

# Request for Proposal

Solicitation No.  
**ADSP017-00007302**  
Description:  
**AV Equipment and Services**

Arizona Department of Administration  
**State Procurement Office**  
100 N 15th Ave., Suite 402  
Phoenix, AZ 85007

## Part 3 of the Solicitation

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## Section 3-A: Instructions to Offerors

### 1.0 Definition of Terms

As used in these Instructions to Offerors, the terms listed below are defined as follows:

- 1.1 Arizona Procurement Code; A.R.S.; A.A.C.**

“Arizona Procurement Code” means, collectively, Title 41 Chapter 23, *et. sequitur*, in the Arizona Revised Statutes (abbreviated “A.R.S.”) and administrative rules R2-7-101 *et. sequitur* in the Arizona Administrative Code (abbreviated “A.A.C.”).

NOTE: There are frequent references to the Arizona Procurement Code throughout the Solicitation Documents, therefore, you will need to be familiar with its provisions to be able to understand the Solicitation Documents fully.

The Arizona Department of Administration State Procurement Office provides a reference compilation of the Arizona Procurement Code on its website:  
<https://spo.az.gov/administration-policy/state-procurement-resource/procurement-regulations>

The Arizona State Legislature provides the official A.R.S. online at:  
<http://www.azleg.gov/ArizonaRevisedStatutes.asp>

The Office of the Arizona Secretary of State provides the official A.A.C. online at:  
<http://www.azsos.gov/rules/arizona-administrative-code>
- 1.2 Clarifications**

“Clarifications” means, per A.A.C. R2-7-C313, communications between the Procurement Officer and Offeror for the purpose of providing a greater mutual understanding of the Offer. Clarifications may include demonstrations, questions and answers, or elaborations on previously-submitted information.
- 1.3 Contract**

“Contract” is defined in paragraph 1.2 of the Uniform Terms and Conditions.
- 1.4 Contract Amendment**

“Contract Amendment” is defined in paragraph 1.3 of the Uniform Terms and Conditions.
- 1.5 Contract Terms and Conditions**

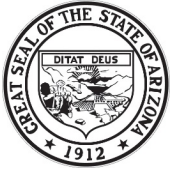
Contract Terms and Conditions” is defined in paragraph 1.8 of the Special Terms and Conditions.
- 1.6 Contractor**

“Contractor” is defined in paragraph 1.4 of the Uniform Terms and Conditions.
- 1.7 Evaluation**

“Evaluation” means, per A.A.C. R2-7-316, the process whereby the Procurement Officer will determine which Responsive offers, revised offers, and best and final offers are the most advantageous to State taking into consideration the evaluation factors set forth in the Solicitation Documents.
- 1.8 Negotiation**

“Negotiation” means, per A.A.C. R2-7-101(32), an exchange or series of exchanges between State and an offeror for the purposes set forth in A.A.C. R2-7-C314.
- 1.9 Not Susceptible for Award**

“Not Susceptible for Award” means, per A.A.C. R2-7-C311, that the relevant offer has been determined by the Procurement Officer to fail one or more of the tests and comparisons set forth therein. NOTE: A determination of Not Susceptible for Award and a determination of Responsive are mutually exclusive.



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- 1.10 Offer:**  
**Initial Offer;**  
**Revised Offer;**  
**Best and Final Offer (BAFO)**

“Initial Offer” means, per A.A.C. R2-7-101(33), Offeror’s proposal submitted to State in response to the Solicitation, as initially submitted.

“Revised Offer” means any revised versions of the Initial Offer that Offeror has submitted to State at State’s request as permitted under A.A.C. R2-7-C314 and R2-7-C315.

“Best and Final Offer” (“BAFO”) means, per A.A.C. R2-7-101(8), the Revised Offer submitted after negotiations have been completed that contain Offeror’s most favorable terms for price, service, and products to be delivered.

Reference to “an Offer, “the Offer,” or “your Offer” means any of the Initial Offer, a Revised Offer, or the Best and Final Offer.
- 1.11 Offeror**

“Offeror” is the Person submitting an Offer; instructions addressed to “you” and references to “your” items are to be construed as being synonymous with “Offeror” and “Offeror’s” throughout these Instructions to Offerors.
- 1.12 Pricing Document**

“Pricing Document” means Section 2-B of the Solicitation Documents. Also known as Pricing Document as defined in the Special Terms and Conditions.
- 1.13 ProcureAZ**

“ProcureAZ” is defined in paragraph 1.16 of the Special Terms and Conditions.
- 1.14 Procurement Officer**

“Procurement Officer” means the person, or his or her designee, who has been duly authorized by State to administer the Solicitation and make written determinations with respect to the Solicitation. The Procurement Officer is identified in ProcureAZ.
- 1.15 Solicitation**

“Solicitation” means this procurement solicitation, which State is issuing as either:

  1. an invitation for bids (“IFB”) under A.R.S. § 41-2533;
  2. a request for proposals (“RFP”) under A.R.S. § 41-2534;
  3. a request for quotations (“RFQ”) under A.R.S. § 41-2535; or
  4. a request for qualifications under A.R.S. §41-2558.

Refer to the Solicitation Summary for which of the foregoing is this Solicitation.
- 1.16 Solicitation Amendment**

“Solicitation Amendment” means, per A.A.C. R2-7-303, a change to the Solicitation that has been issued by Procurement Officer.
- 1.17 Solicitation Summary**

“Solicitation Summary” means Section 1 of the Solicitation Documents.
- 1.18 State**

“State” is defined in paragraph 1.11 of the Uniform Terms and Conditions.
- 1.19 Subcontract**

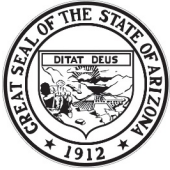
“Subcontract” is defined in paragraph 1.13 of the Uniform Terms and Conditions.
- 1.20 Subcontractor**

“Subcontractor” is defined in paragraph 1.19 of the Uniform Terms and Conditions.

## 2.0 Solicitation Inquiries

- 2.1 Duty to Examine**

Examine the entire Solicitation, obtain clarification in writing for any questions or concerns by submitting inquiries, then examine your Offer thoroughly and carefully for completeness and accuracy before submitting it. Lack of care in preparing an Offer will not be grounds for modifying or withdrawing it after the due date and time.



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- 2.2 State Contact Person** Direct all inquiries related to the Solicitation to Procurement Officer, including requests for or inquiries regarding standards referenced in the Solicitation. Apart from the ProcureAZ Help Desk, do not contact any State personnel other than Procurement Officer concerning the Solicitation while it is in progress, through and including award.
- 2.3 Submission of Inquiries** Submit all inquiries related to the Solicitation in ProcureAZ; the Procurement Officer will not respond to inquiries received in any other manner.
1. Submit technical inquiries about submitting proposals in ProcureAZ to the ProcureAZ Help Desk:
    - by phone at (602) 542-7600, option 1; or
    - by email to [procure@azdoa.gov](mailto:procure@azdoa.gov).
  2. Submit all other inquiries about the Solicitation using the online form under the **“Q&A” tab for the Solicitation in ProcureAZ**. Always refer to the appropriate Solicitation document by page and paragraph number. Except for technical inquiries about submitting proposals, State is not responsible for responding to any inquiries submitted **less than 3 (three) business days before the offer due date and time**.
- 2.4 Timeliness** Any inquiry or exception to the solicitation shall be submitted as soon as possible and should be submitted at least seven days before the Offer due date and time for review and determination by the State. Failure to do so may result in the inquiry not being considered for a Solicitation Amendment.
- 2.5 Verbal or Email Responses** An Offeror shall not rely on verbal responses to inquiries. A verbal reply to an inquiry does not constitute a modification of the solicitation.
- 2.6 Solicitation Amendments** Only a Solicitation Amendment issued in ProcureAZ can change the Solicitation.
- 2.7 Pre-Offer Conference** A Pre-Offer Conference will be held at the time and place indicated in the solicitation’s ‘Pre-Bid Conference’ field as found within the State’s e-Procurement system, ProcureAZ (<https://procure.az.gov>); attendance is not required. The purpose of the conference will be to clarify the contents of the solicitation in order to prevent any misunderstanding of the State of Arizona’s position. Any doubt as to the requirements of the solicitation or any apparent omission or discrepancy should be presented to the State at the conference. The State of Arizona will then determine the appropriate action necessary, if any, and issue a written amendment to the solicitation if required. Oral statements or instructions will not constitute an amendment to the solicitation.
- Persons with a disability may request a reasonable accommodation, such as a sign language interpreter, or this document in an alternative format, by contacting the State Procurement Office. Requests should be made as early as possible to allow sufficient time to arrange for accommodation.

## 3.0 Offer Preparation

- 3.1 Online Documents** The Solicitation Documents are only provided online in ProcureAZ; State will not provide any printed copies or other formats.
- 3.2 Electronic Submissions** When submitting an Offer, only include files that are Microsoft Word documents, Excel workbooks, or PowerPoint presentations and Adobe Acrobat documents. Obtain advance approval before submitting files in any other format.



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### 3.3 Deviations in Offer

When submitting an Offer, flag clearly any deviations from the Specifications or other Solicitation technical requirements documents. Any un-flagged deviation will be deemed void upon submission.

NOTE: Deviations are technical exceptions of a significant but not material nature, typically having to do with part/model numbers, details of attachments, mountings, clearances, internal configurations, etc., and are not to be confused with the material exceptions covered in paragraph 3.5.

### 3.4 Evidence of Intent

Every one of your Offers must contain Attachment 1 [Offer and Acceptance Form] with a signature by your duly authorized officer, executive, principal, or agent. The signature will be deemed to signify your intent to be bound by that Offer and the terms of the Solicitation, and your representation that the information you have provided in that Offer is true and accurate.

### 3.5 Exceptions to Solicitation Documents

If you are submitting an Offer conditioned on exceptions to the Solicitation Documents, indicate "NO" on Attachment 5-B [Conformance Statement] and also indicate that exceptions are being taken under the "Terms & Conditions" tab for the Solicitation in ProcureAZ. Any exceptions taken elsewhere in an Offer or any of your preprinted or standard terms will be void in that Offer and without force or effect in any resulting contract.

### 3.6 Insurance and Bonds

Provide the evidence of insurance availability, evidence of insurance in place, evidence of bonding capacity, bonds in hand, or other security that are called for in Attachment 5-C [Insurance and Bonding Evidence].

If you intend to withhold or redact any element of your evidence of insurance policy compliance required by Section 6.2 of the Special Terms and Conditions [Contractor Insurance Requirements] on the grounds that it is confidential information, then **you must claim it as such and submit the necessary substantiated justification with each Offer using Attachment 5-A [Designation of Confidential Information]**.

Unless Procurement Officer has determined that your evidence documentation, or some or all your insurance program, is confidential information under paragraph 4.7, refusing after contract award to provide the complete, un-redacted copies of policies as called for in that exhibit will be a material breach of the Contract.

### 3.7 Identification of Taxes in Offer

State is subject to Arizona Transaction Privilege Tax as well as certain local sales/use taxes, as described in the Contract Terms and Conditions.

### 3.8 Excise Tax

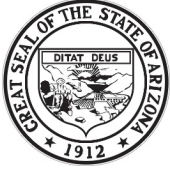
State is exempt from certain federal excise tax on manufactured goods; State will provide the necessary exemption certificates as evidence to the extent exemption applies to the Work.

### 3.9 Tax Identification

You must provide to State your federal employer identification number or social security number for the purposes of reporting monies paid under the Contract to appropriate taxing authorities. The submission is mandatory under 26 U.S.C. § 6041A. If the identifier provided is a social security number, State shall only use it for tax reporting purposes and only share it with appropriate government officials.

### 3.10 Disclosure

If you are submitting an Offer despite having been debarred, suspended or otherwise lawfully precluded from participating in any public procurement activity, including being disapproved as a subcontractor with any federal, state or local government, or if any such preclusion from participation from any public procurement activity is currently pending, then you must provide with that Offer the name and address of the governmental unit, the effective date, duration, and circumstances of the suspension, debarment, or other preclusion, and your justification for State to



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consider the Offer despite the suspension, debarment, or other preclusion. Include in your disclosure any suspension, debarment, or other preclusion that is pending, but indicate that it is pending.

**3.11 Federal Immigration Laws**

By signing an Offer, you will be deemed to have represented that both you and all your proposed subcontractors are in compliance with federal immigration laws and regulations relating to the immigration status of their personnel. State may, at its discretion, demand evidence of compliance during Evaluation, which you must provide promptly. Not providing the evidence will be grounds for Procurement Officer to determine that the Offer is Not Susceptible for Award.

**3.12 Cost of Offer Preparation**

State will not reimburse to you or any of your prospective subcontractors, suppliers, or consultants any costs associated with responding to the Solicitation.

**3.13 Offshore Performance of Work Prohibited**

Any services that are described in the specifications or scope of work that directly serve the State of Arizona or its clients and involve access to secure or sensitive data or personal client data shall be performed within the defined territories of the United States. Unless specifically stated otherwise in the specifications, this paragraph does not apply to indirect or 'overhead' services, redundant back-up services or services that are incidental to the performance of the contract. This provision applies to work performed by subcontractors at all tiers. Offerors shall declare all anticipated offshore services in the proposal.

## 4.0 Submission of Offer

**4.1 Required Offer Content**

**Submit all of the Initial Offer content called for in Section 3-B: Offer Forms (Attachments).** To be Responsive, each **Revised Offer or a Best and Final Offer must contain all of the Attachments indicated in the applicable Procurement Officer request** for Revised Offer or request for Best and Final Offer. If Procurement Officer does not request that a Revised Offer or Best and Final Offer include revision of an Attachment from its initial or previously-revised form, as applicable, then (1) Offeror shall not submit any revision of that Attachment with the Revised Offer or a Best and Final Offer, and Procurement Officer will disregard any such unrequested revision and (2) that Attachment be valid in its initial or previously-revised form, as applicable, for the duration of the Revised Offer or Best and Final Offer validity period.

**4.2 Attachment Forms**

If an Attachment indicates that a "Form" is being provided for an Attachment, then the Solicitation includes the required form and format for submitting the Attachment. No other form or format will be accepted, and your Offer can be determined to be Not Susceptible for Award if you submit an unofficial form.

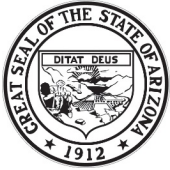
If, however, the Solicitation Documents indicate that you are allowed to attach additional documents regarding a particular question or line item, then doing so will be acceptable so long as the filled-out Attachment clearly states "See Attachment X Supplement (#1 of 2)", etc., and the additional document is clearly marked as "Attachment X Supplement (#1 of 2)," etc.

NOTE (1): Each Form has a blank space to list your Attachment Supplements.

NOTE (2): You must upload each such "additional" document as an individual file and name the file to match the document title.

NOTE (3): Attachment Forms cannot be filled-in directly in ProcureAZ; they must be downloaded, edited, and then uploaded (referred to as "attachments" in ProcureAZ) as part of each Offer.





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NOTE (4): Do not include non-specific marketing materials in an Offer. If something is not specifically called for, then including it will not be helpful during Evaluation, and might in fact be grounds for down-grading if it does not address your experience and capacity to carry out the work for this Solicitation.

#### 4.3 Pricing

If there are specific “Items” (line items) for the Solicitation in ProcureAZ, then submit pricing for the Offer directly in ProcureAZ for each such Item.

If a Pricing Document has been provided as an Attachment Form, then submit pricing for the Offer in the indicated blanks in that Attachment.

