



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.
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.

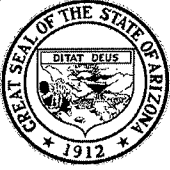
Proposal Content. The Offeror shall make a firm commitment to provide services as required and proposed.

- 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.



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- 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
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End of Section 3-A



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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. <input checked="" type="checkbox"/>	<i>[Signature]</i>	<i>[Initials]</i>			
	Date	7/24/17	initial			
Revised Offers:	2. <input checked="" type="checkbox"/>			3. <input checked="" type="checkbox"/>		
	date #1		initial	date #1	initial	date #1
	5. <input checked="" type="checkbox"/>			6. <input checked="" type="checkbox"/>		
	date #4		initial	date #5	initial	date #6
Best and Final Offer:	8. <input checked="" type="checkbox"/>					
	date		initial			

Troxell Communications, Inc.

Offeror company name

4675 E Cotton Ctr Blvd Ste 155

Address

Phoenix, AZ 85040

City | State | ZIP

86-0716114

Federal tax identifier (EIN or SSN)

[Signature] *[Initials]*

Signature of person authorized to sign Offer Initials

Michael Fabio, VP of Finance

Printed name and title

Mary Kropp, Account Executive

Contact name and title

Mary.kropp@trox.com 602-421-5053

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: ADSP017-00007302 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.— **Troxell Communications, Inc. is headquartered in Arizona for over 30 years. Troxell is the largest privately held distributor of Audio-Visual (AV) equipment to the education market in the U.S. The Company provides a comprehensive offering of over 100,000 stock-keeping units (SKUs) including all types of AV equipment which is uniquely maintained by hundreds of leading manufacturers. Troxell's value proposition is to be the lowest cost distributor while offering innovative solutions and the highest quality service. The Company's market leadership position and reputation have earned Troxell numerous awards and accolades from its customers and vendors.**

Troxell is known for its innovative and proprietary sales programs and for creating an unparalleled management information system that simplifies the customer's purchase process by providing a more accurate and positive customer experience. In addition, the Company's website is best of class in its niche and allows customers to easily search for products, quickly generate quotes, and track orders. Troxell has proven very effective at using internal expertise to integrate a highly sophisticated computer system into an Internet format that allows customers, vendors and staff member's direct access to information concerning their orders, account status, and all related transactional information via www.trox.com.

Services & Support

Troxell provides services and support associated with distributors, dealers, resellers and system integrators.

- **Design: Product/system recommendations and specifications**
- **Installation/Integration: Nationwide professional installer network, corporate-based systems programmers**
- **Customer Service: In-house customer service center and repair shop**
- **Technology: Unique web-based customer service program, on-line order tracking, transaction history & account status**



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- 1.2 Date established;--**Established 1983, Incorporated in 1992**
- 1.3 Ownership (public, partnership, subsidiary, etc.); --**Corporation**
- 1.4 Location in which the Offeror is incorporated; --**Based in Phoenix, AZ, Incorporated in DE**
- 1.5 Office location(s) responsible for performance of proposed tasks; --**4675 E Cotton Ctr Blvd Ste 155, Phoenix, AZ 85040**
- 1.6 Offeror shall provide the number, size and location of their distribution facilities, warehouses and service facilities as applicable.--**Troxell Communications, Inc. Corporate Office is approx. 5,000 sqft and the warehouse is approx. 7,000 sqft, Troxell works with manufacturers to ship directly to Agencies, we also ship some products directly from our warehouse out of Phoenix, AZ**
- 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; -- **Please see Attachment Supplement 2-A 1.7 Org Chart**
- 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); ---**Troxell Communications, Inc. has no potential conflicts of interest with any State Employee.**
- 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;---**Troxell Communications, Inc. has not filed or had filed against it any bankruptcy or insolvency proceedings**
- 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; ---**There are no pending Securities Exchange Commission investigations involving Troxell Communications, Inc. 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; --**There are no open or pending litigations**
- 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; ---**N/A**
- 1.13 Full disclosure of any public sector contracts terminated for cause or convenience in the past five (5) years; and ---**N/A, no public sector contracts have been terminated in the past 5 years**
- 1.14 Full disclosure of any criminal or civil offense. --**N/A, no criminal or civil offense**
- 1.15 Offeror shall provide evidence of any Arizona required business license to provide these services. ---**Please see Attachment Supplement 2-A 1.15 Business License**
- 1.16 Offeror shall provide copies of any professional or industry certifications that represent the services detailed in this RFP. --**Troxell Communications, Inc. is a member of InfoComm**



