell                 |                          | Jerry Thompson              |                              |                              |                              |
| <b>OMAHA</b>                     | <b>SALES</b>                        | <b>ADMINISTRATIVE</b>         | <b>TECHNICAL</b>         |                             |                              |                              |                              |
| <b>DIRECTOR</b>                  | <b>Design Consultants</b>           | <b>Branch Coordinator</b>     | <b>Project Managers</b>  | <b>Programming</b>          | <b>Service / Field Spec.</b> | <b>Service/Install Tech.</b> | <b>Service/Install Tech.</b> |
| Keith Sandy                      | Greg Peteler                        | Emily Ryan                    | Lee Kuentling            | Isaac Porter                | David Tanga                  | Aaron Winkelman              | Michael Pope                 |
| <b>TECH SVC DIRECTOR</b>         | John Trimble                        | <b>Team Support</b>           |                          | Mike Krejci                 | Nick Thiele                  | Caleb Hackett                | Ray Gentry                   |
| Mark Voutas                      | Josh Keller                         | Greg Hill                     |                          | <b>Engineering</b>          |                              | David Knapp                  | Todd Corriveau               |
|                                  |                                     | <b>Warehouse Logistics</b>    |                          | Brian Aden                  |                              | John Manhart                 | Tom Sempke                   |
|                                  |                                     | Ryan Stout                    |                          |                             |                              | Kurt Kremer                  |                              |
| <b>PEORIA</b>                    | <b>SALES</b>                        | <b>ADMINISTRATIVE</b>         | <b>TECHNICAL</b>         |                             |                              |                              |                              |
| <b>DIRECTOR</b>                  | <b>VP System Integration</b>        | <b>Project Coordinator</b>    | <b>Project Managers</b>  | <b>Programming</b>          | <b>Engineering</b>           | <b>Service / Field Spec.</b> | <b>Service/Install Tech.</b> |
| TBD                              | Lance Piper                         | TBD                           | TBD                      | TBD                         | TBD                          | TBD                          | Joseph Opulente              |
| <b>REGIONAL VP</b>               | <b>Design Consultants</b>           |                               |                          |                             |                              |                              | Milo Mordhorst               |
| Nate Lawrence                    | TBD                                 |                               |                          |                             |                              |                              |                              |
| <b>REGIONAL TECH SVC</b>         |                                     |                               |                          |                             |                              |                              |                              |
| Brian Heidgerken                 |                                     |                               |                          |                             |                              |                              |                              |
| <b>WICHITA</b>                   | <b>SALES</b>                        | <b>ADMINISTRATIVE</b>         | <b>TECHNICAL</b>         |                             |                              |                              |                              |
| <b>DIRECTOR</b>                  | <b>Design Consultants</b>           | <b>Branch Coordinator</b>     | <b>Project Managers</b>  | <b>Programming</b>          | <b>Engineering</b>           | <b>Service / Field Spec.</b> | <b>Service/Install Tech.</b> |
| George Sherman                   | Josie Dolenz                        | Angela Reynolds               | Aaron Schroeder          | TBD                         | Jeffrey Franck               | Brian Ashcraft               | Matthew Claxton              |
| <b>LITTLE ROCK</b>               | <b>SALES</b>                        | <b>ADMINISTRATIVE</b>         | <b>TECHNICAL</b>         |                             |                              |                              |                              |
| <b>DIRECTOR</b>                  | <b>Design Consultants</b>           | <b>Branch Coordinator</b>     | <b>Project Managers</b>  | <b>Programming</b>          | <b>Engineering</b>           | <b>Service / Field Spec.</b> | <b>Service/Install Tech.</b> |
| Bill Wall                        | TBD                                 | TBD                           | Mike Major               | TBD                         | TBD                          | Ben Fluharty                 | Greggory Simpson             |
| <b>ASST. DIRECTOR</b>            |                                     |                               |                          |                             |                              |                              |                              |
| Jonathon Parker                  |                                     |                               |                          |                             |                              |                              |                              |
| <b>REGIONAL VP</b>               |                                     |                               |                          |                             |                              |                              |                              |
| John Holland                     |                                     |                               |                          |                             |                              |                              |                              |