If no specific pricing input or form has been provided with the Solicitation, then submit pricing for the Offer in the form and format specified in Attachment 4 [Pricing Document]. If nothing is specified or if no Attachment 4 is included in the Solicitation documents, then submit pricing for the Offer in a form and format of your choosing that coherently and comprehensively presents the pricing being offered.

#### 4.4 Submission

**Submit each Offer online in ProcureAZ at <https://procure.az.gov> before the “Bid Opening Date” indicated for the “Solicitation No.” at the top of these Instructions to Offerors.** State will not consider a proposal submitted by any other method other than ProcureAZ, and it will be deemed void upon submission. By A.A.C. R2-7-C307, State will not consider later offers. State will give no extension or grace period for delays or incomplete proposals caused by internet connectivity problems, file uploading difficulties, or misunderstanding of the requirements or procedures for online submission in ProcureAZ. If your proposal is not submitted correctly, completely, and in conformance to these Instructions herein, then Procurement Officer may determine it Not Susceptible for Award.

NOTE: Using ProcureAZ requires a certain level of technical competency; select your staff to submit proposals and handle other Solicitation general matters in ProcureAZ carefully, since the ProcureAZ Help Desk cannot do any of the required actions for you.

#### 4.5 Solicitation Amendments

Acknowledge each Solicitation Amendment in ProcureAZ. By A.A.C. R2-7-C303(C), you must acknowledge every Solicitation Amendment issued as of the due date and time for an Offer to be Responsive. If you have submitted your proposal early, you must be alert for subsequent Solicitation Amendments – if one is issued after your submission but before offer due date and time, then the Procurement Officer may determine the Offer to be Not Responsive if you have not acknowledged it.

#### 4.6 Amending or Withdrawing

You cannot amend or withdraw a submitted proposal after the offer due date and time unless expressly permitted under applicable law.

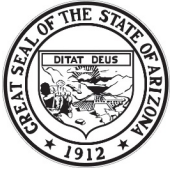
#### 4.7 Confidential Information

If you believe that a portion of your Offer (or a protest or other correspondence) contains a trade secret or other manner of your proprietary information, you must:

1. indicate on Attachment 5-A [Designation of Confidential Information] that your proposal contains such claimed confidential information; and
2. designate clearly throughout the Offer each instance of that trade secret or other proprietary information in the other portions of your proposal using the term “confidential.”

Simply indicating that the proposal contains confidential information is not sufficient to claim the protections under A.A.C. R2-7-C317 – Attachment 5-A must be accompanied by a detailed explanation as to why **each item or category of items** in the proposal should be designated confidential information.

Procurement Officer shall review your claim of confidentiality and provide a written determination; until a written determination has been made, Procurement Officer



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shall not disclose the claimed information to anyone who does not have a legitimate State interest. If Procurement Officer denies the claim of confidentiality, you may appeal the determination to the State Procurement Administrator within the time specified in the determination.

NOTE: Contract terms and conditions, pricing, and information generally available to the public are not and will not be designated confidential information.

#### 4.8 Public Record

Once submitted and opened by Procurement Officer, your Offer is a public record and must be retained by State for 6 (six) years. All offers will be available for public inspection in ProcureAZ after the resulting contracts have been awarded, except for any portions that were determined to be confidential information.

Procurement Officer shall make the names of Persons who submitted offers available in ProcureAZ promptly after the opening date.

#### 4.9 Offeror Certification

By signing the Offer and Acceptance Form (or other official contract form specified by Procurement Officer), you will be deemed to have certified that:

1. you did not engage in collusion or other anti-competitive practices in connection with the preparation or submission of your Offer; and
2. you do not discriminate against any employee or applicant for employment or person to whom you provide services because of race, color, religion, sex, national origin, or disability, and that you comply with an applicable federal, state, and local laws and executive orders regarding employment.

## 5.0 Responsibility; Responsiveness and Acceptability

#### 5.1 Responsibility

In accordance with A.R.S. 41-2534(G), A.A.C. R27-C312 and R2-7-C316, the State shall consider the following in determining Offeror's responsibility, as well, as the responsiveness and acceptability of their proposals. The State will consider, but is not limited to, the following in determining an Offeror's responsibility as well as susceptibility to Contract Award:

1. Whether the Offeror has had a contract within the last five (5) years that was terminated for cause due to breach or similar failure to comply with the terms of the contract;
2. Whether the Offeror's record of performance includes factual evidence of failure to satisfy the terms of the Offeror's agreements with any party to a contract. Factual evidence may consist of documented vendor performance reports, customer complaints and/or negative references;
3. Whether the Offeror is legally qualified to contract with the State and the Offeror's financial, business, personnel, or other resources, including subcontractors;
4. Legally qualified includes if the vendor or if key personnel have been debarred, suspended or otherwise lawfully prohibited from participating in any public procurement activity, including but not limited to, being disapproved as a subcontractor of any public procurement unit or other governmental body.
5. Whether the Offeror promptly supplied all requested information concerning its responsibility;





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6. Whether the Offer was sufficient to permit evaluation by the State, in accordance with the evaluation criteria identified in this Solicitation or other necessary offer components. Necessary offer components include: attachments, documents or forms to be submitted with the offer, an indication of the intent to be bound, reasonable or acceptable approach to perform the Scope of Work, signed Solicitation Amendments, references to include experience verification, adequacy of financial/business/personal or other resources to include a performance bond and stability including subcontractors and any other data specifically requested in the Solicitation;
7. Whether the Offer was in conformance with the requirements contained in the Scope of Work, Terms and Conditions, and Instructions for the Solicitation and its Amendments, including the documents incorporated by reference;
8. Whether the Offer limits the rights of the State;
9. Whether the Offer includes or is subject to unreasonable conditions, to include conditions upon the State or necessary for successful Contract performance. The State shall be the sole determiner as to the reasonableness of a condition;
10. Whether the Offer materially changes the contents set forth in the Solicitation, which includes the Scope of Work, Terms and Conditions, or Instructions; and,
11. Whether the Offeror provides misleading or inaccurate information.

## 5.2 Responsiveness and Acceptability

Proposals that do not contain information sufficient to evaluate the proposal in accordance with the factors identified in the solicitation or other necessary proposal components may not be considered responsive and/or acceptable. Necessary components include an indication of the Offeror's intent to be bound, price proposal, solicitation amendments, bond and reference data as required.

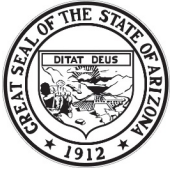
Proposal Content. The Offeror shall make a firm commitment to provide services as required and proposed.

- The material contained in the Offer shall be relevant to the service requirements stated in the solicitation.
- It is to be submitted in a sequence that reflects the scope of work section of this document.
- It is to include information relevant to the designated evaluation criteria.
- Failure to include the requested information may have a negative impact on the evaluation of the Offeror's proposal.

## 5.3 Eligibility for Evaluation and Negotiation

If Procurement Officer determines an offeror is Not Responsible, then he or she is not permitted by A.A.C. R2-7-C314 to give further consideration to its offer or include it in any Negotiation or make Evaluation of its offer. If, however, Procurement Officer determines that an offer is Responsive (i.e., there is no applicable determination of Not Susceptible for Award), then he or she is obliged by A.A.C. R2-7-C314 to make Evaluation of it and include the offeror in the immediate round of Negotiation (if there is any Negotiation).

If Procurement Officer determines subsequently that your Revised Offer is Not Susceptible for Award by virtue of comparison to other revised offers per A.A.C. R2-7-C314(A)(3), then he or she will not include you in any further Negotiation. For clarity of intent, the foregoing means that Procurement Officer may reduce the number of offers that are "susceptible for award" with each successive round of Negotiation, since the purpose of Negotiation is to achieve best value for State.



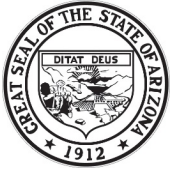
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## 6.0 Evaluation of Offers

- 6.1 Offer Validity Period** By submitting an Offer, you agree to hold it open for the validity period specified in the Solicitation Summary. If no validity period is specified therein, then you shall hold your Offer open for 180 (one hundred eighty) days. The specified or default validity period (whichever applies) re-starts upon submission of each Revised Offer or a Best and Final Offer.
- 6.2 Clarifications** Upon receipt and opening of proposals submitted in response to this solicitation, the State may request oral or written clarifications, including demonstrations or questions and answers, for the sole purpose of information gathering or for eliminating minor informalities or correcting nonjudgmental mistakes in proposals. Clarifications shall not otherwise afford Offerors the opportunity to alter or change their proposal.
- 6.3 Oral Presentations** The State may request oral presentations. If requested, the Offeror shall be available for oral presentations with no more than ten (10) business days advance notice. Participants in the oral presentations should include the Offeror's key persons. Such oral presentations shall not otherwise afford an Offeror the opportunity to alter or change its Offer.
- 6.4 Cost or Pricing Data** Submit any cost or pricing data promptly that Procurement Officer requests under A.R.S § 41-2543 per A.A.C. R2-7-702(B)(2). Procurement Officer may make the following preconditions for eligibility and award:
1. submission of appropriate cost or pricing data under A.A.C. R2-7-704;
  2. determination that the submitted cost or pricing data demonstrates that pricing is fair and reasonable under A.A.C. R2-7-702(A); and
  3. determination that the data is not defective under A.A.C. R2-7-705.
- 6.5 Evaluation Criteria** In accordance with the Arizona Procurement code A.R.S. § 41-2534, awards shall be made to the responsible Offeror(s) whose proposal is determined in writing to be the most advantageous to the State based upon the evaluation criteria listed below. The evaluation factors are listed in their relative order of importance.
- 6.5.1 Cost;
  - 6.5.2 Capacity of Offeror, Experience; and
  - 6.5.3 Methodology
- 6.6 Negotiations** In accordance with A.R.S. § 41-2534, after the initial receipt of proposals, the Procurement Officer may conduct discussions with those Offerors who submit proposals determined by the State to be reasonably susceptible of being selected for award.
- Procurement Officer will request a best and final offer from any offerors with whom negotiation has been conducted, provided that, State may make award made without any Negotiation and therefore every offeror is forewarned to always submit its offer complete and on the most favorable terms initially, and not to assume any opportunity for Negotiation.
- 6.7 Financial Stability** You must be able to substantiate your financial stability to State's satisfaction as a precondition of any contract award. Procurement Officer may demand documentation such as current and audited financial statements, including income and balance sheets, directly from you or may obtain reports from independent financial rating services. Not providing the evidence will be grounds for Procurement Officer determining your Offer is Not Susceptible for Award.



# Request for Proposal

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**ADSP017-00007302**

Description:

**AV Equipment and Services**

Arizona Department of Administration

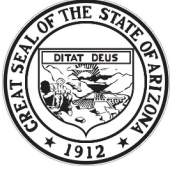
**State Procurement Office**

100 N 15th Ave., Suite 402  
Phoenix, AZ 85007

- 6.8 Consideration of Exceptions** Procurement Officer may determine that your Offer is Not Susceptible for Award if it is conditioned on an exception to a material aspect of the Solicitation. Even if Procurement Officer determines that an exception is one that does not merit Not Susceptible for Award determination, he or she may down-grade your Offer in Evaluation if the exception is significant.
- 6.9 Consideration of Deviations** Procurement Officer may down-grade your Offer in Evaluation if it contains deviations that, in his or her determination, materially reduce the value to State of affected Materials or Services across the life-cycle thereof.
- 6.10 Consideration of Prompt Payment Discount** Procurement Officer may credit any proposed prompt payment discounts for the purpose of evaluating offer prices.
- 6.11 Consideration of Taxes** Procurement Officer shall not include Arizona Transaction Privilege Tax and other sales/use taxes for the purpose of evaluating offer prices.
- 6.12 Consideration of Cost** Regardless of the relative order assigned to cost in the Solicitation Summary, cost is an essential consideration in every award State makes; State's intent is always to obtain the best pricing available and it strives to make its evaluations be a straightforward comparison of best value between the responsible and responsive proposals as far as possible to the extent permissible under the Arizona Procurement Code.
- 6.13 Unit Price Prevails** In the case of discrepancy in your Offer between a unit price or rate and an extension of that unit price or rate, the unit price or rate will prevail.
- 6.14 Waiver and Rejection** Notwithstanding any other provision of the Solicitation Documents, State reserves the right to waive any minor informality, reject any or all offers or portions thereof or cancel the Solicitation.

## 7.0 Award of Contract

- 7.1 Best Advantage to State** Under A.A.C. R2-7-C317, contracts will be awarded to the responsible offeror whose offer is determined to be most advantageous to the State based on the stated evaluation criteria.
- 7.2 Number of Types of Awards** State may make multiple awards or to award contracts by individual line items or alternates, by group of line items or alternates, or to make an aggregate award, or regional awards, whichever is determined to be most advantageous to State.
- 7.3 Contract Inception** Your Offer does not constitute a contract nor does it confer any right on you to the award of a contract. A contract is not created until your Offer has been accepted for State by Procurement Officer's signature on the Offer and Acceptance Form. Notice of award or of intent to award will not constitute State's acceptance of your Offer.
- 7.4 Contract Document Consolidation** State may, at its option, consolidate the resulting contract documents after contract award. Examples of such consolidation are reorganizing Solicitation Documents and those components of the Accepted Offer not pertaining to the contract's operation and excluding any components of the Accepted Offer that were not awarded. Contract document consolidation will not, however, include or be construed to include any material change to the Solicitation or the Contract.



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### 8.0 Solicitation or Award Protests

Any protest must comply with and be resolved according to Arizona Revised Statutes Title 41, Chapter 23, Article 9, and rules adopted thereunder. Protests must be in writing and be filed with both Procurement Officer and the State Procurement Administrator. Protest of the Solicitation must be received before the offer due date and time. Protest of a proposed award or of an award must be received within 10 (ten) days after Procurement Officer makes the procurement file available for public inspection. In either case, the protest must include:

1. the name, address, email address and telephone number of the interested party;
2. signature of the interested party or its representative;
3. identification of the purchasing agency and the solicitation or contract number;
4. a detailed statement of the legal and factual grounds of the protest including copies of relevant documents; and
5. the form of relief being requested.

### 9.0 Comments Welcome

SEPARATELY AND APART FROM THIS SOLICITATION, The State Procurement Office periodically reviews these Instructions to Offerors and welcomes any comments the public may have.

Please submit your comments to:

State Procurement Administrator,  
State Procurement Office, 100 North 15th Avenue, Suite 402  
Phoenix, Arizona, 85007

**End of Section 3-A**



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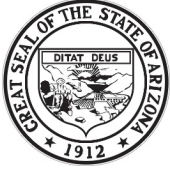
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## Section 3-B: Offer Forms (Attachments)

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## Attachment 1 Offer and Acceptance Form

**SUBMISSION OF OFFER:** Undersigned hereby offers and agrees to provide Error! Reference source not found.AV Equipment and Services in compliance with the Solicitation indicated above and our Offer indicated by the latest dated version below:

Initial Offer:	1.	<b>Brandon Hall</b>	<i>BHall</i>						
		07/20/2017	initial						
Revised Offers:	2.	<b>X</b>		3.	<b>X</b>		4.	<b>X</b>	
		date #1	initial		date #1	initial		date #1	initial
	5.	<b>X</b>		6.	<b>X</b>		7.	<b>X</b>	
		date #4	initial		date #5	initial		date #6	initial
Best and Final Offer:	8.	<b>X</b>							
		date	initial						

### CCS Presentation Systems

Offeror company name

17350 N. Hartford Dr.

Address

Scottsdale, AZ 85255

City | State | ZIP

86-0684319

Federal tax identifier (EIN or SSN)

*BHall*

Signature of person authorized to sign Offer

Initials

*B.Hall Contracts Mgr*

Printed name and title

Brandon Hall – Cooperative Contracts Manager

Contact name and title

[bhall@ccsprojects.com](mailto:bhall@ccsprojects.com)      520.628.2377

Contact Email Address      Contact phone number

**CERTIFICATION:** By signature in the above, Offeror certifies that it:

- will not discriminate against any employee or applicant for employment in violation of Federal Executive Order 11246, [Arizona] State Executive Order 2009-9 or A.R.S. §§ 41-1461 through 1465;
- has not given, offered to give, nor intends to give at any time hereafter any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant in connection with the submitted offer. Failure to provide a valid signature affirming the stipulations required by this clause will result in rejection of the Offer. Signing the Offer with a false statement will void the Offer, any resulting contract, and may be subject to legal penalties under law;
- complies with A.R.S. § 41-3532 when offering electronics or information technology products, services, or maintenance; and
- is not debarred from, or otherwise prohibited from participating in any contract awarded by federal, state, or local government.