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International. Troxell Communications employees hold Crestron certification, AMX Certification, i-Pro Certification. Troxell Communications, Inc. has additional certifications and awards from multiple manufacturers (ex: Hitachi Select Partner and additional)

Offeror Response:

Please see above responses in Bold Italic Underlined after each Question Point above, for ease of use and ease of review

Question 2: Company Experience

- A. What market(s) are your current clients primarily in? ---**K-12, Higher Education & State, local and Federal Government Agencies**
- B. What experience do you have serving public sector clients in the State of Arizona?—**Troxell Communications, Inc. has been working with public sector clients in the State of Arizona for over 34 years and has held State of Arizona Contracts for over 15 years**
- C. What is the range in size of your current clients?—**Troxell works with clients of all sizes from small schools/Districts to large schools/Districts, Government sections and State Governments and Multi-State Cooperative Purchasing Agencies**
- D. What type of case studies do you have that exhibit your experience with different clients?—**Case studies are available for various equipment and project types, including but not limited to interactive/tech/projectors/integration/installation, etc.**
- E. How long have you provided AV equipment and services to your longest tenured client? —**Troxell has been working with Schools and Government in the State of Arizona since 1983 for Audio Visual & Technology equipment, supplies, installation and services and have many clients that have purchased AV equipment and/or services for many years.**
- F. Why did your last three former clients cancel their contracts? --- **N/A**
- G. With what relevant trade associations are you involved? How does this participation give you an advantage over your competition? – **InfoComm International- serves its member and the professional audiovisual and information communications industries through education, resources and events.**
Education-This includes technical and business courses in the classroom and online. These courses are based on content developed by industry experts.
Resources-These include audiovisual standard, thought pieces, newsletters (providing both current and relevant information), articles, reports, whitepapers, books, guide & templates, recorded webinars, podcasts, videos and many other resources.
Events-These include local events, international trade shows and partner events sponsored by many of the largest, most innovative manufacturers/suppliers of product and services relating to our industry.
Troxell Communications, Inc. also participates in additional Trade Shows in the State of Arizona and Nationwide, Trade Show names and locations vary by State.

Offeror Response:

Please see above responses in Bold Italic Underlined after each Question Point above, for ease of use and ease of review

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



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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 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 Attachment Supplement 2-A 3 Confidential 2015 Financials 1 of 2 and Attachment Supplement 2-A 3 Confidential 2016 Financials 2 of 2

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 Form 3-B Key Personnel as required

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 Form 3-C as required

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:

Troxell Communications, Inc. has read and can comply



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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
	Marana Unified School District 11279 W Grier Rd Ste 107, Marana, AZ	Mitch Eichenseer	4/1/17	Current
	Phone Number	Email Address		
	520-682-4817	m.j.eichenseer@maranausd.org		
	Project Scope and deliverables, include number of resources engaged in project, timeline of project (major milestones)			
	700+ classroom, MPR, Gym, install			
	List job positions provided and technologies utilized to supplement services.			
	Projectors, screens, control, audio and sound systems			

2	Client Company/Address	Contact	Begin Date	End Date
	Northern Arizona University Flagstaff, AZ 86011	Kegan Remington	3/1/15	1/1/18
	Phone Number	Email Address		
	928-523-7517	Kegan.remington@nau.edu		
	Project Scope and deliverables, include number of resources engaged in project, timeline of project (major milestones)			
	Full integration of 100 classrooms, control systems, 3 install teams, 3 years over \$1M			
	List job positions provided and technologies utilized to supplement services.			
	Project Manager, programmer, engineer, sales engineer, integration manager			



