

## ATTACHMENT C - SUBMITTAL FORM A

### OFFEROR INFORMATION, AMENDMENTS, CERTIFICATIONS, PREFERENCES AND SIGNATURE

**OFFEROR INFORMATION:** This form shall be the cover page for the Offerors Proposal. In the space provided, enter the requested Offeror identification information. Use this form to indicate your acknowledgement of the response conditions.

<b>RFP Number:</b>	190000044
<b>RFP Title:</b>	Audio Video Equipment and Supplies
<b>Company Name:</b>	Audio Enhancement Inc.
<b>Mailing Address:</b>	9858 South Audio Drive West Jordan, UT 84081
<b>Contact Person:</b>	Stacey Lignell
<b>Title:</b>	Director of Partner Relations
<b>Telephone Number:</b>	800-383-9362
<b>Alternate Phone:</b>	801-254-9362
<b>Federal Tax Id #:</b>	26-3421056
<b>Alaska Business License #:</b>	2087582
<b>E-Mail Address:</b>	Stacey.Lignell@AudioEnhancement.com
<b>Alternate Email:</b>	Denton.Anderson@AudioEnhancement.com
<b>Fax Number:</b>	801-254-3802

**AMENDMENT ACKNOWLEDGEMENT:** Offeror acknowledges receipt of the following amendments and has incorporated the requirements of such amendments into the proposal. *(List all amendments issued for this RFP):*

No. 1	Date 5/3/19
No. 2	Date 5/6/19

No. 3	Date 5/8/19
No. 4	Date 6/7/19

No. 5	Date 6/17/19
No.	Date

**OFFEROR CERTIFICATION:** Acknowledge the following Certifications by clearly marking the space provided. Failure to answer or answering "False" may be grounds for disqualification. For any "False" responses, provide clarification (up to 250 word maximum for each "False" clarification) below. Add rows if necessary.

No	CERTIFICATIONS	RESPONSE
1	Offeror certifies they meet the minimum requirement of three years of experience in the category(s) for which they are bidding.	True   False
2	The offeror is presently engaged in the business of selling the amount of product equal to the complexity listed in this RFP.	True   False
3	The offeror confirms that it has the financial strength to perform and maintain the requirements set out in Attachment B: Scope of Work for this RFP.	True   False
4	The offeror accepts the terms and conditions set out in the RFP (including the NASPO ValuePoint Terms and Conditions – Appendix A) and agrees not to restrict the rights of any Participating State.	True   False
5	The offeror confirms that they can obtain and maintain all necessary insurance as required in Section 4.4.1, and in Attachment A. 19.	True   False
6	The offeror agrees to pay a NASPO ValuePoint administrative fee as specified in Section 5 and meet all the usage reporting requirements of Section 6 of the NASPO ValuePoint Master Agreement Terms and Conditions.	True   False
6	The offeror is not established and headquartered or incorporated and headquartered, in a country recognized as Tier 3 in the most recent United States Department of State's Trafficking in Persons Report.	True   False
7	Offeror complies with the American with Disabilities Act of 1990 and the regulations issued thereunder by the federal government.	True   False
8	Offeror complies with the Equal Employment Opportunity Act and the regulations issued thereunder by the federal government.	True   False
9	Offeror complies with the applicable portion of the Federal Civil Rights Act of 1964.	True   False
10	The offeror certifies that it is not currently debarred, suspended, proposed for debarment, or declared ineligible for award by any public or federal entity.	True   False
11	The offeror certifies that they do not have any governmental or regulatory action against their organization that might have a bearing on their ability to provide products to Participating States.	True   False
12	Neither the offeror's firm nor any individuals working on the contract have a possible conflict of interest. If false, explain in the Clarification section below.	True   False
13	The offeror does not have any judgments, claims, arbitrations or suits pending/outstanding against his/her company in which an adverse outcome would be material to the company.	True   False
14	Offeror certifies they comply with the laws of the State of Alaska.	True   False
15	Offeror confirms their proposal will remain valid and open for at least 180 days.	True   False


No	Clarification

## ALASKA PREFERENCES

If you wish to claim any Alaska Preferences (Section 3.6), please complete the Alaska Bidder Preference Certification Form that follows the signature section below.

**SIGNATURE:** All responses must be signed by a duly constituted official legally authorized to bind the Offeror to its response, including the cost schedule.

Signed:



Printed Name:

Denton Anderson

Title:

Vice President and Director of Sales

Date:

6.27.19





## ALASKA BIDDER PREFERENCE CERTIFICATION

### AS 36.30.321(A) / AS 36.30.990(2)

BUSINESS NAME: Audio Enhancement Inc.