**ACCEPTANCE OF OFFER:** State hereby accepts the initial Offer, Revised Offer, or Best and Final Offer identified by number # at the top of this form, and which was dated date (the Accepted Offer). Offeror is now bound (as Contractor) to carry out the Work under the attached Contract, of which the Accepted Offer forms a part. Contractor is cautioned not to commence any billable work or to provide any material or perform any service under the Contract until Contractor receives the applicable Order or written notice to proceed from Procurement Officer.

State's Contract No. is: **ADSP0##-#####**      The effective date of the Contract is: **date**      Contract awarded **date**

Procurement Officer signature

Deepika Bajpayee

Procurement Officer, Deepika Bajpayee





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## Attachment 2-A Experience and Capacity Questionnaire

STATE MAY DETERMINE YOUR PROPOSAL IS NON-RESPONSIVE IF YOU DO NOT ANSWER ALL QUESTIONS FULLY.

The Offeror shall provide a narrative response to each question that demonstrates their understanding of the Scope of Work requirements and describes your company's overall method of approach for providing the equipment and services stated in this solicitation. If there is a question that is not applicable to the equipment and services required by the Scope of Work, you may mark it N/A.

### EXPERIENCE AND CAPACITY QUESTIONS:

#### Question 1: Company Profile

The Offeror must include a detailed narrative description of its organization. The narrative must include the following:

- 1.1 Brief overview of business operations, with an emphasis on experience providing Audio and Video (AV) equipment (including accessories), and related AV services (e.g. design, installation, maintenance, integration, training), experienced AV personnel deployment, and personnel training.

With 23 branches across the country and an annual revenue of over \$130 million, CCS Presentation Systems has been one of the leading suppliers of audio/video products and solutions for the past 26 years. CCS is currently the 5th largest systems integrator in the United States as rated by System Contractor News.

Our 27,000 sq. ft. headquarters in Scottsdale, AZ houses nearly 100 engineers, service technicians, installers, project managers, programmers, account executives, product trainers and over \$3 million in inventory. Our Tucson facility features a complete sales, installation and service team that meet the needs of our extensive customer base in Southern Arizona.

From simple accessories to multi-million-dollar integration projects, CCS serves all market segments including corporate, local, state and federal government, military, medical, K-12, higher education, and non-profit. Our diversity and expertise enables us to provide superior products, services, and solutions to meet the unique needs of every client.

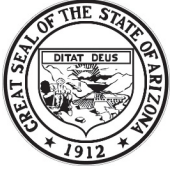
CCS understands that strong partnerships do so much more than create solid supply chains. The relationships that we have established with our vendors throughout the past 26 years enhance the service capabilities we provide to our customers.

We are intimate with most Senior V.P. level contacts and call on them regularly to help us with customer service issues, product development and critical technical support needs. Our excellent relationship with our vendors enables us to provide our customers the best-level pricing, priority product allocation, priority technical support, and customized offerings.

CCS is one of the top resellers in the U.S. for NEC, Epson, SMART, Panasonic, Crestron, and many others.

#### Design and Integration:

The CCS Engineering Department is comprised of top industry design personnel, many having 20-30 years of experience in the audio video field. We design and install a variety of project



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types such as conference rooms, executive board rooms, training centers, classrooms, auditoriums, hotels, and casinos. We offer Design-Build contracts where our clients can experience quick turnaround and great value as they work with our engineers to meet all of the requirements of any size project.

CCS engineers are experts in creative, cost effective solutions that are available when a Design-Build relationship is formed. This allows the customer and the general contractor to use CCS as the one-source solution for all of the audio visual requirements involved in a project. Our Design-Build projects and relationships have an unbeatable history of being on time and within budget.

CCS employs a highly-qualified and experienced staff of certified AMX/Crestron programmers, project managers, design engineers, and installers. Our in-house team enables us maximum control over project management, scheduling, and quality control – something virtually impossible to do when using unfamiliar subcontract employees. From sales to design to installation, our experts work together to provide our customers with the best solution available.

CCS proudly employs some of the most experienced audio-visual integrators in the nation. The 35+ member team has completed multi-million dollar projects and high-volume 1000-unit installations, including some requiring high-level U.S. Military security clearance.

Customer service and satisfaction are the building blocks for everything we do, and are reflected in our dedication on every project. CCS believes such service and support creates customers for life.

At the inception of each job, a CCS Project Manager is assigned and becomes the main point of contact for the customer. It is then the Project Manager's responsibility to manage the team of CCS installers assuring that the project runs according to plan, on time and within budget. They ensure that all customer questions are answered and all expectations met.

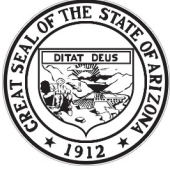
### **Installation Services and Team:**

CCS employs over 20 full time installers for their public and private sector projects. The CCS installation team, apart from being the largest in the valley, is the best trained, with offerings of online and in-shop training throughout the year. Many members of the installation team bear the CTS certification - the professional designation in the audio visual industry. Low turnover, combined with a stringent recruiting standard, make the CCS installation team the best in Arizona.

### **CCS Service Center:**

The CCS Scottsdale Headquarters—17350 N. Hartford Drive, Scottsdale, AZ 85255— includes a Manufacturer Authorized Service Center that maintains certified technicians, has long-term experience in repairing and servicing A/V hardware, and direct manufacturer access to the necessary replacement parts and products. With full time “rapid-dispatch” technicians and many “in-house” technicians and personnel, CCS guarantees a level of support un-matched by other vendors.

The CCS Service Center is open Monday-Friday, 7 a.m. to 4 p.m., with phone personnel always available during that time period. A full-time staff offers fast onsite service response. Preventative Maintenance agreements and customized Service Agreements can be tailored to suit individual requirements. These plans include guaranteed response times, loaner



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equipment, and unlimited phone support that is coupled with the assurance that covered systems will be maintained to factory specifications.

CCS provides support for some of the largest audio visual installations in the State of Arizona, including customers that have 1000+ installed systems. Ongoing maintenance and service will prolong the life of the equipment, address requirements of the manufacturers' warranties and ensure that the complete system is maintained to original specifications. The CCS Service Center will help protect your investment in the latest technology and keep your system up and running for daily usage and critical, important events.

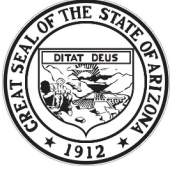
### **CCS Training Centers:**

The CCS Training Centers were established to provide ongoing training for customers on a variety of products and solutions. Full time certified trainers - all holding Arizona teaching certificates and possessing a wealth of classroom experience - develop curriculum that is shared with 4500+ attendees each year. These training sessions are provided both in the CCS Training Centers in Tucson and Scottsdale, remotely using the latest high definition camera technology and onsite at customer locations throughout Arizona.

The CCS Training Centers are a natural extension of the company's desire to have customers fully trained on the solutions that are provided to them. CCS wants to ensure that the technology investment will be maximized by the owners and users of the equipment. This is a crucial component of every system and is the reason why training planning meetings are scheduled with end users to better understand each customer's unique requirements.

### **Personnel Training:**

The audio visual industry is constantly evolving and technology advances rapidly. To ensure that continuous improvement, CCS Integration staff has a standing 7 AM Monday morning meeting which includes engineers, install techs and project managers. They discuss the business of the week and do ongoing professional development. Sales staff have specific ongoing training on the most current products' functions and features as well as client solutions. The CCS Almanac which is available to all staff, outlines many of the latest products



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we offer, their features, and client benefits. The following charts outline our extensive professional development/onboarding program for account executives.

On-boarding process for Month 1: CCS Presentation Systems – Sales Professional development process					
		Week 1	Week 2	Week 3	Week 4
Monday	<ul style="list-style-type: none"> <li><input type="checkbox"/> Orientation</li> <li><input type="checkbox"/> Company Overview / History</li> <li><input type="checkbox"/> HR &amp; Benefits</li> <li><input type="checkbox"/> Tour / Team Introductions</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Manager Check - in: 30 Minutes</li> <li><input type="checkbox"/> Operations - Laura Day 3</li> <li><input type="checkbox"/> Purchasing</li> <li><input type="checkbox"/> Payables</li> <li><input type="checkbox"/> Consequences to the Rep &amp; CCS</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Manager Check - in: 30 Minutes</li> <li><input type="checkbox"/> Hand-off to ON-Site Field Leads</li> <li><input type="checkbox"/> Project lead helper</li> <li><input type="checkbox"/> Role: helper and apprentice</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Manager Check - in: 30 Minutes</li> <li><input type="checkbox"/> Greg: Product Category Overview (3 – 4 Hrs)</li> <li><input type="checkbox"/> Hand-off to ROD (ENG process OVV)</li> <li><input type="checkbox"/> Best Practices for success 1-5 PM</li> </ul>	
Tuesday	<ul style="list-style-type: none"> <li><input type="checkbox"/> Hand-off to Dale</li> <li><input type="checkbox"/> 2 days of in-field training with Dale</li> <li><input type="checkbox"/> Overview of the projects by Dale and Key points to observe</li> <li><input type="checkbox"/> Wide distribution of project types, including installation, scope and breath.</li> <li><input type="checkbox"/> Emphasis on Quality areas of CCS strengths and lessons learned</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Operations - Laura Day 4 – 4.5</li> <li><input type="checkbox"/> Inside Sales</li> <li><input type="checkbox"/> Greg: Sales administration (3-4Hrs)</li> <li><input type="checkbox"/> CRM</li> <li><input type="checkbox"/> Sales Master</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Wide breath of projects</li> <li><input type="checkbox"/> Pull Cable</li> <li><input type="checkbox"/> Obverse real time obstacles and success</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Presidents Club &amp; GYM</li> <li><input type="checkbox"/> Conquest Training 8:30 – 11:45 PM</li> </ul>	
Wednesday		<ul style="list-style-type: none"> <li><input type="checkbox"/> Hand-off to Field PMs</li> <li><input type="checkbox"/> 3 project managers rotating daily with each Rep.</li> <li><input type="checkbox"/> PM style and management practice</li> <li><input type="checkbox"/> Wide breath of projects</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Review form scored from each lead</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Manufacture's Training Module 1</li> <li><input type="checkbox"/> Each manufacture 2 hours.</li> <li><input type="checkbox"/> 4 total for this Module</li> <li><input type="checkbox"/> 30 minute breaks</li> <li><input type="checkbox"/> Each MFG score reps Engagement</li> </ul>	
Thursday	<ul style="list-style-type: none"> <li><input type="checkbox"/> Operations - Laura Day 1</li> <li><input type="checkbox"/> Warehouse</li> <li><input type="checkbox"/> Staging</li> <li><input type="checkbox"/> Examples of Break Downs</li> </ul>		<ul style="list-style-type: none"> <li><input type="checkbox"/> QUICK Start at Conquest Training</li> <li><input type="checkbox"/> 8:30 – 5:00 PM</li> <li><input type="checkbox"/> Complete Selling Overview</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Operations - Laura</li> <li><input type="checkbox"/> Inside Sales - Part 2</li> <li><input type="checkbox"/> Catch-up / Free space</li> </ul>	
Friday	<ul style="list-style-type: none"> <li><input type="checkbox"/> Operations - Laura Day 2</li> <li><input type="checkbox"/> Invoicing</li> <li><input type="checkbox"/> Accounts receivable</li> <li><input type="checkbox"/> Examples of Break Downs</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Review form scored from each PM</li> </ul>		<ul style="list-style-type: none"> <li><input type="checkbox"/> Manufacture's Training Module 2</li> <li><input type="checkbox"/> Each manufacture 2 hours, (2 total)</li> <li><input type="checkbox"/> Each MFG score reps Engagement</li> <li><input type="checkbox"/> Julie – Smart Product Training</li> <li><input type="checkbox"/> Julie score reps Engagement</li> </ul>	
Week-end Deliverable	<ul style="list-style-type: none"> <li><input type="checkbox"/> Prerequisites</li> <li><input type="checkbox"/> AV online course</li> </ul>				
		Training (T)	Mentoring (M)	Supervising (S)	Coaching (C)
<ul style="list-style-type: none"> <li><input type="checkbox"/> Schedule &amp; attend Kick-off MTG</li> <li><input type="checkbox"/> Schedule Thursday PM MTG</li> <li><input type="checkbox"/> Schedule Smart Basics</li> <li><input type="checkbox"/> Schedule attend Engineering MTG (Wed)</li> <li><input type="checkbox"/> Attend Tucson MTG</li> <li><input type="checkbox"/> Attend Monthly Sales MTG</li> </ul>					