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3	Client Company/Address	Contact	Begin Date	End Date
	Phoenix Union HSD 4502 N Central Ave, Phoenix, AZ	Amy Remfrey	5/1/17	6/30/17
	Phone Number	Email Address		
	602-764-1209	remfrey@phoenixunion.org		
Project Scope and deliverables, include number of resources engaged in project, timeline of project (major milestones)				
Installation of 168 projectors across 13 schools, 5 install teams, 2 month installation, night work				
List job positions provided and technologies utilized to supplement services.				
Project Manager, Lead Tech, sales engineer, field engineer, installation coordinator				

4	Client Company/Address	Contact	Begin Date	End Date
	AZ Dept. of Public Safety 2222 W Encanto Blvd #100, Phoenix, AZ	Bernie Stefaniak	7/2015	Current
	Phone Number	Email Address		
	602-223-2383	bstefaniak@azdps.gov		
Project Scope and deliverables, include number of resources engaged in project, timeline of project (major milestones)				
Multi room project including the move and relocation of equipment. Large video wall, small conference room with projector, screen and audio, Time line of project was over a period of 1 year including initial meetings and discussions, engineering design, proposal, edit of design, receipt of proposal and installation. Install was done in 2 phases and each phase took approximately 3 weeks.				
List job positions provided and technologies utilized to supplement services.				
Project Manager, programmer, engineer, sales engineer, integration manager				

5	Client Company/Address	Contact	Begin Date	End Date
	AZ Dept. of Economic Security Phoenix, AZ 85007	Bryan Hightower	1/2010	6/2017
	Phone Number	Email Address		
	(602)771-2640 x2	bhightower@azdes.gov		
Project Scope and deliverables, include number of resources engaged in project, timeline of project (major milestones)				



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Multi-room project designed to be used as 1 room when rooms are combined together and as well as each room used independently. Projectors, screens, speakers, control system and teaching station. This project took approximately 6 months to complete from meeting with customer, design, proposal, receipt of purchase order and completion of installation.

List job positions provided and technologies utilized to supplement services.

Project manager, programmer, engineer, sales engineer, integration manager

End of Attachment 2-A



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Attachment 2-B Organization Profile

RESERVED – NOT UTILIZED FOR THIS RFP

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:

Please see Attachment Supplement 3-A 1 Executive Summary

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

- A. How do you evaluate customer satisfaction? ---Troxell Communications, Inc. strives to provide an accurate and positive customer experience. Troxell Account Executives, Sales Admins and Customer Service Department works with Agencies throughout the quoting, shipping, delivery, warranty and billing process, if any concerns or issues may arise, Leads, Supervisors or Managers will be involved for a proper and speedy resolution dependent upon the needs of the Agency.
- B. How do you make changes to your services based on the feedback you receive, and how often? --Troxell Communications, Inc. Account Executives, Customer Service Department, Sales Admins, Accounting Department works with Agencies requests, feedback and suggestions and evaluates the information with Department Managers on an ongoing basis. Departments within Troxell Communications have regular meetings to discuss improvements to our customers' experiences.
- C. What is the average response time for responding to a client's question, price quote request or complaint? --Average response time for responding to a client's question is within 24 hours
- D. Who handles such questions? Troxell Customer Service Department and/or Account Executives will email, call, or other communications with the client's directly. Information available online is also helpful for various client questions and answers such as tracking, status, product information, copy of invoices, accessing the account, customer support and additional solutions.
- 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. ---Yes 800-352-7912, Monday through Friday, 7:00AM to 5:00PM excluding normal holidays. Average hold time is little to none, for responding to calls the timeframe is typically within 24 hours. All calls are answered and responded to from our Local Office out of Phoenix, AZ.



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- F. What systems or software do you utilize to manage accounts? ---Troxell Communications utilizes APPX software and our very own custom built customer service modules, we also use GoldMine/CR Software and additional custom built software. We have our own in-house IT Department with 5 employees that are available to update programming on a real time basis.