| CEDAR RAPIDS      |   |  |                         |  |                              |   |  |
|-------------------|---|--|-------------------------|--|------------------------------|---|--|
|                   | SALES   | ADMINISTRATIVE   | TECHNICAL               |  |                              |   |  |
| DIRECTOR          | <b>Design Consultants</b>   | <b>Branch Coordinator</b>  | <b>Project Managers</b> | <b>Programming</b>   | <b>Service / Field Spec.</b> | <b>Service/Install Tech.</b>  | <b>Service/Install Tech.</b>   |
| Nathan Reasner    | Jesse Hartsock<br>Mick Erdman   | Brooke Cline   | Bryan Steyne            | TBD<br><b>Engineering</b><br>TBD   | TBD                          | Ben Schloss<br>Luke Hermsen<br>Matthew Steggall                           | Mitchell Towleron<br>Page Covington<br>Rich Oehlerich                  |
| DES MOINES        |   |  |                         |  |                              |   |  |
|                   | SALES   | ADMINISTRATIVE   | TECHNICAL               |  |                              |   |  |
| DIRECTOR          | <b>VP System Integration</b>  | <b>Branch Coordinator</b>  | <b>Project Managers</b> | <b>Programming</b>   | <b>Service / Field Spec.</b> | <b>Service/Install Tech.</b>  | <b>Service/Install Tech.</b>   |
| Tim Kersting      | Tim Wright<br><b>Design Consultants</b><br>Kenny Rumbaugh   | Kristin Engle<br>Lindsey Steinberg                               | Mitch Brown             | TBD<br><b>Engineering</b><br>Bill Hendricks<br>Donald Walk               | Drew Selim                   | Aaron Hudson<br>Brady Van Sickle<br>Brian Garrels<br>Christopher Williams | Daniel Johnson<br>Lee Wonten<br>Mark Mlinar<br>Tom Chandler            |
| QUAD CITIES       |   |  |                         |  |                              |   |  |
|                   | SALES   | ADMINISTRATIVE   | TECHNICAL               |  |                              |   |  |
| DIRECTOR          | <b>Design Consultants</b>   | <b>Branch Coordinator</b>  | <b>Project Managers</b> | <b>Programming</b>   | <b>Engineering</b>           | <b>Service / Field Spec.</b>  | <b>Service/Install Tech.</b>   |
| TBD               | James Arney   | Katherine Rhoer  | Jeffrey Lawrence        | Jacob Kelley   | Charles Reynolds             | Brian VanSpeybroeck   | Andrew Finein  |
| REGIONAL VP       | Thomas Perdan   |  | Shane Ristau            | Rick Coopman   |                              |   | Merrick Krause   |
| Nate Lawrence     |   |  |                         |  |                              |   | Paul Golz  |
| REGIONAL TECH SVC |   |  |                         |  |                              |   | Zachary Hetzler  |
| Brian Heidgerken  |   |  |                         |  |                              |   |  |
| MILWAUKEE         |   |  |                         |  |                              |   |  |
|                   | SALES   | ADMINISTRATIVE   | TECHNICAL               |  |                              |   |  |
| DIRECTOR          | <b>Design Consultants</b>   | <b>Branch Coordinator</b>  | <b>Project Managers</b> | <b>Programming</b>   | <b>Engineering</b>           | <b>Service / Field Spec.</b>  | <b>Service/Install Tech.</b>   |
| Eric Perez        | Chuck Wahlen<br>Rebecca Fuchs   | Andrea Hallman<br><b>Warehouse Logistics</b><br>Samuel Hernandez | TBD                     | Ed Farrell   | TBD                          | Tim Weber   | Isaac Reinbold<br>Jeremy Thomas<br>Justin Price<br>Yara Zabihi         |
| CHICAGO           |   |  |                         |  |                              |   |  |
|                   | SALES   | ADMINISTRATIVE   | TECHNICAL               |  |                              |   |  |
| DIRECTOR          | <b>Design Consultants</b>   | <b>Branch Coordinator</b>  | <b>Project Managers</b> | <b>Programming</b>   | <b>Service / Field Spec.</b> | <b>Service/Install Tech.</b>  | <b>Service/Install Tech.</b>   |
| Matthew Swiderski | Brian Houdek  | TBD  | TBD                     | Dennon Davis   | AJ Navarrete                 | Adam Manning  | Jesus Altamirano   |
| TECH SVC DIRECTOR | Gina Skrip-Surowiak   |  |                         |  | Garrick Hill                 | Andy Jablonski  | John Blanchard   |
| Steven Kish       | Mark Olsen<br>Michael Maturo  |  |                         | <b>Engineering</b><br>Bryan Reinking<br>James Anders<br>Scott Limberg    |                              | Ignacio Vazquez<br>Jay Wisner   | Josh Cardona<br>Luke Mulchrone   |
| SAN FRANCISCO     |   |  |                         |  |                              |   |  |
|                   | SALES   | ADMINISTRATIVE   | TECHNICAL               |  |                              |   |  |
| DIRECTOR          | <b>Design Consultants</b>   | <b>Branch Coordinator</b>  | <b>Project Managers</b> | <b>Programming</b>   | <b>Service / Field Spec.</b> | <b>Service/Install Tech.</b>  | <b>Service/Install Tech.</b>   |
| TBD               | Adam Hale   | TBD  | TBD                     | TBD  | Calvin Kling                 | Alexander Morelan   | Gabe Poudret   |
| REGIONAL VP       | Nick Perez  |  |                         |  | Kristian Baca                | Andrew Young  | Ivan Gomez   |
| Travis Ellis      |   |  |                         | <b>Engineering</b><br>TBD  |                              | Cole Rice<br>Devonte Redmond  | Jeremiah Shipp<br>Warren Thomas  |
| PHOENIX           |   |  |                         |  |                              |   |  |
|                   | SALES   | ADMINISTRATIVE   | TECHNICAL               |  |                              |   |  |
| DIRECTOR          | <b>Design Consultants</b>   | <b>Branch Coordinator</b>  | <b>Project Managers</b> | <b>Programming</b>   | <b>Engineering</b>           | <b>Service / Field Spec.</b>  | <b>Service/Install Tech.</b>   |
| TBD               | Catherine Hayhurst-Romano   | Cynthia Diaz   | James Harrison          | David Lockmiller   | TBD                          | Eddie Miskowiec   | James Covarrubias  |
| TECH SVC DIRECTOR | Marc Sierra   |  |                         |  |                              |   | Russell Lawrence   |
| Kevin Sanders     |   | <b>Project Coordinator</b><br>David Williams<br>Jennifer Pagas   |                         |  |                              |   |  |
| HOUSTON           |   |  |                         |  |                              |   |  |
|                   | SALES   | ADMINISTRATIVE   | TECHNICAL               |  |                              |   |  |
| DIRECTOR          | <b>VP System Integration</b>  | <b>Branch Coordinator</b>  | <b>Project Managers</b> | <b>Programming</b>   | <b>Engineering</b>           | <b>Service / Field Spec.</b>  | <b>Service/Install Tech.</b>   |
| Chris Puhl        | John Powell   | Shaunda Cooper   | Danny Elizond           | TBD  | Neal Hosier                  | Lewis Murray  | Aaron Bever  |
| Dan Szymanski     | <b>Design Consultants</b><br>Victoria Ferrari<br>Xzavia Killikelly<br><b>Sales Associate</b><br>Steven Surber | Zach Pruitt  | Robert Bronner          |  |                              |   | Darian Somphet<br>Guillermo Olmos<br>Ramon Gonzales<br>Sergio Arambula |
| AUSTIN            |   |  |                         |  |                              |   |  |
|                   | SALES   | ADMINISTRATIVE   | TECHNICAL               |  |                              |   |  |
| DIRECTOR          | <b>Design Consultants</b>   | <b>Branch Coordinator</b>  | <b>Project Managers</b> | <b>Programming</b>   | <b>Service / Field Spec.</b> | <b>Service/Install Tech.</b>  | <b>Service/Install Tech.</b>   |
| Jason Main        | TBD   | Sarah Rosenbach  | Jeff Frank              | TBD<br><b>Engineering</b><br>Mauricio Torrico                            | Tarleton Smith               | Adam Rios<br>Caleb Mabrey<br>James McConnell<br>John Wood                 | Joshua Taff<br>Michael Fratina<br>Ryan Boissevain<br>Steven Cathey     |
| DETROIT           |   |  |                         |  |                              |   |  |
|                   | SALES   | ADMINISTRATIVE   | TECHNICAL               |  |                              |   |  |
| DIRECTOR          | <b>Design Consultants</b>   | <b>Branch Coordinator</b>  | <b>Project Managers</b> | <b>Programming</b>   | <b>Engineering</b>           | <b>Service / Field Spec.</b>  | <b>Service/Install Tech.</b>   |
| TBD               | Brian Hoelt   | TBD  | TBD                     | Bradley Davis  | Brian Arnold                 | Eddie Hannaford   | TBD  |
| REGIONAL VP       |   |  |                         |  |                              |   |  |
| Tobi Tungl-SME    |   | <b>Warehouse Logistics</b><br>David Moon                         |                         | <b>DM / IT Spec.</b><br>Amy Drill<br>Edward Cardenas<br>Jason Ruggirello |                              |   |  |