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On-boarding process for Month 2: CCS Presentation Systems – Sales Professional development process					
	Week 5	Week 6	Week 7	Week 8	
<b>Monday</b>	<input type="checkbox"/> Manager Check - in: 30 Minutes  <input type="checkbox"/> <b>Service Operations -</b> <input type="checkbox"/> Observation & Support	<input type="checkbox"/> Manager Check - in: 30 Minutes  <input type="checkbox"/> <b>Sales Scenario: Greg, Abe &amp; John</b> <input type="checkbox"/> 2 Hour Prep <input type="checkbox"/> Role Play w/ Coaching & Feedback	<input type="checkbox"/> Manager Check - in: 30 Minutes  <input type="checkbox"/> <b>Sales Scenario: Greg, Abe &amp; John</b> <input type="checkbox"/> 2 Hour Prep <input type="checkbox"/> Role Play w/ Coaching & Feedback	<input type="checkbox"/> Manager Check - in: 30 Minutes  <input type="checkbox"/> <b>TEAM PROJECT</b> <input type="checkbox"/> Video Tape MOCK sales call <input type="checkbox"/> Self / team evaluation	
<b>Tuesday</b>	<input type="checkbox"/> <b>Presidents Club &amp; GYM</b> <input type="checkbox"/> Conquest Training 8:30 – 11:45 PM  <input type="checkbox"/> <b>Prospecting project (inactive client)</b> <input type="checkbox"/> 4 Hrs, 20 Talk Goal	<input type="checkbox"/> <b>Presidents Club &amp; GYM</b> <input type="checkbox"/> Conquest Training 8:30 – 11:45 PM  <input type="checkbox"/> <b>Prospecting project (inactive client)</b> <input type="checkbox"/> 4 Hrs, 20 Talk Goal	<input type="checkbox"/> <b>Presidents Club &amp; GYM</b> <input type="checkbox"/> Conquest Training 8:30 – 11:45 PM  <input type="checkbox"/> <b>Prospecting project (alliances)</b> <input type="checkbox"/> 4 Hrs, 2 Sets Goal	<input type="checkbox"/> <b>Presidents Club &amp; GYM</b> <input type="checkbox"/> Conquest Training 8:30 – 11:45 PM  <input type="checkbox"/> <b>Prospecting project (alliances)</b> <input type="checkbox"/> 4 Hrs, 2 Sets Goal	
<b>Wednesday</b>	<input type="checkbox"/> <b>SERVICE Field Engineers</b> <input type="checkbox"/> Field engineers rotating daily with each Rep. <input type="checkbox"/> Wide breath of Service Calls <input type="checkbox"/>	<input type="checkbox"/> <b>Mentorship program</b> <input type="checkbox"/> <b>Ride along</b> <input type="checkbox"/> Support Mentor sales efforts <input type="checkbox"/> Open feed back weekly to MGR	<input type="checkbox"/> <b>Mentorship program</b> <input type="checkbox"/> <b>Ride along</b> <input type="checkbox"/> Support Mentor sales efforts <input type="checkbox"/> Open feed back weekly to MGR	<input type="checkbox"/> <b>Mentorship program</b> <input type="checkbox"/> <b>Ride along</b> <input type="checkbox"/> Support Mentor sales efforts <input type="checkbox"/> Open feed back weekly to MGR	
<b>Thursday</b>	<input type="checkbox"/> Review form scored from each FE	<input type="checkbox"/> <b>Prospecting project (inactive client)</b> <input type="checkbox"/> 4 Hrs, 20 Talk Goal  <input type="checkbox"/> Catch-up / Free space	<input type="checkbox"/> <b>Prospecting project (alliances)</b> <input type="checkbox"/> 4 Hrs,  <input type="checkbox"/> Catch-up / Free space	<input type="checkbox"/> <b>Prospecting project (alliances)</b> <input type="checkbox"/> 4 Hrs,  <input type="checkbox"/> Catch-up / Free space	
<b>Friday</b>	<input type="checkbox"/> <b>Manufacture's Training Module 3</b> <input type="checkbox"/> Each manufacture 2 hours, <input type="checkbox"/> 3 total for this Module <input type="checkbox"/> 30 minute breaks <input type="checkbox"/> Each MFG score reps Engagement	<input type="checkbox"/> <b>Manufacture's Training Module 4</b> <input type="checkbox"/> Each manufacture 2 hours, <input type="checkbox"/> 3 total for this Module <input type="checkbox"/> 30 minute breaks <input type="checkbox"/> Each MFG score reps Engagement	Secret Shop competition	Construct a sales plan SWOT PROSPECTING PLAN	
<b>Week-end Deliverable</b>				Video taped Mock sales call and Review mtg. Self Evaluation report. Management feedback report	

Training (T)    Mentoring (M)    Supervising (S)    Coaching (C)

**Position: Sales professional**  
**12 week results outline - On-Boarding process**

Start Date: \_\_\_\_\_

Completion date: \_\_\_\_\_

Result: \_\_\_\_\_

Result: \_\_\_\_\_

Result: \_\_\_\_\_

Result: \_\_\_\_\_

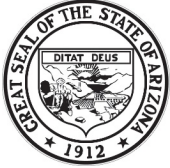
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## Request for Proposal

Solicitation No.  
**ADSP017-00007302**  
Description:  
**AV Equipment and Services**

Arizona Department of Administration  
**State Procurement Office**  
100 N 15th Ave., Suite 402  
Phoenix, AZ 85007

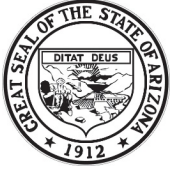
1.2 Date established;

CCS was established in 1991.

1.3 Ownership (public, partnership, subsidiary, etc.);

Commercial Computer Services, Inc. ("CCS") was incorporated as an Arizona corporation in June 1991. CCS does business as CCS Presentation Systems and is a wholly-owned corporation. Its parent company, Ovation Enterprises Inc., was incorporated in Arizona in May 1999. It has no significant operations and serves as a holding company. See the attached





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organizational charts which outline CCS' executive structure and detailed departmental structures.

1.4 Location in which the Offeror is incorporated;

CCS is incorporated in Scottsdale, Arizona

1.5 Office location(s) responsible for performance of proposed tasks;

CCS has two offices that will participate in the proposed tasks. One is located at 17350 N. Hartford Dr., Scottsdale, AZ. The other is located at 3633 E. Irvington Rd., Tucson, AZ

1.6 Offeror shall provide the number, size and location of their distribution facilities, warehouses and service facilities as applicable.

CCS offers installation, engineering, maintenance and training services at the following locations:

CCS Scottsdale Headquarters  
17350 North Hartford Drive  
Scottsdale, AZ 85255

Number of employees: 84

Size: 27,000 square feet

Features: A 32- seat Training Center for collaborative learning, a nine- room Manufacturers Product Showcase, The CCS Authorized Service Center, multiple Integrated Conference Rooms, and a dedicated Product Demonstration room.

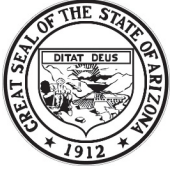
CCS Tucson Branch Office  
3633 East Irvington  
Tucson, AZ 85714

Number of employees: 10

Square Footage: 6,900 square feet

Features: A 24- seat Training Center for collaborative learning, an Integrated Conference Room and a dedicated Product Demonstration room.

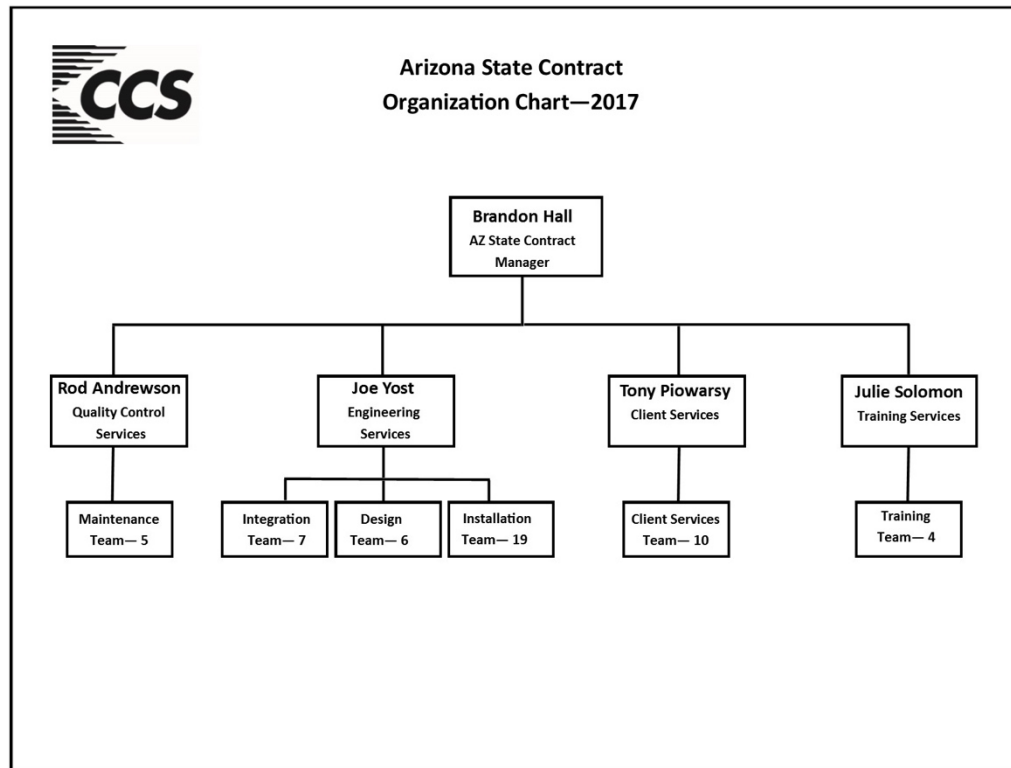
1.7 Offeror's organizational chart relevant to this project, specifically identifying the key point of contact for all questions related to the submitted offer;



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1.8 Full disclosure of any potential conflict of interest (e.g. serving as a reseller of computer hardware, software or business relationships between the Offeror and any State employee who functions or has responsibilities in the review or approval of the undertaking or carrying out of the project);

CCS has no potential conflicts of interest with Arizona employee as described above.

1.9 A Statement of whether, in the last ten (10) years, the Offeror has filed (or had filed against it) any bankruptcy or insolvency proceeding, whether voluntary or involuntary, or undergone the appointment of a receiver, trustee, or assignee for the benefit of creditors, and if so, an explanation providing relevant details;

CCS has not filed or been subject to bankruptcy or insolvency proceedings. Nor has CCS been assigned a receiver, trustee, or assignee for creditors.

1.10 A Statement of whether there are any pending Securities Exchange Commission investigations involving the Offeror, and if such are pending or in progress, an explanation providing relevant details and an attached opinion of counsel as to whether the pending investigation(s) may impair the Offeror’s performance in a Contract under this RFP;

CCS does not have any such investigations pending or in progress.

1.11 A Statement documenting all open or pending litigation initiated by Offeror or where Offeror is a defendant or party in any litigation that may have a material impact on Offeror’s ability to deliver the contracted services;



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CCS does not have any open or pending litigation.

1.12 A Statement documenting all open or pending litigation initiated by Offeror or where Offeror is a defendant or party in any litigation with a public sector client;

CCS does not have any open or pending litigation.

1.13 Full disclosure of any public sector contracts terminated for cause or convenience in the past five (5) years; and

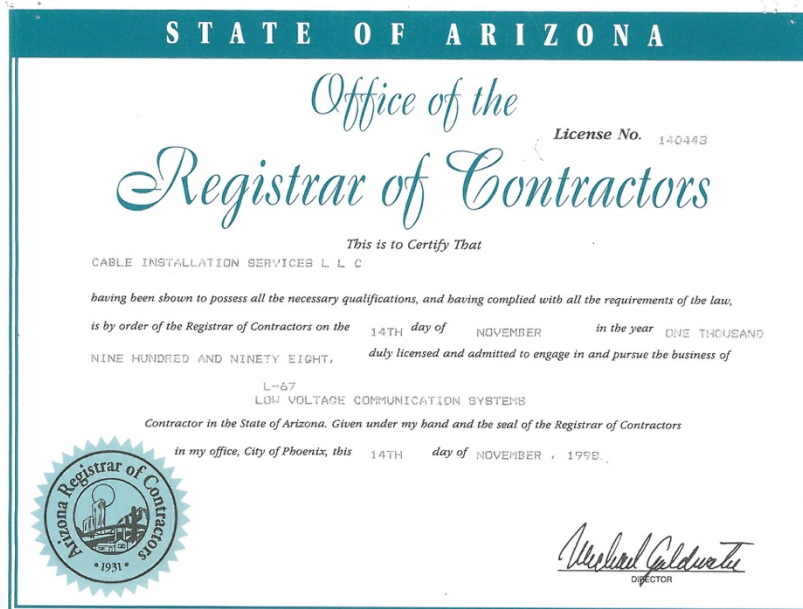
CCS does not have any public sector contracts terminated.

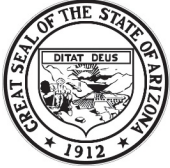
1.14 Full disclosure of any criminal or civil offense.

CCS does not have any criminal or civil offenses.

1.15 Offeror shall provide evidence of any Arizona required business license to provide these services.

We possess a current Arizona Contractor's License, number 140448. Our facility is a factory-authorized warranty repair center for InFocus, NEC, Panasonic, Epson, Toshiba, and Mitsubishi projectors as well as NEC, Samsung, Panasonic and LG flat panel displays. We are also authorized in warranty repairs of SMART products and Yamaha audio.





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ARIZONA DEPARTMENT OF REVENUE  
 ATTN: Customer Care and Outreach  
 PO BOX 23032  
 Phoenix, AZ 85038-9032

ARIZONA DEPARTMENT OF REVENUE  
**TRANSACTION PRIVILEGE TAX LICENSE**  
**NOT TRANSFERABLE**

The licensee listed below is licensed to conduct business upon the condition that taxes are paid to Arizona Department of Revenue as required under provisions of A.R.S. Title 42, Chapter 5, Article 1.

2017

ISSUED TO: COMMERCIAL COMPUTER SERVICES  
 INCORPORATED  
 17350 N HARTFORD DR  
 SCOTTSDALE AZ 85255

ALL communications and reports MUST REFER to this LICENSE NO.

LICENSE: 07418349  
 START DATE: 08/01/1991  
 ISSUED: 01/20/2017  
 EXPIRES: 12/31/2017

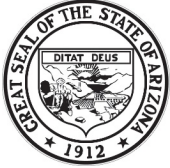
LOCATION: CODE 002  
 CCS PRESENTATION SYSTEMS  
 3633 E IRVINGTON RD  
 TUCSON AZ 85714  
 1700048580392

BUSINESS CODE	REGION	JURISDICTION
015 - CONTRACTING - PRIME	MAR - MARICOPA	COUNTY
017 - RETAIL	MAR - MARICOPA	COUNTY
015 - CONTRACTING - PRIME	PMA - PIMA	COUNTY
015 - CONTRACTING - PRIME	AV - AVONDALE	CITY
015 - CONTRACTING - PRIME	CH - CHANDLER	CITY
015 - CONTRACTING - PRIME	FS - FLAGSTAFF	CITY
017 - RETAIL	FS - FLAGSTAFF	CITY
029 - USE TAX	FS - FLAGSTAFF	CITY
016 - CONSTRUCTION CONTRACTING - SPECULATIVE BUILDERS	GE - GLENDALE	CITY
029 - USE TAX	GE - GLENDALE	CITY
015 - CONTRACTING - PRIME	ME - MESA	CITY
017 - RETAIL	ME - MESA	CITY
015 - CONTRACTING - PRIME	PE - PEORIA	CITY
017 - RETAIL	PE - PEORIA	CITY
029 - USE TAX	PE - PEORIA	CITY
062 - RETAIL SALES FOOD FOR HOME CONSUMPTION	PE - PEORIA	CITY
015 - CONTRACTING - PRIME	TE - TEMPE	CITY
017 - RETAIL	TE - TEMPE	CITY
029 - USE TAX	TE - TEMPE	CITY
015 - CONTRACTING - PRIME	TU - TUCSON	CITY
017 - RETAIL	TU - TUCSON	CITY

This License is issued to the business named above for the address shown. Licenses, by law, cannot be transferred from one person to another, nor can they be transferred from one location to another. Arizona law requires licensees to notify the Department of Revenue if there is a change in business name, trade name, location, mailing address, or ownership. In addition, when the business ceases to operate at the business location changes and a new license is issued, this license must be returned to the Arizona Department of Revenue. According to R15-5-2201, license must be displayed in a conspicuous place.

1.16 Offeror shall provide copies of any professional or industry certifications that represent the services detailed in this RFP.