Alaska Bidder Preference: Do you believe that your firm qualifies for the Alaska Bidder Preference?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				
Alaska Veteran Preference: Do you believe that your firm qualifies for the Alaska Veteran Preference?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				
Please list any additional Alaska Preferences below that you believe your firm qualifies for.					
1.	2.	3.	4.	5.	6.

To qualify for and claim the Alaska Bidder Preference you must answer **YES** to all questions below in the Alaska Bidder Preference Questions section. To qualify for and claim the Alaska Veteran Preference, you must answer **YES** to these questions as well as answer **YES** to all the questions in the Alaska Veteran Preference section. A signed copy of this form must be included with your bid or proposal no later than the deadline set for receipt of bids or proposals.

If you are submitting a bid or proposal as a **JOINT VENTURE**, all members of the joint venture must complete and submit this form before the deadline set for receipt of bids or proposals. [AS 36.30.990\(2\)\(E\)](#)

**If the procuring agency is unable to verify a response, the preference may not be applied.** Knowingly or intentionally making false or misleading statements on this form, whether it succeeds in deceiving or misleading, constitutes misrepresentation per [AS 36.30.687](#) and may result in criminal penalties.

An Alaska Bidder Preference of 5% will be applied to the price of the proposal to all offerors who qualify.

#### Alaska Bidder Preference Questions:

- 1) Does your business hold a current Alaska business license per [AS 36.30.990\(2\)\(A\)](#)?  
☒ YES ☐ NO  
If YES, enter your current **Alaska business license number**: Click or tap here to enter text. 2087582
- 2) Is your business submitting a bid or proposal under the name appearing on the Alaska business license noted in **Question 1** per [AS 36.30.990\(2\)\(B\)](#)?  
☒ YES ☐ NO
- 3) Has your business maintained a **place of business** within the state **staffed by the bidder or offeror** or an employee of the bidder or offeror for a period of six months immediately preceding the date of the bid or proposal per [AS 36.30.990\(2\)\(C\)](#)?  
☐ YES ☒ NO

If **YES**, please complete the following information:

**A. Place of Business**

Street Address: \_\_\_\_\_  
City: \_\_\_\_\_  
ZIP: \_\_\_\_\_

**"Place of business"** is defined as a location at which normal business activities are conducted, services are rendered, or goods are made, stored, or processed; a post office box, mail drop, telephone, or answering service does not, by itself, constitute a place of business per [2 AAC 12.990\(b\)\(3\)](#).

Do you certify that the **Place of Business** described in **Question 3A** meets this definition?

☐ **YES**      ☒ **NO**

If **YES**, please **describe the location, how many of your employees occupy or use the location, and the business activities those employees perform at the location** (and how often):

**B.** The bidder or offeror, or at least one employee of the bidder or offeror, must be a resident of the state under [AS 16.05.415\(a\)](#) per [2 AAC 12.990\(b\)\(7\)](#).

- 1) Do you certify that the bidder or offeror OR at least one employee of the bidder or offeror is physically present in the state with the intent to remain in Alaska indefinitely and to make a home in the state per [AS 16.05.415\(a\)\(1\)](#)?  
☐ **YES**      ☒ **NO**
- 2) Do you certify that that the resident(s) used to meet this requirement has maintained their domicile in Alaska for the 12 consecutive months immediately preceding the deadline set for receipt of bids or proposals per [AS 16.05.415\(a\)\(2\)](#)?  
☐ **YES**      ☒ **NO**
- 3) Do you certify that the resident(s) used to meet this requirement is claiming residency **ONLY** in the state of Alaska per [AS 16.05.415\(a\)\(3\)](#)?  
☐ **YES**      ☒ **NO**
- 4) Do you certify that the resident(s) used to meet this requirement is **NOT** obtaining benefits under a claim of residency in another state, territory, or country per [AS 16.05.415\(a\)\(4\)](#)?  
☐ **YES**      ☒ **NO**

4) Per [AS 36.30.990\(2\)\(D\)](#), is your business (**CHOOSE ONE**):

**A. Incorporated or qualified to do business under the laws of the state?**

☒ **YES**      ☐ **NO**

If **YES**, enter your current **Alaska corporate entity number**: [Click or tap here to enter text.](#) 26-3421056

**B. A sole proprietorship AND the proprietor is a resident of the state?**

☐ **YES**      ☒ **NO**

**C. A limited liability company organized under AS 10.50 AND all members are residents of the state?**

☐ **YES**      ☒ **NO**



- D. A **partnership** under former AS 32.05, AS 32.06, or AS 32.11 **AND** all partners are residents of the state?  
☐ YES ☒ NO