Offeror Response:

Please see above responses in bold, underline, italic for ease of review

Question 3: Quality Control

- A. How do you measure the quality of the AV equipment and services you provide?-- Troxell Communications Account Executives, Customer Service & Sales Admin Departments work with Clients and Manufacturers directly for all equipment and services that are provided for the best possible quality, experience and service. This varies by type of product, manufacturer and service. Local Account Executives are available for assistance on all steps of the evaluation, ordering, shipping, delivery, installation/service, warranty. We measure the quality of the AV equipment and services by the experience we have with our customers. For example, if a customer is inquiring about a specific product, we make every effort to accommodate that particular request.
- B. What are your standard delivery days? What is the order cut-off time for next day delivery? Please list and describe any exceptions. ---Delivery days for in-stock products shipped within Arizona are as follows: 1-3 days for ground service; 1 day for overnight orders if order is received by 11am, any applicable overnight freight charges may apply. Many products are shipped directly to our customers from the manufacturers warehouse and these are typically delivered within 5-7 business days. Lead time varies based on manufacturer but most are within 10 business days. The exception is custom or specialty orders. Customer will be notified of any extended lead times at time of quote. The order cutoff time for next day delivery is 11am AZ time, however, manufacturers in different time zones may have varying cutoffs, any applicable overnight freight charges may apply.
- C. Do you have any procedures in place to avoid a situation where a client gets offered an end of life AV equipment? ---Troxell Account Executives work with manufacturers on end of life products, replacement products, etc. If a product is noted as end of life, Account Executives will inform the client on possible options depending on clients request on end of life equipment.
- D. How do you handle situations where defective or end of life equipment gets delivered to the client? ---If a client receives defective or end of life equipment Local Account Executives and Troxell Customer Service Team will work directly with the client for a quick resolution based on customers' requirements or specifications of the project. If the product is defective, client will contact Troxell Communications and a replacement product will be shipped to the customer and a call tag will be issued for the customer to return the defective product.
- 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?—Yes, Troxell warrants the system installation to be free of defects in workmanship and fit for the intended purpose for a period of 12 months. This warranty includes defects related to workmanship of installed cables, connectors, installation hardware, system programming and commissioning. This warranty does not cover equipment or system abuse, misuse including but not limited to: operating outside of environmental, electrical, temperature or humidity



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specifications, system alterations neither approved nor performed by Troxell or repair by a service facility other than those authorized by the manufacturer.

- F. How do you balance quick service with effective and accurate service? **--- Troxell's customized computer systems provide the tools for our Account Executives to quickly quote, place accurate orders and track information. Local Account Executives work with clients, manufacturers and Troxell in-house Installation/Service Team to ensure quick, effective and accurate solutions based per order, project and requirements.**

Offeror Response:

Please see above responses in bold, italic, underline for ease of review

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. **---Please see Attachment Supplement 3-A 4 Systems Extended Warranty and Service Agreement**
- B. What is your range of most common AV equipment maintenance services (preventative for new equipment and for legacy equipment)? **---In most cases, we can provide maintenance down to the component level.**
- C. What types of AV maintenance services have you added in the past three years and will add in the next three years? **---Added in the last 3 years: Quarterly and Monthly services plans. Plan to add next 3years: customer service agreements for systems based on clients' needs/interview**
- D. What services have you removed in the last three years? **---None**
- E. What type of software or reporting system do you use for tracking? **---Custom software program and Microsoft Project**

Offeror Response:

Please see above responses in bold, underline, italic for ease of review 3-A 4 Systems Extended Warranty and Service Agreement

Question 5: Installation, Integration, Design

- A. What is included in a typical installation for your current clients? **--- A basic installation typically includes a projector, screen and speaker installation or a wall or ceiling mounted display installation. Please see attached examples. Installation vary based on product, requests, requirements, size and scope**
1. How long is a typical installation? **---1 day to 3 days, dependent upon requirements. A typical installation is projector, screen and speaker installed or a wall or ceiling mounted display installed in 1 to multiple rooms. please see attached Quote and scope of work examples**
 2. Please identify major variables to the duration of the installation. **---Building and/or room availability, equipment availability, size & scope of project, requirements**
- B. What is included in a typical integration for your current clients? **---A typical integration is a more complex project which integrates multiple types of equipment and includes programming, design services, equipment and installation. See attached example scope of work. Attachment 3-A 5 Example Scope of Work.**
1. How long is a typical integration? **---1 day to 90 days, dependent upon requirements, please see attached Quote and scope of work examples.**