The CCS Engineering and Project Management Divisions design, manage, and field engineer hundreds of projects each year. As technology is constantly changing, we pride ourselves on knowing what new products are available and how they could work to our customers' advantage. CCS Presentation Systems is a member of National Systems Contracting Association and the InfoComm International Association. To bring customers the very best and latest products and technologies, all of our employees have access to the information provided by the below trade associations and many hold a CTS certification, proving their strong ethics in the business and upholding of latest audiovisual knowledge. CCS staff hold multiple certifications, including the following:



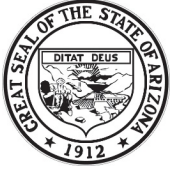
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- AMX: Design Certification; Programming Certification
- AutoCAD – Certification Training
- Biamp: Audia; Nexia; Tesira; Tesira Forte
- AROC 140448 Low Voltage & AROC 297128 Electrical Contractors License
- AZ/OSHA Compliance Training
- Canon: Certified Projector Professional
- Chief: Certified Partner
- Christie: MicroTiles On-Line and Instructor Led Training Certification
- Cisco: Express Certified; Select Certified; SMB Solutions for Account Managers (Exam 650-179)
- ClearOne: Certified Technical Specialist; Media Collaboration Technical Specialist; Professional Conferencing Products Technical Specialist; Professional Collaborate Video Conferencing Products Technical Certification; Professional Conferencing Products Technical Certification
- Crestron: Commercial System Design (CTI-CSD); Digital Media Certification – Designer; Digital Media Certification – Designer 4K; Digital Media Certification – Engineer; Digital Media Certification – Engineer 4K; Digital Media Certification – Technician; Digital Media Certification – Technician 4K; Certified Master Programmer – Silver Level. Technical Institute Certified Programmer
- Epson: BrightLink Pro Collaborative Whiteboard Sales Training; Integrator Certification
- Google: Educator Certification
- Hilti: Qualified Operator – Powder Actuated Tools
- Infocomm: 4Ps Certification; Apex Certification; A/V Networking II; CTS (Certified Technical Specialist), CTS-I (Certified Technical Specialist – Installer), DES213 – AV Design Level 2: Infrastructure; DES214 – AV Design Level 1: Environment; Essentials





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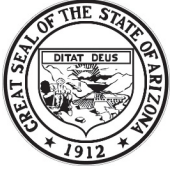
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of AV Technology Online; PMA211 – Project Management for AV; Project Management for AV

- ISF: Commercial Display Technology & Calibration Certification
- Lifesize: Technical Certification; Telepresence; Video Center Certification
- Peavey: MediaMatrix NION Web Training Modules 1, 2, 3, 4a, 5 & 6
- Perspectives on Digital Video Connectivity
- Planar: Clarity Matrix LCD Video Wall System Installation
- Polycom: FE; Federal Certified; Federal Solutions Sales Training (online)
- QSC: QSYS Level 4 certification
- Revolabs: Certified Specialist; Installing Revolabs Wireless Systems (Authorized Installer)
- RM Easiteach: Trainer
- Samsung: Digital Signage Certification
- SMART: AMP Collaboration Training; AMP Technical Training; Certified Education Consultant; Certified Education Professional (SCEP); Certified Sales Professional – Business; Certified Sales Professional – Education (SCSP-E for Hardware and Software); Certified Sales Professional – Hardware; Certified Sales Professional – Software; Certified Technical Professional – Hardware; Certified Trainer for Notebook (Mac and PC); Certified Trainer for Notebook 2015 (Mac and PC); Certified Trainer for Response (Mac and PC); Education Consultant; Education Software Professional; Factory-Trained DVIT (Digital Vision Touch) Level 2 Technician; Factory-Trained Installer; Factory-Trained Installer – 600 Series; Factory-Trained Installer – 800 Series; Factory-Trained Technician; Kapp Sales Training; Level 1 Technical Training; Notebook 15 Technical Training; Room System Installation Certification; Room System Presale Technical Training Certification; Room System for Microsoft Lync Certification; Systems Engineering – SMART Meeting Pro; SYNC; Table 442i Collaborative Learning Center Module
- TV One: HD Interfaces: A Multiple Choice Approach
- Vaddio: AutoTrak 2.0 Camera Tracking Certification; AVBridge Matrix Pro
- West Penn Wire: Fiber Optic Installation Course

### Question 2: Company Experience

- A. What market(s) are your current clients primarily in?
- B. What experience do you have serving public sector clients in the State of Arizona?
- C. What is the range in size of your current clients?
- D. What type of case studies do you have that exhibit your experience with different clients?
- E. How long have you provided AV equipment and services to your longest tenured client?
- F. Why did your last three former clients cancel their contracts?
- G. With what relevant trade associations are you involved? How does this participation give you an advantage over your competition?



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## Offeror Response:

### A. What market(s) are your current clients primarily in?

CCS provides support to clients in a wide variety of market types including: City/County/State/Federal Government, Commercial (retail, healthcare, and hospitality), K-12, Higher Education, Corporate, and Residential.

### B. What experience do you have serving public sector clients in the State of Arizona?

CCS has been working with public sector clients in Arizona since our inception in 1991. We have worked with all agencies and client sizes with sales ranging from portable projectors to large integrated board rooms and auditoriums.

### C. What is the range in size of your current clients?

CCS works with single individuals and sole proprietors to enormous corporations and government agencies, with everything in between. One of our most recent project successes is the Maricopa Court Tower. Our project sizes range from \$5,000 to multi-million dollars.

### D. What type of case studies do you have that exhibit your experience with different clients?

CCS has a library of project portfolios detailing our work with different clients that spans decades.

### E. How long have you provided AV equipment and services to your longest tenured client?

24 years (Tucson Unified School District).

### F. Why did your last three former clients cancel their contracts?

CCS does not have any cancelled contracts on our record. We have lost renewal bids from time to time.

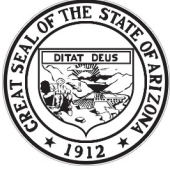
### G. With what relevant trade associations are you involved? How does this participation give you an advantage over your competition?

CCS is involved with all relevant trade associations. CCS makes it a focus to stay abreast of emerging trends within our field so that we not only provide the best quality products and service to our clients, but to also ensure that we stay ahead of our competition. This allows us, in conjunction with our manufacturing partners, to provide solutions on the cutting edge of AV technology. It also allows us to communicate with our customers about the trends, to help them avoid purchasing an obsolete system. We also are involved in community and market associations including:

- Alliance for Construction Excellence
- NAIOP
- American Society of Professional Estimators
- Valley Partnership
- Central Arizona Society for Healthcare Engineers
- Arizona Associate of Economic Development
- Urban Land Institute

## Question 3: Financial/Accounting Information

Offeror must provide evidence of financial stability and capability to fund all costs associated with providing the equipment and services throughout the term of the Contract. The latest two (2) years audited annual financial statements including Total Revenue, Net Income, and Total Assets must be submitted with the Offeror's proposal. If audited financial data is unavailable, explain in full the



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reason, and provide the latest non-audited financial information to include Balance Sheet, Income Statement, as well as Statements of Cash flows and Change in Financial Position. Include information to attest to the accuracy of the information provided.

Offeror shall provide information regarding any irregularities that were discovered in any accounts maintained by the Offeror on behalf of others. Describe the circumstances and disposition of the irregularities.

**Offeror Response:**

Please see Audited Financial Reports attached separately.

**Question 4: Proposed Project Members and Organization**

Utilize Attachment 3-B to identify Key Personnel to be utilized to perform services within a resultant contract.

*In addition, also state the Members related experience with large local, state or federal government agencies.*

**Offeror Response:**

Please see Attachment 3-B on pages 45-47 of this document

**Question 5: Subcontractors**

Utilize Attachment 3-C to identify Proposed Subcontractors to be utilized to perform services within a resultant contract.

**Offeror Response:**

Please See Attachment 3-C on page 48 of this document.

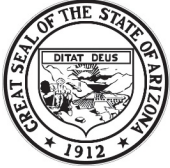
**Question 6: Arizona Baseline Security Controls**

All offerors must be prepared to comply with a request to submit to a State of Arizona Baseline Security Controls questionnaire. The evaluation committee will require all short-list offerors to complete the questionnaire. Completed questionnaires will be submitted to ADOA-ASET for review and evaluation. To review the questionnaire, visit the site below. Within the Offeror Response below, please state your willingness to comply with this requirement.

<https://aset.az.gov/resources/policies-standards-and-procedures>

**Offeror Response:**

CCS will comply with this requirement.



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## EXPERIENCE REFERENCES:

The State intends to conduct reference checks for account references provided by Offerors. It may, at its sole discretion, contact additional clients not presented as references.

Offerors shall provide at least three (3) client references for assignments that replicate or mirror the requirements of this RFP. At least one (1) of the projects referenced must be Arizona government related. **All assignments shall be for assignments received and completed within the last five (5) years.**

1	Client Company/Address	Contact	Begin Date	End Date
	Grand Canyon University 3300 West Camelback Road Phoenix, AZ 85017	David Hensiek, Campus Technology Supervisor	July 2016	January 2017
	Phone Number	Email Address		
	602.639.6427	david.hensiek@gcu.edu		
Project Scope and deliverables, include number of resources engaged in project, timeline of project (major milestones)				
\$437,000. 27th Ave. Office Building Floors 1-3 – Installation of Audio/Video equipment in the Lecture Hall, Training Rooms, Classrooms, and Conference Rooms				
List job positions provided and technologies utilized to supplement services.				
Account Executive, Design Engineer, Operations staff, Project Manager, Field Engineer, Integration Tech Team, Training Specialists, Service Technicians.				
Created a standard for room equipment, to ensure user familiarity with the room. Also, used Crestron control systems to control the equipment as well as monitor the status of the equipment via the network.				

2	Client Company/Address	Contact	Begin Date	End Date
	Arizona State Parks & Trails Headquarters 23751 N. 23 <sup>rd</sup> Ave., Suite 190 Phoenix, AZ 85085	Ken Sliwa	2/23/2017	2/24/2017
	Phone Number	Email Address		
	602.542.6928	ksliwa@azstateparks.gov		
Project Scope and deliverables, include number of resources engaged in project, timeline of project (major milestones)				
\$13,000. Installed maintenance-free, lamp less, laser projector in the Lobby. Used the wall as a projection surface to get the largest image possible to display photos of various Arizona Parks.				
List job positions provided and technologies utilized to supplement services.				



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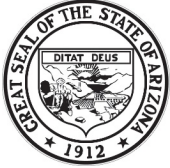
Account Executive, Design Engineer, Operations staff, Project Manager, Field Engineer, Integration Tech Team, Training Specialists, Service Technicians.

Installed a simple button control system to control the projector. The lobby contains a wall of glass windows, so a light meter was used to select the correct projector brightness.

3	Client Company/Address	Contact	Begin Date	End Date
	Chandler Unified School District 1525 West Frye Rd Chandler, AZ 85224	Steve Ybarra, Director of Information Technology	7/15/2016	6/30/2017
	Phone Number	Email Address		
	480-812-7695	<a href="mailto:Ybarra.steve@cusd80.com">Ybarra.steve@cusd80.com</a>		
Project Scope and deliverables, include number of resources engaged in project, timeline of project (major milestones)				
\$255,000. Casteel High School- Phase II construction. Installation of Audio Visual equipment in Football stadium, Weight room, Wrestling room, Football classroom, Auxiliary gym, and Auditorium.				
List job positions provided and technologies utilized to supplement services.				
Account Executive, Design Engineer, Operations staff, Project Manager, Field Engineer, Integration Tech Team, Training Specialists, Service Technicians.				
CCS used various sound equipment specific to application, microphone systems, large venue screens & projection, assistive listening technology, and control systems.				

4	Client Company/Address	Contact	Begin Date	End Date
	Glendale Elementary School District 7301 N. 58 <sup>th</sup> Ave Glendale, AZ 85301	Tom Clark Director of Information Technology	6/5/2017	6/9/2017
	Phone Number	Email Address		
	(623) 237-7116	tclark@gesd40.org		
Project Scope and deliverables, include number of resources engaged in project, timeline of project (major milestones)				
\$75,000. Bicentennial North – campus wide A/V upgrade				
List job positions provided and technologies utilized to supplement services.				
Account Executive, Operations staff, Project Manager, Integration Tech Team, and Training Specialists.				
All classrooms and learning spaces received new SMART Technologies hardware and SLS software.				

### End of Attachment 2-A



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### Attachment 2-B Organization Profile

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RESERVED – NOT UTILIZED FOR THIS RFP

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**End of Attachment 2-B**





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## Attachment 3-A Method Proposal (Method of Approach)

The Offeror shall provide a narrative response to each question that demonstrates their understanding of the Scope of Work requirements and describes your company's overall method of approach for providing the equipment and services stated in this solicitation. If there is a question that is not applicable to the equipment and services required by the Scope of Work, you may mark it N/A.

### Question 1: Executive Summary.

In the Executive Summary, the Offeror must condense and highlight the contents of their proposal in such a way as to provide the State with a broad understanding of the proposal in no more than five (5) pages. Offerors must provide a concise summary of the proposed products to be utilized in the performance of the project and any proposed services, and how these proposed products and services address the requirements presented in the RFP.

Offerors must present a summary of their planned approach, their past successful public sector assignments that mirror the Scope of Work, and highlight the relevant public sector experience and previous projects worked jointly by all proposed key personnel included in the proposal.

### Offeror Response:

#### 1. Executive Summary

#### **CCS' Planned Approach for the State of Arizona**

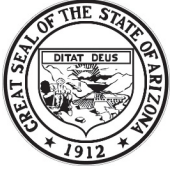
CCS has a Contract Administrator who is responsible for managing the State procurement contract and ensuring that CCS remains in compliance. Account Representatives and Inside Sales staff members are educated on this Contract at time of hire, and it is a requirement that they monitor all orders processed for accuracy.

CCS' Sales Team is comprised of experienced staff members who specialize in specific market segments. Representatives focus on supporting State agencies, K-12 education, higher education, and the corporate sector, including non-profits and Health Care. By focusing their efforts, Account Reps can build relationships through sales consultation and networking. This narrowed specialization allows more field presence and consistent communication which drives our successful sales environment. When a new Account Rep is hired, they are mentored by current Reps for continued contract growth.

In addition to this, Engineers can select an option in our electronic quoting system that allows them to designate a quote as a "State Contract" quote. This triggers the system to apply the proper percentage discounts to the respective manufacturer lines as well as the proper service charges. The quoting system, in conjuncture with the educated staff, results in a system of checks and balances that will catch any small error in processing. When a State Contract order is awarded, the first line item on the order is always "State". This labels the particular order as a State Contract order and will allow the Contract Administrator to pull the necessary reports for quarterly sales reports and annual volume reports.

#### **Customized online ordering process and websites or catalogs that reflect contract items and contract pricing, including distribution of catalogs and capabilities to block ordering on an individual account basis.**

CCS is developing a direct online ordering website that will reflect contract items and contract pricing exclusive to The State of Arizona entity members and the ability to block ordering on an individual account basis.



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### **Training (initial and ongoing)**

Professional development offered by the CCS training department provides customers with first-rate initial new-user support with further opportunities for ongoing learning and leveled implementation events. The training staff meets/exceeds competencies of hardware, software and customized integration of products offered with relevant, dynamic curriculum. Pricing and costs for these workshops will vary depending upon travel, preparation, and resources provided. The project implementation plan is as follows:

#### **Initial Training**

After the initial purchase of a product or integrated room system, the CCS training team reaches out and provides customers with a new-user workshop to familiarize them with their hardware, software, and supporting resources. With each event, the trainers distribute customized supplemental documentation (either digital, video, or hardcopies). These workshops are designed to personally connect with the customer through either a live remote training experience via video conferencing, an on-site face-to-face workshop, or an open registration event held at our fully equipped training facilities. A needs assessment is administered after the training to determine customer understanding of product and satisfaction of services.