| <b>NASHVILLE</b>     |   |                           |                         |  |                               |                              |  |
|----------------------|---|---------------------------|-------------------------|--|-------------------------------|------------------------------|--|
|                      | SALES   | ADMINISTRATIVE            | TECHNICAL               |  |                               |                              |  |
| DIRECTOR             | <b>VP System Integration</b>                      | <b>Branch Coordinator</b> | <b>Project Managers</b> | <b>Programming</b>                               | <b>Engineering</b>            | <b>Service / Field Spec.</b> | <b>Service/Install Tech.</b>                       |
| TBD                  | Todd Callahan<br><b>Design Consultants</b><br>TBD | TBD                       | TBD                     | TBD  | TBD                           | Glen Hall                    | TBD  |
| <b>DALLAS</b>        |   |                           |                         |  |                               |                              |  |
|                      | SALES   | ADMINISTRATIVE            | TECHNICAL               |  |                               |                              |  |
| DIRECTOR             | <b>Design Consultants</b>                         | <b>Branch Coordinator</b> | <b>Project Managers</b> | <b>Programming</b>                               | <b>Engineering</b>            | <b>Service / Field Spec.</b> | <b>Service/Install Tech.</b>                       |
| Jeremy Hall          | Abigail O'Donnell<br>Jeremy Blanton               | Amy Allison               | Roy Aldaba              | TBD  | TBD                           | Isaac Siguenza<br>Ryan Adams | Mario Gills<br>Robert Leach                        |
| <b>GRAND RAPIDS</b>  |   |                           |                         |  |                               |                              |  |
|                      | SALES   | ADMINISTRATIVE            | TECHNICAL               |  |                               |                              |  |
| DIRECTOR             | <b>Design Consultants</b>                         | <b>Branch Coordinator</b> | <b>Project Managers</b> | <b>Programming</b>                               | <b>Engineering</b>            | <b>Service / Field Spec.</b> | <b>Service/Install Tech.</b>                       |
| TBD                  | Charlie Yerkes                                    | Ashley Milanowski         | Mike Christe            | Alexander Riley                                  | TBD                           | TBD                          | Colin Wakefield<br>Gabriel Tower<br>Kelsey Nohel   |
| REGIONAL VP          | Warren Pingree                                    |                           |                         |  |                               |                              |  |
| Tobi Tungl-SME       |   |                           |                         |  |                               |                              |  |
| <b>INDIANAPOLIS</b>  |   |                           |                         |  |                               |                              |  |
|                      | SALES   | ADMINISTRATIVE            | TECHNICAL               |  |                               |                              |  |
| DIRECTOR             | <b>Design Consultants</b>                         | <b>Branch Coordinator</b> | <b>Project Managers</b> | <b>Programming</b>                               | <b>Engineering</b>            | <b>Service / Field Spec.</b> | <b>Service/Install Tech.</b>                       |
| Mark Fox             | Martin Nault                                      | Adrienne Miller           | TBD                     | TBD  | David Watson<br>Roger Ray     | TBD                          | Taylor Filkins                                     |
| <b>ATLANTA</b>       |   |                           |                         |  |                               |                              |  |
|                      | SALES   | ADMINISTRATIVE            | TECHNICAL               |  |                               |                              |  |
| DIRECTOR             | <b>Design Consultants</b>                         | <b>Branch Coordinator</b> | <b>Project Managers</b> | <b>Programming</b>                               | <b>Engineering</b>            | <b>Service / Field Spec.</b> | <b>Service/Install Tech.</b>                       |
| Jim Wile             | Andrew Pearson                                    | Mike Gunny                | Cheri Parker            | Chris Noland                                     | Brandon Martin                | Brent Henson                 | Alexander Crider                                   |
| TECH SVC DIRECTOR    | Ed Kothera  | <b>Team Support</b>       | Guy Lindelow            | <b>IT Specialist</b>                             | Eddie Daniels                 | Chris Brumbelow              | Gerald Florence                                    |
| Ryan Brodie          | Ry Alford<br>Ted Dembinski<br>Tony Cascio         | Lori Johnston             |                         | Sam Burke<br><b>IT Technician</b><br>Evan Wilson | Stewart Estes<br>Wayne Nalley | Chris Smith                  | Henri Lespinasse<br>Linda Florence<br>Ryan Goodwin |
| <b>DENVER</b>        |   |                           |                         |  |                               |                              |  |
|                      | SALES   | ADMINISTRATIVE            | TECHNICAL               |  |                               |                              |  |
| DIRECTOR             | <b>Design Consultants</b>                         | <b>Branch Coordinator</b> | <b>Project Managers</b> | <b>Programming</b>                               | <b>Engineering</b>            | <b>Service / Field Spec.</b> | <b>Service/Install Tech.</b>                       |
| John Emerson         | Jeff Brotherston<br>Scott Karlis                  | Jeanette Patrick          | TBD                     | TBD  | TBD                           | Anthony Adoradio             | Brian Hoffman                                      |
| TECH SVC DIRECTOR    |   |                           |                         |  |                               |                              |  |
| Thad Graham          |   |                           |                         |  |                               |                              |  |
| <b>SEATTLE</b>       |   |                           |                         |  |                               |                              |  |
|                      | SALES   | ADMINISTRATIVE            | TECHNICAL               |  |                               |                              |  |
| DIRECTOR             | <b>Design Consultants</b>                         | <b>Branch Coordinator</b> | <b>Project Managers</b> | <b>Programming</b>                               | <b>Engineering</b>            | <b>Service / Field Spec.</b> | <b>Service/Install Tech.</b>                       |
| Steinar Solsvik      | Jim Jacobson                                      | TBD                       | TBD                     | TBD  | TBD                           | TBD                          | TBD  |
| <b>COLUMBUS</b>      |   |                           |                         |  |                               |                              |  |
|                      | SALES   | ADMINISTRATIVE            | TECHNICAL               |  |                               |                              |  |
| DIRECTOR             | <b>Design Consultants</b>                         | <b>Branch Coordinator</b> | <b>Project Managers</b> | <b>Programming</b>                               | <b>Engineering</b>            | <b>Service / Field Spec.</b> | <b>Service/Install Tech.</b>                       |
| Warren Pingree       | TBD   | TBD                       | TBD                     | TBD  | TBD                           | TBD                          | TBD  |
| <b>OKLAHOMA CITY</b> |   |                           |                         |  |                               |                              |  |
|                      | SALES   | ADMINISTRATIVE            | TECHNICAL               |  |                               |                              |  |
| DIRECTOR             | <b>Design Consultants</b>                         | <b>Branch Coordinator</b> | <b>Project Managers</b> | <b>Programming</b>                               | <b>Engineering</b>            | <b>Service / Field Spec.</b> | <b>Service/Install Tech.</b>                       |
| Robert Scott         | Zane Hedger                                       | TBD                       | Dwayne Herndon          | TBD  | TBD                           | TBD                          | Eli Johnson<br>Justin Gascot                       |
| TECH SVC DIRECTOR    |   |                           |                         |  |                               |                              |  |
| Scott Lopez          |   |                           |                         |  |                               |                              |  |