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- 2. Please identify major variables to the duration of the integration.-- **Building and/or room availability, equipment availability, size & scope of project, requirements**
- C. Please list what is included in your typical design services. ---**Typical design services include: Project walk through, full design capabilities, systems drawings, scopes of work, programming services, pre-bid meetings, construction meetings and safety meetings.**

Offeror Response:

Please see above responses in bold, underline, italic and attached Attachment Supplement 3-A 5 Install Integration Design Attachment 3-A 5 Example Scope of Work.

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 --**Please see Attachment Supplemental Training Information 1of1**
- B. What is included in your user/operator training that is conducted right after the AV equipment installation is complete? --**Included in basic installation will be basic overview of functionality of the project, Ex: Power on/off, screen up/down, all basic functionality of the system, contact information, Manufacturer documentation.**
- C. How long is your typical user/operator training? --**from 30 minutes to 4 hours, depending on complexity of the project**
- D. What is included in your Formal Classroom Training? -- **Please see Attachment Supplemental Training Information 1of1, available at additional price**
- E. How does the Formal Classroom Training differ from the user/operator training? --**User/Operator training is done by the installation technician at the end of a project, Formal Classroom Training is provided by either a Trainer and/or the Account Executive at a pre-scheduled time and location on usage/implementation of the product and system, this training will include hands-on instruction.**

Offeror Response:

Please see above responses in bold, underline, italic for ease of review. Please see Attachment Supplement 3-A 6 Training

End of Attachment 3-A



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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.

1	Name:	Mary Kropp	How long with company?	15 years
	Current position in company:	Account Executive	How long in position?	15 years
	Position for the Services:	Account Executive & Main Contact	How much of time will be dedicated to the Services?	100 %
	What primary functions will be assigned?	Manage the State of Arizona contract and customers. Thorough knowledge of the products, integration and contract procedures. Design & quote integration projects per AZ State Contract pricing. Manage orders and understand delivery requirements. Product requests, research products requested, quote, manage & track orders		
	Describe person's experience in performing services like those that are to be assigned:	Mary has worked with the State of Arizona Contracts for 15 years, and has worked to provide quotes, design, installation/services, tracking, answered questions and more for clients over those 15 years. Mary has working knowledge of the State of Arizona Contract and its' requirements.		
	List person's job-related training and education:	Troxell Communications, Inc. Account Executives and Sales Admins are trained on Manufacturers products and kept up to date with new products/replacements on a regular basis, they also attend trade shows, manufacturer trainings and Troxell Communications trainings		
	Resume:	Attachment Supplement 3-B Resumes		



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2	Name:	Austin Hermes	How long with company?	6 years
	Current position in company:	Account Executive	How long in position?	6 years
	Position for the Services:	Account Executive	How much of time will be dedicated to the Services?	80%
	What primary functions will be assigned?	Sales, design, project management		
	Describe person's experience in performing services like those that are to be assigned:	Austin has worked with multiple contracts and quotes for clients in the State of Arizona over the last 6 years for products/equipment, supplies, installation/services/integration.		
	List person's job-related training and education:	Troxell Communications, Inc. Account Executives and Sales Admins are trained on Manufacturers products and kept up to date with new products/replacements on a regular basis, they also attend trade shows, manufacturer trainings and Troxell Communications trainings		
	Resume:	Attachment Supplement 3-B Resumes		



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3	Name:	Terry Hixson	How long with company?	31 years
	Current position in company:	Account Executive	How long in position?	31 years
	Position for the Services:	Account Executive	How much of time will be dedicated to the Services?	25%
	What primary functions will be assigned?	Sales, design and project management		
	Describe person's experience in performing services like those that are to be assigned:	Terry has worked on Contracts and quotes for design, installation, product/equipment, supplies and additional for clients in the State of Arizona for 31 years.		
	List person's job-related training and education:	Troxell Communications, Inc. Account Executives and Sales Admins are trained on Manufacturers products and kept up to date with new products/replacements on a regular basis, they also attend trade shows, manufacturer trainings and Troxell Communications trainings		
	Resume:	Attachment Supplement 3-B Resumes		