#### **Ongoing Training**

When the initial new-user courses are complete and evaluated, supplemental and advanced/leveled training is offered on an annual basis for those who have previously received their initial instruction. To deliver relevant and authentic advanced-level workshops, the CCS training department provides unique offerings to reach those who are either within close proximity or who might be seeking professional development from a distance. To vary our offerings the CCS Team offers personalized one-on-one workshops, ongoing open registration workshops with face-to-face collaboration and hands-on practice, live remote workshops via video conferencing. The cost of these workshops will vary dependent upon travel, preparation, and resources provided. Again, a needs assessment is administered at the conclusion of the training to determine customer understanding of product and satisfaction of services.

Orders are placed within 48 hours of receipt of PO. Delivery time varies per manufacturer, but typically is no more than 10 days from order.

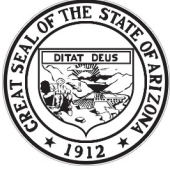
#### **Order management**

When CCS receives an order, it is entered into the system and approved for processing. Our warehouse will determine if any items are in stock and ship them out. If the product is not in stock, our purchasing group will order the product within two business days. The customer is invoiced as the product ships to them.

CCS is including over 6,500 products representing 40 product lines. 25% of items are in-stock at any given time. If not already at one of our warehouses, most items ship within 24-48 hours of order placement. Tracking information can be provided to the customer, at their request.

CCS strives to process orders within two business days. Shipment times within the state of Arizona are typically 1-2 business days. Outlying areas may take slightly longer.

Our most popular items are kept in stock at our warehouse for immediate fulfillment. Other items would be ordered, but typically ship within 24-48 hours of order date.



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If a customer orders the wrong product, they may contact our office for an RMA. They would be responsible for the freight charges of the return. The product must be returned in the original packaging and in new condition. Restock fees may apply. Items that arrive damaged must be reported to CCS within 48 hours. CCS will pay for the freight on the return, and will replace the product for the customer.

If CCS is notified that a product is on backorder, we will notify the customer to determine if they would like to cancel the order, or wait for the backordered product to arrive.

### Direct online ordering website

Customers will be prompted to log in to our site and will then see the negotiated pricing, based upon the contract. Products shown on site will be eligible for purchase at that price. Customers can select an item to view the Product Detail page which will show descriptions, photos, specification sheets, related products/accessories, etc.

Prominently displayed on each Product Detail page is an "add to cart" button which customers can select to begin the check-out process. The customer will then need to provide billing and shipping details as well as payment information. Once complete, the order summary will be visible from their "My Account" page. This page will show current order status, as well as display tracking information once the order has shipped. Also on this page, will be information needed for contacting sales support.

We are able to provide CSV and XML data exchange catalogs on a by-request basis or via an automated system. Customers can communicate with customer service and sales support through Live Chat during business hours using clearly visible links which are on all website pages.

Customers can place orders directly on the website at contract negotiated pricing using our online order system. Customers will be required to log in to the site before being able to purchase.

Payment is accepted via PO's, Credit Cards/P-Cards (MasterCard, Visa, American Express, Discover), PayPal or Lease.

Orders are shipped using UPS, FedEx, DHL as well as other freight transport services as needed. Order status and tracking information are visible on our website on the customer's "My Account" page. Order status updates are also sent to the customer automatically via email.

### Summary of the Proposed Products to be Utilized

- Projectors
- LCD Displays
- Control System
- Interactive Whiteboards and Display
- Audio Systems
- Document Cameras,
- Broadcast Quality Videocameras
- Student Response Systems
- Projection Screens
- Security
- Digital Signage
- Lecture Capture
- And other various products as needed



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### GOVERNMENT EXPERIENCE

GSA – CCS has held a General Services Administration Federal Supply Schedule contract for Audio Visual equipment and Services for approximately eight years. GSA establishes a procurement bridge between vendors and federal government customers while giving the smaller agencies access to larger volume discounts. With its quarterly reporting, fee schedule, and customer service requirements, the GSA schedule has similar expectations as this solicitation. Also, vendors are required to participate in an online ordering system, GSA Advantage, so we have several years of experience maintaining such an ordering process.

AEPA – The Association of Educational Purchasing Agencies is a group of educational organizations in 26 states who negotiate procurement contracts together to optimize their purchasing efficiency. Each member agency requires that these contracts be actively marketed, monitored, and reported. It is also a requirement that pricing be kept consistent throughout all the states. CCS Partner offices across the country have participated in this contract since 2009.

AZ State Procurement Contract – CCS is a current contract holder of AZ State Contract number EPS060125-5-A21. We have held this contract for over **ten** years and have always strived to exceed the expectations of State Agencies and Cooperative Purchasing members. Throughout this contract, CCS has submitted all reports, fees, and Promotional Pricing sheets per contract requirements, all while providing top of the line customer service—resulting in CCS carrying most the contract business. CCS will continue its record of exemplary service and contract maintenance into the new State Procurement Contract.

### Previous Projects Worked Jointly by All Proposed Key Personnel Included in the Proposal

#### The Superior Court of Arizona Maricopa County—Phoenix, AZ

The goal of this \$2.1M project was to give jurors and individuals who have been summoned a much better experience over that of the nearby 1950s court building, made possible with a big boost in technology.

CCS implemented elaborate audio visual technology across the court's lobby, 16 jury deliberation rooms, six conference rooms and four training rooms. Dual stacked lobby docket monitors, measuring 12-feet high, display court schedules showing where a certain case is being held for lawyers, jurors and guests, representing a true way-finding application. Touch panel controls were in-stalled in the jury assembly room to operate the side-by-side dual displays for sending analog or digital signals for cable TV, movies, Internet application and primarily for "agile jury." The monitors display all the panels and jurors' names and numbers, alerting them to head over to the staging area for organizing jury panels. A camera focuses on the presiding judge for addressing jurors on what to expect and the process ahead on 64 monitors in the main assembly area.

#### Chandler-Gilbert Community College – Chandler, AZ

The goal of this project was to design a \$150,000 "simulation" emergency room on the Chandler-Gilbert Community College campus. CCS developed this one-of-a-kind emergency room to house its interactive "patient", programmed to do everything from cough, yell out in pain, to compliment the doctors for their work. The "Sim-Man" is controlled by an instructor in the observation room - a large connected classroom where students and instructors can observe and discuss simulations with-out disturbing the participants. CCS installed two cameras in the simulation room, monitors that record vital signs, and a sound and projection system that allow all to effectively observe the simulation. In addition, CCS equipped multiple classrooms with projectors, screens, teaching stations, and Crestron room controls. Common areas have installed digital signage monitors to get critical information to students.



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### University of Arizona, Eller College of Management Room 127—Tucson, AZ

The goal of this \$125,000 project was to update classroom for 21st century learning. Update projectors, screen, and add audio reinforcement for the class to hear the instructor. Room also required distance learning capabilities to connect multiple sites for online classes and instruction. CCS installed a Tandberg MXP 6000 hi definition video conferencing system to meet their distance learning needs. Sonicfoundry's Mediasite RL recorder captures lecture classes and streams at the same time. Lectures are also archived for On Demand presentation so students can learn at any time day or night. Two Hitachi CPWX4025n projectors and 2 Da-lite screens were put in for students to view presenter's material. Two 55" Samsung LED monitors were mounted on the back wall so the instructor can see near and far side presentations.

The most unique part of the room is the Vaddio Auto Trak camera system that allows for the presenter to wear a lanyard and have the camera - via infrared signal - follow the presenter as he or she walks around the room. Controlling the entire system is an AMX touch panel that allow the presenter to send any signal (pc, video, video conferencing) to any screen in the room.

### Pinal County Courthouse —Florence, AZ

The courthouse is one of Arizona's oldest public buildings still in use and is one of the state's most irreplaceable historic properties. Built in 1891, the building needed technology so its Board of Supervisors Hearing Room could be utilized to its fullest potential. CCS successfully implemented a comprehensive audio visual system in the Pinal County's Courthouse Board of Supervisors Hearing Room while maintaining the historical features of the space. Audio visual presentation capabilities were implemented, all of which can be controlled from one wireless touch panel. The conference space, which can seat up to 100 people, includes a Christie LX 605 projector and screen for the audience with 46" HD LCD displays on either side of the courtroom for the board members to see what is being presented. The Da-lite Providence mediated lectern meets ADA requirements with a motorized lift, allowing its height to be adjusted. Additionally, Shure gooseneck microphones are in front of each seat at the conference table.

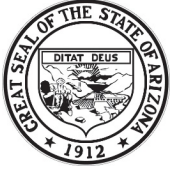
#### Question 2: Customer service for the Eligible Agency or Co-op Buyer representative contacting the Offeror.

- A. How do you evaluate customer satisfaction?
- B. How do you make changes to your services based on the feedback you receive, and how often?
- C. What is the average response time for responding to a client's question, price quote request or complaint?
- D. Who handles such questions?
- E. Do you offer a toll-free customer service number? Please provide the phone number, days of the week and hours of service, and the average hold time during peak hours.
- F. What systems or software do you utilize to manage accounts?

#### Offeror Response:

- A. Customer satisfaction is measured by our comprehensive Customer Service Surveys which are conducted at the end of each job. The results are evaluated by the Project Manager, Sales Manager, and even the CEO if corrective measures are required.
- B. CCS adjusts our services on an ongoing basis. We are constantly monitoring and improving our services.
- C. C: CCS has a "same day response" policy to customer requests of any nature.





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- D. Requests, questions, and complaints are handled according the nature of the request by our Account Executives, Vice President of Sales and even our CEO. He periodically calls customers personally to get feedback and find out how we could be doing better.
- E. For customers that have service issues, there are two options for support.
  - Option One: Customers may contact the CCS Authorized Service Center directly with their issue. The CCS Service Center is available Monday through Friday – 7 AM - 4 PM by calling 480-273-8219 or tollfree at 800-329-8720 ex. 219. Multiple lines ring to ensure little to no hold time.
  - Option Two: Customers may contact their dedicated CCS Account Representative at any time, to answer questions or be directed to the appropriate staff member.
- F. CCS utilizes a wide array of programs to manage our accounts. These include: Microsoft Office 365, Acumatica Ordering System, AutoCad for system design, and customized internal software programs for each division: Sales Master, Project Master, Training Master, Service Master.

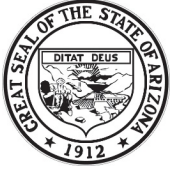
### Question 3: Quality Control

- A. How do you measure the quality of the AV equipment and services you provide?
- B. What are your standard delivery days? What is the order cut-off time for next day delivery? Please list and describe any exceptions.
- C. Do you have any procedures in place to avoid a situation where a client gets offered an end of life AV equipment?
- D. How do you handle situations where defective or end of life equipment gets delivered to the client?
- E. For manufacturers, whose products do not offer a 12-month warranty, will a warranty be offered through your company that will protect the equipment? What type of warranty is offered on workmanship of installations?
- F. How do you balance quick service with effective and accurate service?

### Offeror Response:

- A. CCS uses several metrics to measure the quality of the AV equipment and services we provide; however, these are the three we deem the most important:
  - 1. Customer Satisfaction
  - 2. Number of service calls
  - 3. Lifespan of systems installed
- B. Our standard delivery days are Monday through Friday. The order cutoff time for next day availability depends entirely upon the manufacturer whose equipment is desired. Some are on the east coast, with a 2 p.m. shipping deadline (11 a.m. AZ) while some are based on the west coast, with a different deadline.
- C. Due to our size and tremendous manufacturer relationships, CCS often receives equipment roadmaps prior to the general AV community. As an order is received, we scan it to verify that all equipment is current. Any equipment that has been discontinued will raise a flag for the account representative to contact the customer. When a product is marked for end of life (but not yet discontinued), CCS will make the customer aware of this to see if a substitution is desired.
- D. CCS tests all equipment upon installation to verify functionality. If something is defective, it is replaced in the most expedient manner possible. If a product is end of life, the customer is made aware of it at the time the order is placed. Should the customer desire to stay with that equipment, even if it is end of





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life, it is still subject to all functional requirements within the scope and receives the full manufacturer warranty.

- E. CCS doesn't carry equipment with less than a one year warranty. For the Arizona State Contract, all CCS installations/projects carry a full one year workmanship warranty
- F. CCS Service is both quick and effective. Due to the rigorous training undergone and skillset they carry, CCS Service Personnel are highly qualified to troubleshoot, diagnose, and repair virtually any AV issue they come across.

### Question 4: Maintenance Services

- A. Please provide a detailed description of the maintenance plan options that ensure the care of AV systems are encompassing of all supplies and equipment, both hardware and software, to maintain specified function presented in this solicitation.
- B. What is your range of most common AV equipment maintenance services (preventative for new equipment and for legacy equipment)?
- C. What types of AV maintenance services have you added in the past three years and will add in the next three years?
- D. What services have you removed in the last three years?
- E. What type of software or reporting system do you use for tracking?

### Offeror Response:

#### A. Maintenance Plan Options:

Preventative: CCS shall perform work in accordance with the manufacturer's recommendation to ensure it is performing to all defined technical and environmental specification for the system. CCS shall perform a specified number of inspections per year, ranging from quarterly to semi-annually, depending on the system requirements. CCS shall also conduct initial preventative maintenance ensuring performance begins at the optimal level.

Legacy: In addition to maintenance on new equipment purchases, CCS shall also offer maintenance on legacy equipment - defined as any existing audio/video equipment, and its associated supplies, that have been purchased prior to the RFP issuance and resulting contract award.

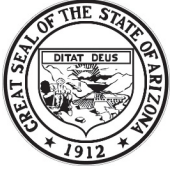
The semi-annual/quarterly packages below – applicable to both preventative and legacy maintenance - offer a high level of technical assurance and support to keep equipment optimized and functioning to their full potential. See the submitted service pricing schedule for the applicable hourly charges related to these plans.

#### CCS Projector Maintenance

- Disassembly and inspection of all projector components
- Thorough cleaning of optics, light engine, fans and filters
- Firmware upgrades if necessary
- Reassembly –reinstall, aim, focus, test and remove fingerprints
- Complete data report including room number, model and serial number, lamp hours, filter and projector usage, etc.

#### CCS System Protection Plan

- Priority Response Status—quick onsite response time; fast reliable telephone response and support;



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- All labor for onsite service calls
- Loaner equipment (based on availability)
- Disassembly and inspection of all projector components
- Thorough cleaning of optics, light engine, fans and filters
- Firmware upgrades if necessary
- Reassembly —reinstall, aim, focus, test, and remove fingerprints
- Complete data report including room number, model and serial number, lamp hours, filter and projector usage, etc.

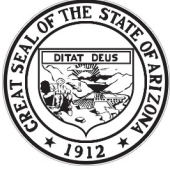
- B. CCS' most common AV equipment maintenance services include: projector cleaning, lamp replacement, programming updates, control, and audio system checks. Proper servicing and regular maintenance of your AV system is essential to keep everything running as it should. A manufacturer's warranty is important, but doesn't cover system troubleshooting, removing malfunctioning equipment, re-installing equipment after repair or routine audio video equipment maintenance. Let CCS worry about your AV system maintenance for you and make it easy for you to continue business as usual. Our certified service team will have you covered with preventative maintenance and in case of emergencies, increasing the lifespan of your AV equipment and eliminating unnecessary downtime.

CCS Factory Authorized Service Centers provide rapid turnaround on repairs to your audio visual equipment by factory-trained and certified technicians. Service contracts and preventative maintenance agreements extend the life of installed equipment and can provide quick onsite response to ensure peak performance. From preventative maintenance to emergency calls...we can create a custom AV service contract to best suit your needs.