**AUTHORIZED SERVICE CENTER**

Conference Technologies, Inc. has fully equipped repair facilities to service the highest quality audio visual, telepresence and broadcast products. We can service nearly any major brand of audio visual, telepresence, and broadcast equipment: projectors, displays, control panels, audio speakers, control systems, cameras and much more. Our industry-certified technicians are trained and authorized by manufacturers to warranty repair and/or service a large variety of audio visual equipment. Below is a partial list of service certifications and training completed:

| SAMPLE LIST      |              |
|------------------|--------------|
| AMX              | LifeSize     |
| Barco            | LG           |
| Biamp            | Lutron       |
| Christie Digital | Meyer        |
| Cisco            | NEC          |
| Clear One        | Panasonic    |
| Crestron         | Polycom      |
| Crown            | Renkus Heinz |
| Da-Lite          | Sennheiser   |
| Draper           | Sharp        |
| Epson            | Shure        |
| Extron           | Symetrix     |
| Kramer           | Yamaha       |



CONTRACT VEHICLES

GENERAL SERVICES ADMINISTRATION (GSA)



Conference Technologies, Inc. is proud to have been awarded a General Services Administration (GSA) Federal Supply Schedules for selected audio-visual products and design and installation services. You are eligible if you are a part of any federal government department or agency, or an entity that has funding through the federal government, such as grant money.

CONTRACT NUMBER: GS-03F-0124Y  
 PERIOD COVERED BY CONTRACT: June 15, 2012 through June 14, 2022  
 SCHEDULE ITEM NUMBER: 58-I Professional Audio/Video Telemetry/Tracking, Recording/Reproducing and Signal Data

|        |  |
|--------|--|
| 58-1   | Recording and Reproducing Video and Audio Equipment          |
| 58-2   | Monitors and Monitors/Receivers                              |
| 58-3   | Television Cameras   |
| 58-4   | Audio Equipment  |
| 58-6   | Telecommunications Equipment                                 |
| 58-8   | Professional Audio/Video Assessment, Design, and Integration |
| 58-9   | Professional Audio/Video Production                          |
| 219-3  | Televisions  |
| 219-4  | Television for Hospital, Hotels and Motel                    |
| 219-9  | VCRs, VCP, DVD, Blu-ray                                      |
| 219-11 | Audio Components   |
| 219-13 | Hand Held Camcorders   |

Learn more at our website <http://www.conferencetech.com/gsa>.