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4	Name:	John Shotts	How long with company?	21 years
	Current position in company:	Account Executive	How long in position?	20 years
	Position for the Services:	Account Executive	How much of time will be dedicated to the Services?	90%
	What primary functions will be assigned?	Design, sales, project management.		
	Describe person's experience in performing services like those that are to be assigned:	John has 20 years of experience with contracts and quotes for product and installation/services for clients in the State of Arizona and Tucson area		
	List person's job-related training and education:	Troxell Communications, Inc. Account Executives and Sales Admins are trained on Manufacturers products and kept up to date with new products/replacements on a regular basis, they also attend trade shows, manufacturer trainings and Troxell Communications trainings		
	Resume:	Attachment Supplement 3-B Resumes		



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5	Name:	Mark Barber	How long with company?	11 years
	Current position in company:	VP of Sales	How long in position?	11 Years
	Position for the Services:	VP of Sales	How much of time will be dedicated to the Services?	20%
	What primary functions will be assigned?	Bid response, pricing strategy, promotions, conflict resolution, vendor management, assistance to Account Executives, State of AZ interactions, rep collaboration, rep management		
	Describe person's experience in performing services like those that are to be assigned:	Mark has worked with multiple contracts in the State of Arizona and other states for 11 years as an Account Executive, Regional Manager and as a VP of Sales. Mark has experience with all aspects of Contracts, bids, quotes, installation, products, Account Executives, Customer Service, and all other Troxell Communications Departments		
	List person's job-related training and education:	Troxell Communications, Inc. Account Executives and Sales Admins are trained on Manufacturers products and kept up to date with new products/replacements on a regular basis, they also attend trade shows, manufacturer trainings and Troxell Communications trainings. Mark holds a bachelor's degree in Marketing from San Francisco State University		
	Resume:	Attachment Supplement 3-B Resumes		



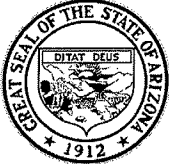
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6	Name:	Flynn Kelly	How long with company?	3 Years
	Current position in company:	Integration Manager	How long in position?	3 Years
	Position for the Services:	Integration Manager	How much of time will be dedicated to the Services?	20%
	What primary functions will be assigned?	Design, project management, installation and integration		
	Describe person's experience in performing services like those that are to be assigned:	Over 21 years of experience working with high-profile clients. Skilled Construction Manager utilizing Risk (CMAR) and design-assist on construction projects, working with local, national and international, General Contractors		
	List person's job-related training and education:	Flynn is kept up to date with product and services by attending InfoComm, Industry Best Practices, Troxell Communications, Inc. Annual Sales Summit, multiple manufacturers trainings (such as Kramer, Crestron, QSC, Shure, AMX, Biamp and others). Flynn is also trained on Manufacturers products and kept up to date with new products/replacements on a regular basis, they also attend trade shows, manufacturer trainings and Troxell Communications trainings		
	Resume:	Attachment Supplement 3-B Resumes		



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7	Name:	Craig Schramm	How long with company?	31 Years
	Current position in company:	VP of Business Systems	How long in position?	31 Years
	Position for the Services:	VP of Business Systems	How much of time will be dedicated to the Services?	10%
	What primary functions will be assigned?	IT functions/Punch-Out Catalog and maintaining State of Arizona Contract Catalog Website		
	Describe person's experience in performing services like those that are to be assigned:	Craig has worked with the State of Arizona on the current and previous Contract Website along with other State, Local and Cooperative Contracts		
	List person's job-related training and education:	Craig has been with Troxell for more than 25 years, most recently as VP of business systems, so he knows the business inside and out. Prior to his current role, Craig proved he has a knack for education technology having served as Troxell's director of information services for 11 years beginning in 1999 and as a systems administrator for 7 years before that. He earned his stripes when he joined the company in 1986 as a Troxell account executive		
	Resume:	Attachment Supplement 3-B Resumes		