- C. In the last three years, CCS has added Cloud support. Many of today's Audio-Visual systems are connected to a network. We have added (with some systems) the ability to remotely monitor system for both functionality and maintenance for clients remotely.
- D. CCS has eliminated bench repair for manufacturer hardware. It became much more cost effective and less time consuming for customers to have us diagnose an issue but then send it to a third party for repair.
- E. Software – CCS uses a custom suite of software (Master), developed in-house, that provides every employee with the ability to see open service issues, open work orders, and the relevant end user contact. That way, anyone can provide an update to a customer who calls.

### Question 5: Installation, Integration, Design

- A. What is included in a typical installation for your current clients?
1. How long is a typical installation?
  2. Please identify major variables to the duration of the installation.
- B. What is included in a typical integration for your current clients?
1. How long is a typical integration?
  2. Please identify major variables to the duration of the integration.
- C. Please list what is included in your typical design services.



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## Offeror Response:

CCS employs over 20 full time installers for their public and private sector projects. Many members of the installation team bear the CTS certification - the professional designation in the audio visual industry.

At the inception of each job, a CCS Project Manager is assigned and becomes the main point of contact for the customer. It is then the Project Manager's responsibility to manage the team of CCS installers making sure that the project runs according to plan, on time and within budget. They ensure that all customer questions are answered and all expectations met.

CCS has twenty five years of experience installing AV systems. CCS holds itself to the highest standards for quality and safety, using plenum rated cables, top of the line mounting hardware and experienced personnel.

### A. Installation includes:

1. Installation length depends entirely on the project. Some installations (such as simple display mounting) can take as few as three hours.
2. The major variables to installation length are
3. Number of items being installed
4. Distance for cable runs

### B. Integration includes:

1. Integration length depends entirely on the project. Some integrations (such as the combination of monitors and a video-conferencing codec, can be done in as little as four hours.
2. The major variables to installation length are
3. Overall complexity of the integration
4. Number of items being installed
5. Distance for cable runs
6. Nature/construction of the existing room

### C. C: Design includes:

1. Consultation/Needs Analysis (Including current equipment, if any)
2. System design & Quote (with guarantees of functionality/compatibility)
3. Value Engineering/Revisions – maximize functionality for a given budget
4. Documentation – Line drawings for the customer for records (after project completion)

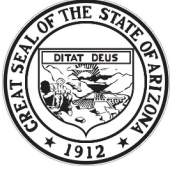
## Question 6: Training

- A. Please provide a detailed description of the training approach and how knowledge in correlation to AV equipment will be transferred to the end-user
- B. What is included in your user/operator training that is conducted right after the AV equipment installation is complete?
- C. How long is your typical user/operator training?
- D. What is included in your Formal Classroom Training?
- E. How does the Formal Classroom Training differ from the user/operator training?

## Offeror Response:

### A. TRAINING CENTER

Since 1991, CCS Presentation Systems has served customers in the corporate, government and educational sectors. As an innovator in A/V training among educators and corporate professionals, CCS trains more than



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5,000 participants each year through its centers across the country. CCS Training Centers offer a variety of regularly scheduled classes and follow-up courses for aggressive product/systems training. Workshops can be customized for on-site sessions at customer locations, or from a distance using CCS Live Remote Training.

In addition, the training specialists also offer the CCS Anytime Online Instructional Center which provides timely, informative, web-based workshops to streamline the professional development experience for the busy professional.

### CLASSES OFFERED:

#### Intro: Get-to-Know Your SMART Board

Have you been properly introduced to your SMART Board? If not, come and join us for a preliminary workshop which will help you get-to-know your SMART Board a little better. Within this hour-long session, we will explore the basic functionality of the SMART Board

#### Level 1: "SMART" Start (SMART Board™ Basics)

Your SMART Board journey starts here! During this workshop, participants will learn to navigate their way through the award winning SMART Notebook Collaborative Learning software and SMART Ink features with ease. This adventure includes discovering the “must have” interactive tools and the “how to” when it comes to moving and manipulating images/text. This hands-on training will include professional development hours and valuable take-away reference materials.

#### Level 2: “The Next Step”...SMART Board™ Beyond the Basics

Take the next step in your SMART Notebook journey and learn how to use the more advanced features the software has to offer. Work with linking, importing, recording features, and more. This hands-on training will include professional development hours and valuable take-away reference materials.

#### Level 3: Grasping the Gallery and Lesson Activity Toolkit 2.0

Discover the “heart” of the SMART Notebook Software where all your lesson building tools and resources are found! Using the Ga-lery and Lesson Activity Toolkit, you can bring your SMART Board to life with customizable content, graphics, and multimedia re-sources that are easy to integrate into your existing lessons. Come and discover how to add practice and enrichment activities using these creative and captivating tools. This hands-on training will include professional development hours and valuable take-away reference materials.

#### Level 4: SMART Interactive Techniques—Creating Engaging Lessons

Tools . . . curriculum . . . now what??? This workshop will “connect the dots” and help teachers gain a better understanding of how to effectively incorporate the various uses of the SMART Board with their current curriculum. The focus of this session is to discover inter-active techniques using the SMART Notebook tools that will make lessons fun and promote a student-centered learning environment. This hands-on training will include professional development hours and valuable take-away reference materials.

#### Level 5: Lesson Building with SMART

While you may not be an architect, during this all-day session you will build your first lesson masterpiece using the SMART Notebook software. It is time to get out your box of interactive tools to develop dynamic, subject-



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based, standard aligned lessons. This hands-on training will include professional development hours, and valuable take-away reference materials. Be sure to BYOL (bring your own laptop) with the latest version of SMART Notebook Software on your device.

### **The SMART Learning Suite: SMART Notebook 2017**

That's right, a new version of the SMART Notebook Collaborative Learning Software has been released and CCS wants you to be one of the first users to get your hands on all of the new features. Working side-by-side with a SMART Notebook 2017 Certified Trainer, each participant will learn how to access and integrate such tools as the Geogebra Math Tools, the YouTube Widget, the Ink Editing pen, SMART Response VE, Notebook Maestro and the 3D Tools, into both new and existing SMART Notebook lessons. You will walk away with a pocket full of new ideas, tips, and tricks on how to engage your students and inspire them with 21st century tools.

### **Lesson Activity Builder (LAB)**

Also included in the SMART Learning Suite, CCS will show you how the Lesson Activity Builder allows educators to create fun, interactive, game-based activities in less than five minutes.

### **SMART Amp**

Magic happens when your students work together to create, discuss, and develop deeper critical thinking through true collaboration. This interactive training shows teachers and other SMART amp users the basics of using SMART amp software. Learn how to sign in and create a workspace where students learn using interactive tasks and collaborative assignments. Enhance lessons by adding material from the Internet, SMART Exchange and content providers, such as Discovery Education, Houghton Mifflin Harcourt and Themeefy, just to name a few!

### **SMART Response—Assessing the Next Generation**

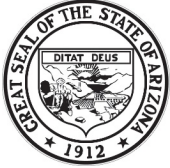
Hands-on Workshop - to demonstrate how response systems can increase student engagement in the classroom. This course covers how to start a class, add students, create and run an assessment and analyze reports using the SMART Response assessment software.

### **Tech-on-Campus**

Our CCS Training Team has had the privilege of training and working with thousands of teachers over the past few years. This was the feedback that these teachers gave us time and again: they wished for a visit to their own classrooms providing assistance or personalized training on software/hardware using their own equipment. After all, this kind of tech professional development experience provides them a relevant practice to what they do daily! Each instructor's environment is just as unique as is their experience level with using technology. A short, personalized time with a certified training specialist makes a big difference with implementation! This one-on-one training is advancing many teachers from entry level tech use to confident integration with their own technology tools.

### **Custom Class Creation**

Do you like what you see, but something is still missing? Tell us what type of trainings your organization is looking for and let us create the perfect class for you! We will customize resources that can be integrated into your education or corporate setting.



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### **B. Operator Training/Transfer of Knowledge:**

At the completion of a job, a member of the CCS Installation team will review the functionality of the newly installed system to any available end users. In addition, all product manuals, CDs and other support documentation will be left with the end user for their future reference. If available, the end user will be given access to any supplemental online training provided free of charge by the product's manufacturer(s).

C. Our typical user/operator training varies from one hour and up depending upon the sophistication and complexity of the system installed.

### **D. Formal Classroom Training:**

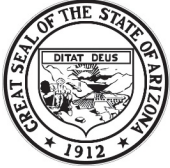
The CCS Training Centers were established to provide ongoing training for customers on a variety of products and solutions. Full time certified trainers all holding Arizona teaching certificates and possessing a wealth of classroom experience develop curriculum that is shared with 4500+ attendees each year. These training sessions are provided both in the CCS Training Centers in Tucson and Scottsdale, as well as onsite at customer locations. The CCS Training Centers are a natural extension of the company's desire to have customers fully trained on the solutions that are provided to them. CCS wants to ensure that the technology investment will be maximized by the owners and users of the equipment. This is a crucial component of every system and is the reason why training planning meetings are scheduled with end users to better understand each customer's unique requirements.

### **E. User/Operator training**

User/Operator training is designed to provide the end user with the ability to perform basic functions with the system. Power, setup, control (audio and video), source selection, etc. Classroom training is designed to use advanced features (most frequently with software) to their fullest extent.

**End of Attachment 3-A**





# Request for Proposal

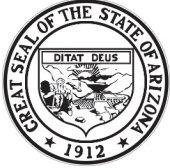
Solicitation No.  
**ADSP017-00007302**  
 Description:  
**AV Equipment and Services**

Arizona Department of Administration  
**State Procurement Office**  
 100 N 15th Ave., Suite 402  
 Phoenix, AZ 85007

## Attachment 3-B Key Personnel Proposal

Answer all questions thoroughly in the spaces provided. **Complete this form in full for each one of the key personnel proposed to be involved in carrying out the Work.** Insert or attach a separate resume if desired, but any attached resumes are supplemental to this form and do not substitute for this form. If there are more than three (3) Key Personnel, please utilize the same form for each additional Personnel.

<b>1</b>	<b>Name:</b>	<b>Brandon Hall</b>	How long with company?	<b>10 years</b>
	Current position in company:	<b>Cooperative Contract Manger, Tucson Sales Manger</b>	How long in positon?	<b>2 years</b>
	Position for the Services:	<b>AZ State Contract Manager</b>	How much of time will be dedicated to the Services?	<b>50 %</b>
	What primary functions will be assigned?	<b>Contract Maintenance, Pricing updates, manufacturer additions, initial point of contact for all orders.</b>		
	Describe person's experience in performing services like those that are to be assigned:	<b>Brandon has held this position for the past 2 years. Additionally, he has held like positions for the following contracts: AEPA, CES, Gallup-McKinley County, and Mohave. Brandon has been managing one or more cooperative contracts since 2010.</b>		
	List person's job-related training and education:	<ul style="list-style-type: none"> <li>• <b>AEPA Vendor Training/Conferences 2010, 2011, 2012</b></li> <li>• <b>Leadership Training/Principal Certification, Northern Arizona University, 2006 TUSD Leadership Training, 2006</b></li> <li>• <b>MA in Educational Technology, Northern Arizona University 2004</b></li> <li>• <b>BA in Education, University of Arizona, 1994</b></li> </ul>		
	<b>Resume:</b>	<b>filename</b>		

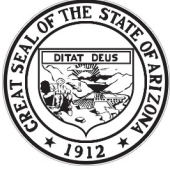


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 Phoenix, AZ 85007

<b>2</b>	<b>Name:</b>	<b>Tony Piowarsy</b>	How long with company?	<b>14</b>
	Current position in company:	<b>Account Executive</b>	How long in position?	<b>13 years</b>
	Position for the Services:	<b>Account Executive for AZ State Accounts</b>	How much of time will be dedicated to the Services?	<b>85 %</b>
	What primary functions will be assigned?	Responsible for quoting equipment that is on the contract and the order process. Ensures the contract number is on the purchase order and confirm the pricing is accurate. Once the purchase order is received I review it and confirm it matches the proposal provided. I verify that the order does not exceed the purchase order amount. Manages all order processes within CCS.		
	Describe person's experience in performing services like those that are to be assigned:	Tony is responsible for all State of Arizona accounts and has overseen many of our government projects. Tony excels in customer service with some of his repeat clients including: Arizona State University, Phoenix Union High School District, City of Scottsdale, City of Phoenix and Maricopa County.		
	List person's job-related training and education:	<ul style="list-style-type: none"> <li>• <b>MBA Grand Canyon University 2004</b></li> <li>• <b>BA Marketing Arizona State University 2000</b></li> </ul>		
	<b>Resume:</b>	<b>filename</b>		



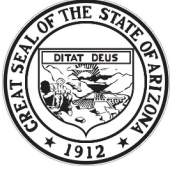
# Request for Proposal

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 100 N 15th Ave., Suite 402  
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<b>3</b>	<b>Name:</b>	<b>Rod Andrewson</b>	How long with company?	<b>15</b>
	Current position in company:	<b>Chief Technology Officer</b>	How long in position?	<b>3</b>
	Position for the Services:	<b>Manager of Quality Control</b>	How much of time will be dedicated to the Services?	<b>50%</b>
	What primary functions will be assigned?	<p>Rod's function on the State contract is overall quality control. CCS knows that quality starts in the design process. As Chief Technology Officer, Rod oversees and stays up to date on all the latest technology to ensure that all projects have the best product for the job designed at the start. Rod also ensures that the product are integrated and installed at the highest level of quality. When an issue arises after installation, Rod is the interface with clients to create solutions.</p>		
	Describe person's experience in performing services like those that are to be assigned:	<p>With over 30 years of experience in the audio visual field, Rod been with CCS since 2002. Rod's key role has been the development of the commercial integration team of CCS. His roles at CCS include: Lead control system programmer, Lead installer, Site Manager and Project Manager. In his current position as Manager of Engineering and Project Management Services, he oversees the engineers, draftsmen, project managers and field engineers for CCS Southwest. His objective for the department is excellence with a focus on the future of the audio visual industry.</p> <p>Rod has designed, programmed and project managed several hundred projects with and for CCS's most important clients both large and small. Rod will ensure that the School of Law project goes smoothly and that the best tools for the job are utilized.</p>		
	List person's job-related training and education:	<ul style="list-style-type: none"> <li>• NSCA Member</li> <li>• InfoComm CTSD Bootcamp</li> <li>• AMX</li> <li>• BiAmp Systems</li> <li>• Crestron</li> <li>• Peavey</li> <li>• Info Comm Academy</li> <li>• CCS Leadership Training</li> <li>• Polycom</li> </ul>		
	<b>Resume:</b>	filename		

**End of Attachment 3-B**



# Request for Proposal

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## Attachment 3-C Proposed Subcontractors

Check "NO" if you WILL NOT subcontract any portion of the Work and will therefore be carrying out all of the Work with your own personnel.

NO, the Offeror will not subcontract any portion of the Work.

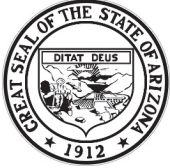
If you WILL subcontract any portion of the Work, check "YES" below and list name of persons or companies you propose to use as subcontractors.

1. Fill in the information for every significant subcontractor – indicate the type of work the subcontractor will perform under the Contract, and their approximate percentage of the total Contract work.
2. Provide copies of relevant certifications each one possesses in the Attachment Supplements section.
3. Provide description of quality assurance methods and quality control measures that you will use to ensure that Subcontractor work meets the Contract requirements.
4. State may demand additional information about proposed subcontractors as a precondition of award.