**Alaska Veteran Preference Questions:**

An Alaska Veteran Preference of 5%, not to exceed \$5,000, will be applied to the price in the proposal. The preference will be given to an offeror who qualifies under AS 36.30.990(2) as an Alaska bidder, and who can answer "yes" to the following:

1) Per [AS 36.30.321\(F\)](#), is your business (**CHOOSE ONE**):

- A. A **sole proprietorship** owned by an Alaska veteran?  
☐ YES ☒ NO
- B. A **partnership** under AS 32.06 or AS 32.11 **AND** a majority of the partners are Alaska veterans?  
☐ YES ☒ NO
- C. A **limited liability company** organized under AS 10.50 **AND** a majority of the members are Alaska veterans?  
☐ YES ☒ NO
- D. A **corporation** that is wholly owned by individuals, **AND** a majority of the individuals are Alaska veterans?  
☐ YES ☒ NO

Per [AS 36.30.321\(F\)\(3\)](#) "Alaska veteran" is defined as an individual who:

(A) Served in the

- (i) Armed forces of the United States, including a reserve unit of the United States armed forces; or
- (ii) Alaska Territorial Guard, the Alaska Army National Guard, the Alaska Air National Guard, or the Alaska Naval Militia; and

(B) Was separated from service under a condition that was not dishonorable.

Do you certify that the individual(s) indicated in **Question 1A, 1B, 1C, or 1D** meet this definition and can provide documentation of their service and discharge if necessary?

☐ YES ☒ NO

**SIGNATURE**

By signature below, I certify under penalty of law that I am an authorized representative of  
Audio Enhancement Inc. and all information on this form is true and correct to the best of my knowledge.

Printed Name Denton Anderson

Title Vice President and Director of Sales

Date 6-27-19

Signature 

## ATTACHMENT C - SUBMITTAL FORM B1

**Offeror's Company Name:** Audio Enhancement Inc.

### **Sections 4.4, 4.5, 4.6, 4.8.1-3 – Experience and Capabilities – (50 Points)**

**SPECIAL REQUIREMENTS:** The Offeror's company name must be filled in on each Submittal Form included in the Technical Proposal. This Submittal Form must not exceed the 3-page limit (Reference RFP Section 4.2). If an Offeror exceeds a page limit, the information that is in excess of the limit will be removed by the Procurement Officer prior to the proposal evaluation and will not be evaluated.

#### **Requirements in Section 4.4:**

##### **4.4.1- Insurance-**

*Audio Enhancement agrees to acquire all necessary insurance documents if awarded this contract. Insurance acquired will be in compliance with Section 18 Agreement Terms.*

##### **4.4.2- NASPO ValuePoint Administrative Fees and Reporting-**

*Audio Enhancement agrees to the NASPO ValuePoint Administrative fees set forth in this solicitation, and will provide the reporting contract within 15 days of an executed agreement.*

##### **4.4.3- Usage Fee and Reporting Plan-**

*Audio Enhancement will abide by the guidelines set forth for all reporting. An assigned accounting employee will be responsible for providing the mandatory usage reports. This assigned person will be required to meet the deadlines for reporting that have been set in this contract, and will have those dates scheduled in their calendar, to avoid last minute reporting, or late reporting.*

*Audio Enhancement will provide the usage fee to NASPO and any other participating agency, in the manner in which they prefer. If no specific delivery method is desired, Audio Enhancement will send payment via US Mail, in the form of a Check.*

*Audio Enhancement will deliver our usage report to the Lead State and the ValuePoint Administrator via Excel documentation of orders processed through the contract for the period in which reporting is required.*

##### **4.5- Lead State Terms and Conditions-**

*Audio Enhancement Inc. has read, and understands the Terms and Conditions required by the lead state, and are committed to meeting the expectations set forth within.*

##### **4.6 Participating State Terms and Conditions-**

*Audio Enhancement Inc., has reviewed all documents for participating states, and understands that it will be our responsibility to negotiate with the applicable states in the event of an award through the contract.*

##### **4.8- Experience and Capabilities-**

*Audio Enhancement Inc., is currently selling the following manufacturer product lines, totaling 25 distinct product lines. Letter of good standing for each product line are provided within this submittal.*

-Audio Enhancement	- DataPro	- MAP	- Premier Mounts
- American Time	- Galaxy	- Wiremold	- Rover
- Avtek	- Gator Case	- Vaddio	- Shure
-Cables to Go	- Juice Goose	-Lumens	- Sound Projections
-Cable Wholesale	- Chief	- MG Electronics	- SP Controls
- Dantona	- Dalite	- Quicktron	- Speco -MG Electronics