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8	Name:	Rich Sifuentes	How long with company?	11 Years
	Current position in company:	Project Manager	How long in position?	11 Years
	Position for the Services:	Project Manager	How much of time will be dedicated to the Services?	30%
	What primary functions will be assigned?	Design, project management, installation and integration		
	Describe person's experience in performing services like those that are to be assigned:	Rich has experience working with Arizona State clients including on the State of Arizona contract for 11 years on integration and installation projects.		
	List person's job-related training and education:	Rich is kept up to date with product and services by attending InfoComm, Industry Best Practices, Troxell Communications, Inc. Annual Sales Summit, multiple manufacturers trainings (such as Kramer, Crestron, QSC, Shure, AMX, Biamp and others). Rich is also trained on Manufacturers products and kept up to date with new products/replacements on a regular basis, they also attend trade shows, manufacturer trainings and Troxell Communications trainings		
	Resume:	Attachment Supplement 3-B Resumes		



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9	Name:	Chase Hoy	How long with company?	10 Years
	Current position in company:	Programmer, System Administrator	How long in position?	10 Years
	Position for the Services:	Programmer, System Administrator	How much of time will be dedicated to the Services?	5%
	What primary functions will be assigned?	Programming, IT duties		
	Describe person's experience in performing services like those that are to be assigned:	Responsible for Programming & IT duties as necessary		
	List person's job-related training and education:	Chase has been a Troxell Communications, Inc. employee since 2007 starting in the Installation Department and moving to the IT Department. Chase is the IT System Administrator and Programmer and holds multiple Crestron Certifications.		
	Resume:	Attachment Supplement 3-B Resumes		



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10	Name:	Michael Fabio	How long with company?	7 Years
	Current position in company:	VP of Finance	How long in position?	6 Years
	Position for the Services:	VP of Finance	How much of time will be dedicated to the Services?	1%
	What primary functions will be assigned?	Troxell Communications, Inc. VP of Finance, Overseeing Accounting Department and ensuring the financial viability and goals are met		
	Describe person's experience in performing services like those that are to be assigned:	Bachelor of Science in Accounting from the University of Arizona in 1997. Michael A. Fabio has been a certified public accountant in the State of Arizona since 2000		
	List person's job-related training and education:	Michael A. Fabio, CPA has been with Troxell Communications, Inc. since 2010 and has served as the company's Vice President of Finance and Treasurer since 2011. Prior to joining Troxell, he served as a regional controller for KB Home Corporation for four years and a manager for Deloitte & Touche, LLP for seven years. He obtained his Bachelor of Science in Accounting from the University of Arizona in 1997. Michael A. Fabio has been a certified public accountant in the State of Arizona since 2000.		
	Resume:	Attachment Supplement 3-B Resumes		



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11	Name:	Michael Ruprich	How long with company?	3 Years
	Current position in company:	CEO	How long in position?	3 Years
	Position for the Services:	CEO	How much of time will be dedicated to the Services?	1%
	What primary functions will be assigned?	CEO of Troxell Communications, Inc., responsible for direction of the company and its' mission		
	Describe person's experience in performing services like those that are to be assigned:	Mike holds a Bachelor of Business Administration with an emphasis on marketing and business and commerce from Walsh College of Accountancy and Business Administration.		
	List person's job-related training and education:	<p>Mike came to Troxell in 2013, bringing nearly three decades of executive and independent consultant experience with a proven track record in the technology and VAR industries. His ability to lead teams, identify customer needs, communicate effectively and inspire people has enabled him to transform business environments and drive extraordinary growth. As Troxell CEO, Mike is thrilled to lead a company that's at the forefront of education technology solutions.</p> <p>Mike holds a Bachelor of Business Administration with an emphasis on marketing and business and commerce from Walsh College of Accountancy and Business Administration.</p>		
	Resume:	Attachment Supplement 3-B Resumes		