YES, the Offeror will use the Subcontractors listed below:

	Name and contact information	Small Business	Work to be performed	%
1.	Amer-X	YES	Security Systems Installation	<1%
1.	Kore Logix LLC	YES	Programming	<1%
2.	Commonwealth Electric	NO	Electrical Service Installation for AV Equipment	<1%
3.	Corbins Electric	NO	Electrical Service Installation for AV Equipment	<1%
4.	K & L Electrical	NO	Electrical Service Installation for AV Equipment	<1%
5.	M Power	NO	Electrical Service Installation for AV Equipment	<1%
6.	The Power Group	NO	Electrical Service Installation for AV Equipment	<1%
7.	Name	select		
8.	Name	select		
9.	Name	select		

End of Attachment 3-C



## Request for Proposal

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### Attachment 3-D Performance Guarantee

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RESERVED – NOT UTILIZED FOR THIS RFP

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**End of Attachment 3-D**



# Request for Proposal

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Phoenix, AZ 85007

## Attachment 3-E Boycott of Israel Disclosure

All materials submitted as part of a response to a solicitation are subject to Arizona public records law and will be disclosed if there is an appropriate public records request at the time of or after the award of the contract. Recently legislation has been enacted to prohibit the state from contracting with companies currently engaged in a boycott of Israel. To ensure compliance with A.R.S. §35-393.01. This form must be completed and returned with the response to the solicitation and any supporting information to assist the State in making its determination of compliance.

As defined by A.R.S. §35-393.01:

1. "Boycott" means engaging in a refusal to deal, terminating business activities or performing other actions that are intended to limit commercial relations with Israel or with persons or entities doing business in Israel or in territories controlled by Israel, if those actions are taken either:
  - (a) In compliance with or adherence to calls for a boycott of Israel other than those boycotts to which 50 United States Code section 4607(c) applies.
  - (b) In a manner that discriminates on the basis of nationality, national origin or religion and that is not based on a valid business reason.
2. "Company" means a sole proprietorship, organization, association, corporation, partnership, joint venture, limited partnership, limited liability partnership, limited liability company or other entity or business association, and includes a wholly owned subsidiary, majority-owned subsidiary, parent company or affiliate.
3. "Direct holdings" means all publicly traded securities of a company that are held directly by the state treasurer or a retirement system in an actively managed account or fund in which the retirement system owns all shares or interests.
4. "Indirect holdings" means all securities of a company that are held in an account or fund, including a mutual fund, that is managed by one or more persons who are not employed by the state treasurer or a retirement system, if the state treasurer or retirement system owns shares or interests either:
  - (a) together with other investors that are not subject to this section.
  - (b) that are held in an index fund.
5. "Public entity" means this State, a political subdivision of this State or an agency, board, commission or department of this State or a political subdivision of this State.
6. "Public fund" means the state treasurer or a retirement system.
7. "Restricted companies" means companies that boycott Israel.
8. "Retirement system" means a retirement plan or system that is established by or pursuant to title 38.

### All offerors must select one of the following:

My company **does not** participate in, and agrees not to participate in during the term of the contract, a boycott of Israel in accordance with A.R.S. §35-393.01. I understand that my entire response will become public record in accordance with A.A.C. R2-7-C317.

My company **does** participate in a boycott of Israel as defined by A.R.S. §35-393.01.

By submitting this response, proposer agrees to indemnify and hold the State, its agents and employees, harmless from any claims or causes of action relating to the State's action based upon reliance on the above representations, including the payment of all costs and attorney fees incurred by the State in defending such an action.

CCS Presentation Systems

Signature of Person Authorized to Sign  
Brandon Hall

Company Name  
17350 N. Hartford Dr.

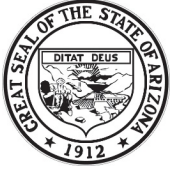
Address  
Scottsdale AZ 85255

Printed Name  
Cooperative Contracts Manager

City State Zip

Title





## Request for Proposal

Solicitation No.

**ADSP017-00007302**

Description:

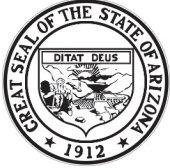
**AV Equipment and Services**

Arizona Department of Administration

**State Procurement Office**

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End of Attachment 3-E



## Request for Proposal

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### Attachment 4 Pricing Sheet

Offeror to provide pricing information in the Excel document "ADSP017-00007302\_Attachment 4 Pricing Sheet" provided within ProcureAZ. Offeror should also provide hourly prices for AV services within ProcureAZ.

[See attached pricing sheet in Excel format.](#)



# Request for Proposal

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## Attachment 5-A Confidential Information Designation

All materials submitted as part of a response to a solicitation are subject to Arizona public records law and will be disclosed if there is an appropriate public records request at the time of or after the award of the contract. Recognizing there may be materials included in a solicitation response that are proprietary or a trade secret, a process is set out in A.A.C. R2-7-103 (copy attached) that will allow qualifying materials to be designated as confidential and excluded from disclosure. For purposes of this process the definition of "trade secret" will be the same as that set out in A.A.C. R2-7-101(52).

Complete this form return it with your Offer along with the appropriate supporting information to assist State in making its determination as to whether any of the materials submitted as part of your Offer should be designated confidential because the material is proprietary or a trade secret and therefore not subject to disclosure.

STATE WILL NOT CONSIDER ANY MATERIAL IN YOUR OFFER "CONFIDENTIAL" UNLESS DESIGNATED ON THIS FORM.

**Check one of the following – if neither is checked, State will assume that as equivalent to "DOES NOT":**

<input checked="" type="radio"/>	This response DOES NOT contain proprietary or trade secret information. I understand that my entire response will become public record in accordance with A.A.C. R2-7-C317.
<input type="radio"/>	This response DOES contain trade secret information because it contains information that: <ol style="list-style-type: none"> <li>1. Is a formula, pattern, compilation, program, device, method, technique or process, AND</li> <li>2. Derives independent economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by, other persons who can obtain economic value from its disclosure or use; AND</li> <li>3. Is the subject of efforts by myself or my organization that are reasonable under the circumstances to maintain its secrecy.</li> </ol>

NOTE: Failure to attach an explanation may result in a determination that the information does not meet the statutory trade secret definition. All information that does not meet the definition of trade secret as defined by A.A.C. R2-7-101(52) will become public in accordance with A.A.C. R2-7-C317. State may make its own determination on materials in accordance with A.A.C. R2-7-103.

If State agrees with Offeror's designation of trade secret or confidentiality and the determination is challenged, the undersigned hereby agrees to cooperate and support the defense of the determination with all interested parties, including legal counsel or other necessary assistance.

By submitting this response, Offeror agrees that the entire Offer, including confidential, trade secret and proprietary information may be shared with an evaluation committee and technical advisors during the evaluation process. Offeror agrees to indemnify and hold State, its agents and employees, harmless from any claims or causes of action relating to State's withholding of information based upon reliance on the above representations, including the payment of all costs and attorney fees incurred by State in defending such an action.

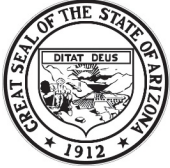
### CCS Presentation Systems

Offeror Company Name
17350 N. Hartford Dr.
Address
Scottsdale, AZ 85255
City
State
Zip



Signature of Authorized Person
Brandon Hall
Printed Name
Cooperative Contracts Manager
Title

**End of Attachment 5-A**



## Request for Proposal

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### *Copy of A.A.C. R2-7-103 [Confidential Information] as was current at time of Solicitation issuance*

PROVIDED FOR REFERENCE ONLY

- A. *If a person wants to assert that a person's offer, specification, or protest contains a trade secret or other proprietary information, a person shall include with the submission a statement supporting this assertion. A person shall clearly designate any trade secret and other proprietary information, using the term "confidential". Contract terms and conditions, pricing, and information generally available to the public are not considered confidential information under this Section.*
- B. *Until a final determination is made under subsection (C), an agency chief procurement officer shall not disclose information designated as confidential under subsection (A) except to those individuals deemed by an agency chief procurement officer to have a legitimate state interest.*
- C. *Upon receipt of a submission, an agency chief procurement officer shall make one of the following written determinations:*
  - 1. *The designated information is confidential and the agency chief procurement officer shall not disclose the information except to those individuals deemed by the agency chief procurement officer to have a legitimate state interest;*
  - 2. *The designated information is not confidential; or*
  - 3. *Additional information is required before a final confidentiality determination can be made.*
- D. *If an agency chief procurement officer determines that information submitted is not confidential, a person who made the submission shall be notified in writing. The notice shall include a time period for requesting a review of the determination by the state procurement administrator.*
- E. *An agency chief procurement officer may release information designated as confidential under subsection (A) if:*
  - 1. *A request for review is not received by the state procurement administrator within the time period specified in the notice; or*
  - 2. *The state procurement administrator, after review, makes a written determination that the designated information is not confidential.*

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### Attachment 5-B Conformance Statements

STATE WILL NOT CONSIDER ANY EXCEPTIONS UNLESS DESIGNATED ON THIS FORM.

READ PARAGRAPH 6.8 OF THE INSTRUCTIONS TO OFFERORS BEFORE TAKING ANY EXCEPTIONS – TAKING EXCEPTIONS CAN BE GROUNDS FOR STATE REJECTING OR DOWN-GRADING YOUR OFFER IN EVALUATION.

#### CONFORMANCE TO THE INSTRUCTIONS: (PART 3 OF THE SOLICITATION)

Check one of the following – if neither is checked, State will assume that as equivalent to “YES”:

- YES – Offeror acknowledges that it has read and understands the Instructions to Offerors in Section 3-A of the Solicitation Documents and attests that its Offer complies with both.
- NO – Offeror acknowledges that it has read and understands the Instructions to Offerors in Section 3-A of the Solicitation Documents, and attests that its Offer complies with both EXCEPT FOR the exceptions listed in **Attachment 5-B Supplement 1**.

#### CONFORMANCE TO THE SCOPE AND PRICING DOCUMENTS: (PART 2 OF THE SOLICITATION)

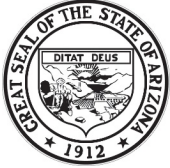
Check one of the following – if neither is checked, State will assume that as equivalent to “YES”:

- YES – Offeror acknowledges that it has read and understands the Scope Document and the Pricing Document in Part 2 of the Solicitation Documents and attests that its Offer complies with both.
- NO – Offeror acknowledges that it has read and understands the Scope Document and the Pricing Document in Part 2 of the Solicitation Documents and attests that its Offer complies with both EXCEPT FOR the exceptions listed in **Attachment 5-B Supplement 2**.

#### CONFORMANCE TO THE CONTRACT TERMS AND CONDITIONS: (PART 2 OF THE SOLICITATION)

Check one of the following – if neither is checked, State will assume that as equivalent to “YES”:

- YES – Offeror acknowledges that it has read and understands the Special Terms and Conditions and the Uniform Terms and Conditions, along with their respective Exhibits and Appendices, in Part 2 of the Solicitation Documents and attests that its Offer complies with both.
- NO – Offeror acknowledges that it has read and understand the Special Terms and Conditions and the Uniform Terms and Conditions, along with their respective Exhibits and Appendices in Part 2 of the Solicitation Documents and attests that its Offer complies with both EXCEPT FOR the exceptions listed in **Attachment 5-B Supplement 3**.



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## ATTACHMENT 5-B Supplement No. 1: Exceptions to Instructions

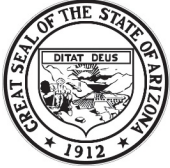
Article / Paragraph or Exhibit Reference	Proposed Changes / Alternate Language	Rationale for Proposed Change
Section 3-A: Instructions to Offerors		
<input checked="" type="checkbox"/>	CCS has no exceptions to the Instructions	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	X	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	X	<input checked="" type="checkbox"/>

CCS Presentation Systems

Company Name

Signature of Person Authorized to Sign





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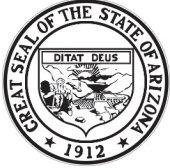
## ATTACHMENT 5-B Supplement No. 2: Exceptions to Scope of Work and Pricing

Article / Paragraph or Exhibit Reference	Proposed Changes / Alternate Language	Rationale for Proposed Change
<b>Section 2-A: Scope of Work</b>		
x	CCS has no exceptions to the Scope of Work and Pricing	x
x	x	x
x	x	x
x	x	x
x	x	x
<b>Section 2-B: Pricing Document</b>		
x	CCS has no exceptions to the Pricing Document	x
x	x	x
x	x	x
x	x	x
x	X	x

CCS Presentation Systems

Company Name

Signature of Person Authorized to Sign



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## ATTACHMENT 5-B Supplement No. 3: Exceptions to Contract Terms & Conditions

Article/ Paragraph or Exhibit Reference	Proposed Changes / Alternate Language	Rationale for Proposed Change
Section 3-A: Special Terms & Conditions		
x	CCS has no exceptions to the Contract Terms and Conditions	x
x	x	x
x	x	x
x	x	x
x	x	x

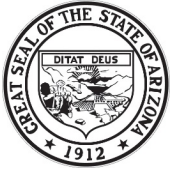
Article/ Paragraph or Appendix Reference	Proposed Changes / Alternate Language	Rationale for Proposed Change
Section 3-B: Uniform Terms & Conditions		
x	CCS has no exceptions to the Contract Terms and Conditions	x
x	x	x
x	x	x

CCS Presentation Systems

Company Name

Signature of Person Authorized to Sign

End of Attachment 5-B



## Request for Proposal

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### Attachment 5-C Insurance and Bonding Evidence

Please provide a copy of your current insurance certificate that meets or exceeds the requirements set forth in Special Terms and Conditions, Section 6.2, Contractor Insurance Requirements.

[Please see attachments 5-C for our Bonding and Insurance letters.](#)

**End of Attachment 5-C**



# Request for Proposal

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## Attachment 5-D Offer Checklist

STATE MAY DETERMINE YOUR PROPOSAL IS NON-RESPONSIVE IF YOU DO NOT SUBMIT ALL ATTACHMENTS.

	DOCUMENT	SUBMITTED
1.	Attachment 1: Offer and Acceptance Form	<input checked="" type="checkbox"/> YES <input type="checkbox"/> no
2.	Attachment 2-A: Experience and Capacity Questionnaire	<input checked="" type="checkbox"/> YES <input type="checkbox"/> no
3.	Attachment 2-B: Organization Profile	<input checked="" type="checkbox"/> YES <input type="checkbox"/> no
4.	Attachment 3-A: Method Proposal	<input checked="" type="checkbox"/> YES <input type="checkbox"/> no
5.	Attachment 3-B: Key Personnel Proposal	<input checked="" type="checkbox"/> YES <input type="checkbox"/> no
6.	Attachment 3-C: Proposed Subcontractors	<input checked="" type="checkbox"/> YES <input type="checkbox"/> no
7.	Attachment 3-D: Performance Guarantee	<input checked="" type="checkbox"/> YES <input type="checkbox"/> no
8.	Attachment 3-E: Israel Boycott Disclosure	<input checked="" type="checkbox"/> YES <input type="checkbox"/> no
9.	Attachment 4: Pricing Sheet	<input checked="" type="checkbox"/> YES <input type="checkbox"/> no
10.	Attachment 5-A: Confidential Information Designation	<input checked="" type="checkbox"/> YES <input type="checkbox"/> no
11.	Attachment 5-B: Conformance Statements	<input checked="" type="checkbox"/> YES <input type="checkbox"/> no
12.	Attachment 5-C: Insurance and Bonding Evidence	<input checked="" type="checkbox"/> YES <input type="checkbox"/> no
13.	Attachment 5-D: Offer Checklist	<input checked="" type="checkbox"/> YES <input type="checkbox"/> no

**End of Attachment 5-D**

**End of Part 3**