NORTH AMERICAN INDUSTRY CLASSIFICATION (NAICS)

|        |   |
|--------|---|
| 238210 | Electrical Contractors and other Wiring Installation Contractors                              |
| 333316 | Photographic & photocopying equipment manufacturing   |
| 334111 | Electronic computer manufacturing   |
| 334118 | Computer terminal & other computer peripheral equipment manufacturing                         |
| 334220 | Radio and television broadcasting and wireless communications equipment manufacturing         |
| 334290 | Other Communications Equipment Manufacturing  |
| 334310 | Audio and Video Equipment Manufacturing   |
| 334419 | Other Electronic Component Manufacturing  |
| 337212 | Custom Architectural Woodwork and Millwork Manufacturing                                      |
| 337214 | Office furniture (except wood) manufacturing  |
| 423410 | Photographic Equipment and Supplies Merchant Wholesalers                                      |
| 423430 | Computer & computer peripheral equipment & software merchant wholesalers                      |
| 423610 | Electrical apparatus & equipment, wiring supplies, and related equipment merchant wholesalers |
| 423620 | Household appliances, electric housewares, and consumer electronics merchant wholesalers      |
| 423690 | Other Electronic Parts and Equipment Merchant Wholesalers                                     |
| 512110 | Motion Picture and Video Production   |
| 517911 | Telecommunications resellers  |
| 517919 | All other telecommunications  |
| 519130 | Internet Publishing and Broadcasting and Web Search Portals                                   |
| 532490 | Other Commercial and Industrial Machinery and Equipment Rental and Leasing                    |
| 541330 | Engineering Services  |
| 541512 | Computer Systems Design Services  |
| 541519 | Other computer related services   |
| 541519 | Information technology value added resellers  |
| 541990 | All Other Professional, Scientific, and Technical Services                                    |

Learn more at our website <http://www.conferencetech.com/naics>.

**SECTION 2: FINANCIAL INFORMATION**

**FINANCIAL STATEMENT**

Selected information has been provided below, however if any additional financial details are required, please contact our representative listed on the cover of this profile.

**CURRENT WORK VALUE**

Conference Technologies, Inc. current work value is \$38,000,000

**PROJECT RANGE**

|                        |                    |
|------------------------|--------------------|
| Project Size Range:    | \$5,000 TO \$4 MIL |
| Average Project Size:  | \$42,868           |
| Expected 2021 Revenue: | \$155 MIL          |
| Past Sales Volume:     |                    |
| 2020 \$141 MIL         | 2019 \$127MIL      |
| 2018 \$105MIL          | 2017 \$98 MIL      |
| 2016 \$74 MIL          | 2015 \$72 MIL      |
| 2014 \$58 MIL          | 2013 \$48 MIL      |

**BONDING**

|                                 |        |
|---------------------------------|--------|
| Maximum Bonding Capacity        | \$100M |
| Single Project Bonding Capacity | \$40M  |
| Current Open Bond Capacity      | \$90M  |
| Performance Bond ever exercised | No     |

**LITIGATION STATEMENT (EXPERIENCES WITHIN THE LAST 5 YEARS)**

|                             |                         |                       |                         |
|-----------------------------|-------------------------|-----------------------|-------------------------|
| Judgments                   | Zero                    | Arbitrations          | Zero                    |
| Suits / pending Proceedings | Zero                    | Bankruptcy / Company  | Zero                    |
| Bankruptcy / Principals     | Zero                    | Bankruptcy / Officers | Zero                    |
| Project Related:            | Zero incidents to claim | Non-Project Related:  | Zero incidents to claim |

**INSURANCE**

**EMR RATING**

|                    |      |
|--------------------|------|
| July '21 – July'22 | .67% |
| July '20 – July'21 | .65% |
| July '19 – July'20 | .60% |
| July '18 – July'19 | .62% |
| July '17 – July'18 | .62% |
| July '16 – July'17 | .76% |

**GENERAL LIABILITY**

Atlantic Specialty Inc.  
 Coverage Limit: \$1,000,000.00 per claim  
 \$2,000,000.00 aggregate