End of Attachment 3-B



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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.	Butera Electric	NO	Low Voltage Product Installation & High Voltage Electrical	10
1.	AQ Communications	YES	Low Voltage Product Installation & Networking	10
2.	Name	select		
3.	Name	select		
4.	Name	select		
5.	Name	select		
6.	Name	select		
7.	Name	select		
8.	Name	select		
9.	Name	select		

End of Attachment 3-C



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Attachment 3-D Performance Guarantee

RESERVED – NOT UTILIZED FOR THIS RFP

End of Attachment 3-D



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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:

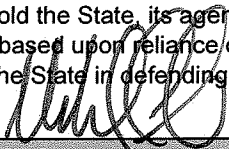
My company **does not** participate in, and agrees not to participate in during the term of the contract, a boycott of Israel in accordance with A.R.S. §35-393.01. I understand that my entire response will become public record in accordance with A.A.C. R2-7-C317.

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.

Troxell Communications, Inc.

Offeror Company Name
4675 E Cotton Ctr Blvd Ste 155
Address
Phoenix, AZ 85040
City
State
Zip


Signature of Authorized Person
Michael Fabio
Printed Name
VP of Finance
Title

End of Attachment 3-E



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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.



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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 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 checked="" type="radio"/>	This response DOES contain trade secret information because it contains information that: <ol style="list-style-type: none"> 1. Is a formula, pattern, compilation, program, device, method, technique or process, AND 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 3. Is the subject of efforts by myself or my organization that are reasonable under the circumstances to maintain its secrecy.

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.

Troxell Communications, Inc.

Offeror Company Name		
4675 E Cotton Ctr Blvd Ste 155		
Address		
Phoenix, AZ 85040		
City	State	Zip

Signature of Authorized Person	
Michael Fabio	
Printed Name	
VP of Finance	
Title	

End of Attachment 5-A



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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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Phoenix, AZ 85007

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		
X	X	x
x	x	x
x	x	x

Troxell Communications, Inc.

Company Name

Signature of Person Authorized to Sign



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 5-B Supplement No. 2:

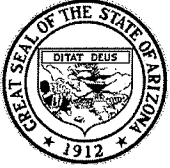
Exceptions to Scope of Work and Pricing

Article / Paragraph or Exhibit Reference	Proposed Changes / Alternate Language	Rationale for Proposed Change
Section 2-A: Scope of Work		
X	X	X
x	x	x
x	x	x
x	x	x
x	x	X
Section 2-B: Pricing Document		
2.1.1 Pricing	Troxell agrees with this pricing specific to the state of Arizona only. Does not include special promotion pricing offered by a manufacturer and passed to the state as referenced in section 2.4.2 price reductions of this bid.	To provide the State with the best possible pricing while staying within the spirit of the contract and provide accurate options.
2.1.2 Pricing	Troxell agrees to offer lower pricing where applicable based on the same volume of sale. For example, if Troxell sells 50 large format displays at \$100 each – Troxell will extend that same pricing for the same quantity with the approval of the manufacturer. Does not include special pricing offered to education institutions that choose to submit RFPs and IFBs outside of this contract.	To provide the State with the best possible pricing while staying within the spirit of the contract and provide accurate options.
x	x	x
x	x	x
x	X	x

Troxell Communications, Inc.

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		
11.12	<u><i>Delivery days for in-stock products shipped within Arizona are as follows: 1-3 days for ground service; 1 day for overnight orders if order is received by 11am, any applicable overnight freight charges may apply. Many products are shipped directly to our customers from the manufacturers warehouse and these are typically delivered within 5-7 business days. Lead time varies based on manufacturer but most are within 10 business days. The exception is custom or specialty orders. Customer will be notified of any extended lead times at time of quote. The order cutoff time for next day delivery is 11am AZ time, however, manufacturers in different time zones may have varying cutoffs, any applicable overnight freight charges may apply</i></u>	Delivery exception has been noted under Proposed Changes/Alternate Language
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	X	x
x	x	x
x	x	x

Troxell Communications, Inc.

Company Name


Signature of Person Authorized to Sign



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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.

End of Attachment 5-C



Request for Proposal

Solicitation No.
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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 checked="" 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