**WORKERS' COMPENSATION**

**Liability** Atlantic Specialty Inc.  
 Coverage Limit: \$1,000,000.00 per claim

**Automobile** Atlantic Specialty Inc.  
 Coverage Limit: \$1,000,000.00

**Umbrella** Atlantic Specialty Inc.  
 Coverage Limit: \$10,000,000.00

**Errors & Omissions** Atlantic Specialty Inc.  
 Coverage Limit: \$2,000,000.00

**Crime** Hanover Insurance  
 Coverage Limit: \$1,000,000.00

| ACORD   |   | CERTIFICATE OF LIABILITY INSURANCE  |                         | DATE (MM/DD/YYYY) |                  |   |
|---|---|---|-------------------------|-------------------|------------------|---|
| THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S). AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.   |   | IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SURRENDER IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of each endorsement(s). |                         | 7/27/2018         |                  |   |
| PRODUCER<br>J.W. Terrell, a Marsh & McLennan Agency LLC co<br>825 Maryville Centre Drive<br>Suite 200<br>Chesterfield MD 63017  | CONTACT NAME: Pat Morieth<br>PHONE: (410) 354-3517<br>FAX: (410) 354-3517<br>EMAIL: pmorieth@jwterrell.com      | INSURER AFFIRMED COVERAGE<br>INSURER A: Atlantic Specialty Insurance Company<br>INSURER B: Hanover Insurance Company<br>INSURER C:<br>INSURER D:<br>INSURER E:<br>INSURER F:  | NAE #<br>27154<br>22262 |                   |                  |   |
| INSURED<br>Conference Technologies, Inc.<br>11553 Adie Road<br>Maryland Heights, MD 63043   |   |   |                         |                   |                  |   |
| COVERAGES   |   | CERTIFICATE NUMBER: 555787998   | REVISION NUMBER:        |                   |                  |   |
| THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS. |   |   |                         |                   |                  |   |
| LINE  | TYPE OF INSURANCE   | POLICY NO.  | POLICY NUMBER           | POLICY EFF. DATE  | POLICY EXP. DATE | LIMITS  |
| A   | X COMMERCIAL GENERAL LIABILITY<br><input type="checkbox"/> CLAIM MADE <input checked="" type="checkbox"/> OCCUR | 7110480-080   | 7012018                 | 7/31/2018         |                  | EACH OCCURRENCE \$ 1,000,000<br>DAMAGE TO RENTED PREMISES \$5,000,000<br>MED SUP (Per Occurrence) \$ 10,000<br>PERSONAL & ADY INURY \$ 1,000,000<br>GENERAL AGGREGATE \$ 1,000,000<br>PRODUCTS - COMPROP AGG \$ 1,000,000<br>VOLUNTARY \$ 0 |
| SEPL AGGREGATE LIMIT APPLIED PER POLICY: <input checked="" type="checkbox"/> PER <input type="checkbox"/> PER <input type="checkbox"/> LOC  |   |   |                         |                   |                  |   |
| A   | X AUTOMOBILE LIABILITY  | 7110480-080   | 7012018                 | 7/31/2018         |                  | COMBINED SINGLE LIMIT (Per Accident) \$ 1,000,000<br>MEDICAL PAY (Per Person) \$ 0<br>BODILY INJURY (Per Person) \$ 0<br>PROPERTY DAMAGE (Per Accident) \$ 0  |
| X   | ANY AUTO<br>ALL OWNED AUTO<br>X HIREN AUTO<br>X AUTO-TRUCK<br>X UMBRELLA-LIAB<br>EXCESS LIAB                    | <input type="checkbox"/> SCHEDULED AUTO<br><input type="checkbox"/> NON-SCHEDULED AUTO<br><input type="checkbox"/> TRUCK<br><input type="checkbox"/> TRUCKS & TRAILERS<br><input type="checkbox"/> CLAIMS-MADE  |                         |                   |                  |   |
| EVIDENCE OF COVERAGE ONLY   |   |   |                         |                   |                  |   |
| A   | X WORKERS COMPENSATION AND EMPLOYERS LIABILITY AND PRODUCT LIABILITY EXCLUSIVE OF PROFESSIONAL SERVICES         | 48004100-080  | 7012018                 | 7/31/2018         |                  | X THE STATUTE<br>E.L. EACH ACCIDENT \$ 1,000,000<br>E.L. DISEASE - SA EMPLOYEE \$ 1,000,000<br>E.L. DISEASE - SA EMPLOYEE \$ 1,000,000<br>E.L. DISEASE - POLICY LIMIT \$ 1,000,000  |
| DESCRIPTION OF OPERATIONS - (LOCATIONS - VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required))  |   |   |                         |                   |                  |   |
| CERTIFICATE HOLDER  |   | CANCELLATION  |                         |                   |                  |   |
| Evidence of Coverage only   |   | SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.  |                         |                   |                  |   |
|   |   | AUTHORIZED REPRESENTATIVE<br><i>Nelson Antoline</i>   |                         |                   |                  |   |
| ACORD 25 (2014/01)  |   | © 1988-2014 ACORD CORPORATION. All rights reserved. The ACORD name and logo are registered marks of ACORD   |                         |                   |                  |   |

**BUSINESS IDENTIFICATION/REGISTRATION**

**TAX ID NUMBERS**

Federal Tax ID Number: 43-1501713  
 County Code (3 digit): 189  
 Congressional District: 01  
 MSA: 7040  
 St. Louis District Office: SBA office code 0768  
 Accepts GVT. Credit Card:  Yes  No



**UNIFORM SALES & USE TAX CERTIFICATE MULTIJURISDICTIONAL**

|            |                   |                |                  |                |                    |
|------------|-------------------|----------------|------------------|----------------|--------------------|
| Arizona    | 20584591          | Kentucky       | 000820398        | Oklahoma       | STS-10284404-05    |
| Arkansas   | 267225-76-001     | Louisiana      | 1701016-0001-400 | Pennsylvania   | 67661107           |
| California | 103110055         | Maryland       | 16014936         | South Carolina | 115093415          |
| Colorado   | 26790288-0001     | Michigan       | U431501713       | South Dakota   | 1022-4773-ST       |
| Florida    | 78-8016767396-6   | Mississippi    | 083-38923-9      | Tennessee      | 104173397          |
| Georgia    | 175-958811        | Missouri       | 13647300         | Texas          | 32039849214        |
| Illinois   | 3508-0663         | Nebraska       | 01-9367969       | Utah           | 12601690-003-STC   |
| Indiana    | 136741304         | New York       | 43-1501713       | Washington     | 13647300           |
| Iowa       | 200151118         | North Carolina | 601271997        | Wisconsin      | 456-000-3897944-02 |
| Kansas     | 004-431501713F-01 | Ohio           | 99109291         |                |                    |

**CONTRACTOR LICENSES**

| <u>License</u>   | <u>#</u>   | <u>Expiration</u> | <u>Type</u> | <u>Class</u>                                      |
|------------------|------------|-------------------|-------------|---|
| Arkansas         | 0214590522 | 5-31-2022         | Commercial  | Communication, Computer or Sound Systems, Cabling |
| California       | 1072847    | 1-31-2023         | Contractor  | C-7 - Low Voltage Systems                         |
| Iowa             | C000782    | 8-16-21           | Contractor  | 230000 - Other/Undefined                          |
| Mississippi      | 18251-SC   | 1-14-22           | Contractor  | Communication Systems & Low Voltage Electrical    |
| Nebraska         | 34881-20   | 6-1-22            | Contractor  | Sales Tax Option 1                                |
| St. Louis County | C-5033     |                   | Electrical  |   |
| Tennessee        | 57713      | 9-30-22           | Contractor  | Class-CE-D CE-F                                   |

**GOVERNMENT CONTRACTS & ID'S**

(SAM) System for Award Management (formerly CCR) Valid until 01/28/2021  
 (DUNS) Data Universal Numbering System: 619503634  
 (CAGE) Commercial and Government Entity: OK420 (Valid until 01/29/2025)  
 GSA Advantage Contract Number (Since 2012): GS-03F-0124Y (Valid until 06/14/2022)

## BANK REFERENCE

2191 Lemay Ferry Road, St. Louis, MO 63125  
(800) 894-1350 | (314) 631-5500



March 2, 2020

Re: Conference Technologies, Inc. ("CTI").

CTI has been a client of Midwest BankCentre ("Bank") since 2008 and has a \$8,000,000 line of credit extended through August 5, 2021. The average balance on the line of credit over the past twelve months was \$970,000. The line of credit is secured and includes conditions of a borrowing base and financial performance covenants. CTI is in compliance with both conditions as of the date of this letter.

The average balance over the past twelve months of CTI deposit accounts held with the Bank was \$1,616,000.

CTI is an outstanding client and held in high regard at the Bank.

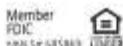
If you need additional information, please let me know by phone at 314-544-7262 or email at [crife@midwestbankcentre.com](mailto:crife@midwestbankcentre.com).

Sincerely,

Midwest BankCentre

A handwritten signature in black ink, appearing to read "Chris Rife", is written over the printed name.

Chris Rife  
Senior Vice President



MidwestBankCentre.com

SURETY REFERENCE



Marsh & McLennan Agency LLC  
825 Maryville Centre Drive, Suite 200  
St. Louis, MO 63017  
+1 314 594 2700  
MarshMMA.com

January 12, 2021

**RE: Conference Technologies, Inc.**

To Whom It May Concern:

Conference Technologies, Inc. is a valued Travelers Casualty and Surety Company of America surety customer. Travelers Casualty and Surety Company of America is one of the most financially sound insurance companies in the United States and enjoys a Best Rating of A++ with financial strength category of XV.

Due to Conference Technologies, Inc.'s reputation, technical expertise, financial strength, quality equipment and experienced labor force, Marsh & McLennan Agency is prepared to consider performance and payment bonds for single jobs in the \$40,000,000.00 range with an aggregate work program of \$100,000,000.00 subject to the conditions below.

Marsh & McLennan Agency is proud to be associated with Conference Technologies, Inc. Should a project be awarded to and accepted by Conference Technologies, Inc., we are prepared to consider providing the required bonds on their behalf. Any bonds are subject to acceptable review of the contract terms and conditions, bond forms, confirmation of financing, and any other underwriting considerations at the time of the request. It should be understood that any arrangement for bonds is strictly a matter between Conference Technologies, Inc. and the Travelers Casualty and Surety Company of America. We assume no liability to third parties or to you if for any reason we do not execute said bonds.

Please feel free to contact me if you have any specific questions regarding Conference Technologies, Inc. or their surety bond program.

Sincerely,

Andrew P. Thome  
President

WORLD CLASS. LOCAL TOUCH.



940 West Port Plaza  
St. Louis, MO 63146

**Thomas G. Tedesco**  
Commercial Surety  
Travelers Bond & Specialty Insurance  
Phone: (314) 579-8306  
Fax: (888) 400-6771  
TTedesco@Travelers.com

1/12/2021

RE: Conference Technologies, Inc. – Surety Reference Letter

To Whom It May Concern:

We are providing this information at the request Conference Technologies, Inc. Travelers has established a \$40 million single, \$100 million aggregate surety limit established for the account with open surety capacity. The surety relationship began in 2012 and there are no open surety claims on the account.

We continue to underwrite this principal's ability to perform as well as their financial stability. Travelers has not been required to perform under a labor and material payment bond or performance bond for the referenced company. Travelers Casualty and Surety Company of America is rated A++ by A.M. Best .

Please note that the decision to issue performance and payment bonds for a project is a matter between Conference Technologies, Inc. and Travelers Casualty and Surety Company of America and will be subject to our standard underwriting at the time of the final bond request. This includes the review and use of industry standard bond forms, contract terms and our other normal underwriting criteria. We assume no liability to third parties or to you if for any reason we do not execute said bonds.

If you have any questions or need any additional information, please do not hesitate to contact me.

Sincerely,

TRAVELERS CASUALTY AND SURETY  
COMPANY OF AMERICA

Thomas G. Tedesco  
Managing Account Executive

Travelers Casualty and Surety Company of America is rated A++ (Superior) by A.M. Best Financial Size Category XV

A.M. Best's rating of A++ applies to certain insurance subsidiaries of Travelers that are members of the Travelers Insurance Companies pool; other subsidiaries are included in another rating pool or are separately rated. For a listing of companies rated by A.M. Best and other rating services visit [www.travelers.com](http://www.travelers.com). Ratings listed herein are as of May 30, 2006, are used with permission, and are subject to changes by the rating services. For the latest rating, access [ambest.com](http://ambest.com).

## SECTION 3: OUR APPROACH

Conference Technologies, Inc. recognizes that the selection of an Audio Visual System Integrator is a critical decision, one that requires careful consideration. We understand that the purchase of a new AV System is a major investment that is why we make sure the application excels in quality and reliability. In support of your competitive evaluation, we wish to call to your attention to what we consider our eight most important competitive advantages:

- Experience – We are a leading audio visual systems integrator with the industries most experienced people since 1988. We design, install, manage, and service projects for many of the Fortune 500 Companies and multiple government agencies across the nation.
- Technological leadership – Conference Technologies, Inc. is well known as an innovator in audio visual systems research and development. A/V Manufacturers come to us for assistance with research and design of new A/V applications and products.
- Strength – Conference Technologies, Inc. is a multi-million-dollar organization that is the market leader in audio visual systems integration for many industries, including sports, digital signage, government, medical, corporate, manufacturing, defense, education, and house of worship, just to name a few.
- Large installed base – Conference Technologies, Inc. has been in business for more than 21 years and has installations all over the country. The headquarters of Conference Technologies, Inc. in St. Louis, Missouri, is the Corporation’s center of competency for Sales and Engineering nationwide.
- Excellence in mission-critical applications – Conference Technologies, Inc. has built its market reputation by designing highly reliable integrated solutions for mission-critical applications such as defense, medical and surgical, air traffic control, education, and command & control rooms. We understand applications where reliability and fast response are paramount.
- Strong customer service – Conference Technologies, Inc. has built a network of qualified service representatives to provide quick onsite response to our large installed base of customers. Furthermore, Conference Technologies, Inc. can provide 24-hour, 7-day-a-week technical and operational support.
- Commitment and integrity of our people – Our corporate strategy is to be the premier audio visual systems integrator in every market in which we operate.
- Highly qualified Audio Visual Engineers–Conference Technologies, Inc. employs the most highly qualified and trained Audio Visual systems engineers, programmers, and installers in the country. Many have numerous qualifications and certifications, all of which will play a key role in the successful completion of this project.

### PROJECT OVERVIEW

Conference Technologies, Inc. has found that the success in delivering any successful systems project depends on meeting the following technical management guidelines:

- Understanding the client’s end-result, expectations, and timelines
- Understanding the project scope and timelines of ALL parties involved
- Defining the rules of engagement
- Defining and implementing the quality assurance plan
- Defining the integration plan
- Defining the testing and acceptance plan

Our approach in managing system projects is twofold. Managing stakeholders, processes, timelines, and budget is a critical element of any successful project. However, the technical management and successful integration of multiple disciplines, such as this project requires, is just as crucial. This is achieved by defining clear objectives and implementing checks and balances throughout the project. Technical management of the various disciplines starts with the formation of periodic quality assurance milestones phased into each team member’s schedule. This allows us to regulate and monitor the task schedule versus the overall strategy; it also allows us to review technical compliance during the project.

Small inconsistencies can have significant repercussions on the overall system performance. No assumptions are made when it comes to managing technical compliance. Simple items, such as verifying equipment specifications, equipment rack layouts, proper cabling terminations, device locations, correct labeling, cable pathways and grounding, are crucial. Complete checks and balances are just part of what we do.

PROJECT COMMUNICATIONS SOFTWARE APPLICATIONS:

- |  |                        |
|--|------------------------|
| ▪ Reports, memos, letters, plan, etc.      | Microsoft Word 2010    |
| ▪ Spreadsheets, financials, tracking, etc. | Microsoft Excel 2010   |
| ▪ E-mail and meeting notices               | Microsoft Outlook 2010 |
| ▪ Project timelines and schedules          | Microsoft Project 2003 |
| ▪ Drawings and Diagrams                    | AutoCAD 2011           |
| ▪ Conversion Files                         | Adobe Acrobat 7.0      |
| ▪ File Compression                         | WinZip 8.0             |

TEST EQUIPMENT

Conference Technologies, Inc. uses an assortment of test equipment to improve the systems sound, video, and overall performance. Such equipment includes:

- |                          |                     |                  |
|--------------------------|---------------------|------------------|
| ▪ Real Time Analyzer     | ▪ Signal Generators | ▪ Vector scopes  |
| ▪ Fast Fourier Transform | ▪ Spectrum Analyzer | ▪ Rasterizers    |
| ▪ Sound Level meter      | ▪ Oscilloscopes     | ▪ IR Learner     |
| ▪ Phase Meter            | ▪ Waveform monitors | ▪ Audio Analyzer |

PROJECT PLAN FOR INSTALLATION/INTEGRATION OF AV EQUIPMENT

INTRODUCTION:

The AV Project Manager (AV PM) has total responsibility for the installation of all Audio Visual systems. The AV PM coordinates vendor shipments, pre-assembly, system shipment, and services to provide a seamless installation. Our AV PM's have extensive experience in the AV industry and demonstrates their ability to handle large, multi-faceted projects. An internal team is responsible for coordinating the purchase, engineering, staging, pre-assembly, testing, and shipping of the AV systems supports our Field Technicians.

We believe the key to the successful completion of projects lies within technical and managerial experience of our staff. The project team encompasses a wide range of experience and backgrounds. Their individual involvement reflects special talents each brings to this project, as they have for past projects. Each member of the project team will be uniquely qualified. This strategy also applies to subcontracted personnel and our project team. We engage subcontractors based on a specific scope of work. Subcontractors and project team members are expected to maintain the highest standards of quality and dependability as our own internal staff.

COMMUNICATIONS:

We believe communication is vital to success of every project. The AV PM receives daily reports from project team members including engineering, purchasing, fabrication, and installation. These reports influence the successful execution of installation. The daily field report also provides a record of jobsite activity and progress. Likewise, the AV PM will provide weekly reports to the Primary Point of Contact and Project Stakeholders, as required. These reports also serve to communicate work progress.

SCHEDULING:

The key to efficient and timely execution is scheduling. The AV PM devotes significant attention to task scheduling with concentration on the critical path tasks. The AV PM and team will focus on timely execution of all tasks related to the post-award documentation deliverables, product procurement, control system programming, shop assembly, site readiness, installation, testing, acceptance, and training. A systematic approach to systems integration results in successful project completion. Successful execution of each phase maximizes the potential of each successive phase.

PROJECT ORGANIZATION:

We execute projects and tasks at the highest level because of excellent communication among departments. We take advantage of the same technology we install every day for the same reason our clients are buying them, improved efficiency from improved communications. We believe our highly experienced, certified management and engineering staff will enable us to deliver the AV maintenance contract beyond expectations.

# CTI CONFERENCE TECHNOLOGIES, INC



## Clients Nationwide



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