**4.4, 4.5, 4.6, 4.8.1-3 – Experience and Capabilities – Page 2**

**4.8.1 Offeror Profile:**

*Audio Enhancement Inc. has been in business for 41 years, and specializes in sales to the K-12 market. What started as a need to help her 2 deaf sons, Founder Claudia Anderson, pioneered the Classroom Sound Amplification field, and the advancement in products offered has grown from there. Audio Enhancement now provides Classroom Audio, the SAFE System for campus alerts, and assistance, VIEWpath; which allows for teacher reflection, evaluations, and coaching, as well as our latest addition of EPIC; providing Intercom, Paging, and Bells solutions that allow campus staff to be in full control of all bell schedules, and customer notifications for their school site.*

1. Audio Enhancement Inc.

2. 9858 South Audio Drive West Jordan UT 84081

3. Audio Enhancement has 4 Primary Owners, all with a 25% share

Jeff Anderson - CEO and President

Jennifer Crum- CFO

Jeremy Anderson- CAO

Justin Anderson- COO

4. Audio Enhancement Employees 80-100 Employees accross the USA.

5. [www.AudioEnhancement.com](http://www.AudioEnhancement.com)

6. Tanner Anderson- 800-383-9362 [Tanner.Anderson@AudioEnhancement.com](mailto:Tanner.Anderson@AudioEnhancement.com)

7. Client retention is variable based on projects, but we have customers who have been repeat buyers for 20+ years, and have sales in every state. For the past 3 years, retention would be close to 95%.

8. Audio Enhancement was founded in 1976, with the simple belief that learning begins with hearing. Through the years that has been our foundation, and the keystone for every product we supply to the K-12 market of which we work exclusively. Everything we do at Audio Enhancement is focused on maximizing learning in the classroom. We envision an educational system where every classroom is equipped to empower learning at the highest level, where students and staff have peace of mind in the event of an emergency, and where systems function with ease for staff members of every level of technical ability. We believe every student deserves to hear their instructor, and be fully engaged in the learning process. Where students and staff can know help is on the way when they need it most, and the daily bell schedule is flexible and easy to change. Therefore, we commit ourselves to enhancing the effectiveness of every classroom through the use of technology. Our goal is to provide a learning enviroment we would want our own children to have.

Audio Enhancement has served countless school districts across the US, in our 40+ year history, and have many returing customers. We have outfitted some of the largest districts in the country including;

-Orange County Public School - Palm Beach School District -Duncanville School District -Alpine School District

- Washoe County Schools -Clark County School District -Houston ISD - Anoka Hennepin School District

- Temecula School District - Boulder Valley School District, and many many more.

9. Audio Enhancement in the past 3 years has had tremendous sales, and staff growth, with 2018 being a blockbuster year for the company. In 2017, we had a 7% increase over the year prior, and with 2018, we saw 18% increases.

Currently we are on track to once again see a 10-20% increase over the previous year for our sales volume. With increased sales volume has also brought the opportunity to grow our staff. In the past 3 years, we have added many operations staff members as our products are becoming more and more technical, the need for designers, engineers, and installers grew.

**4.8.2 Offeror Capabilites**

Audio Enhancement has reviewed the material in Section 4.4,4.5, and 4.6 of the RFP. It is our intention through this solicitation to offer products on Group #1- All Product Lines Nationwide

Audio Enhancement will sell the following manufacturer lines within these specific categories:

Category #1- Audio Equipment

-Audio Enhancement

- Galaxy

- Sound Projections

- Avtek

- Shure



**4.4, 4.5, 4.6, 4.8.1-3 – Experience and Capabilities – Page 3**

*Category #2 - Video Equipment*  
*- Audio Enhancement -Vaddio*

*Category #3- Projection Equipment*  
*- Da-Lite*

*Category #4 - Photographic Equipment*  
*- Lumens*

*Category #5- Screens/Display*  
*- Da-Lite*

*Category #6- Peripherals and Accessories*  
*- Audio Enhancement - American Time - Cables to Go - Chief*  
*- Dantona - Datapro -Gator - Juice Goose - MAP*  
*- MG Electronics - Premier Mounts - Quicktron - Rover*  
*- SP Controls -SPECO -Wiremold*

*Audio Enhancement will meet the requirements of this section as follows:*

**4.4-** *Audio Enhancement will agree to, and abide by, all terms and conditions set forth by NASPO ValuePoint, or the participating Lead States*

**4.4.1-** *Audio Enhancement agrees to acquire any insurance documentation and coverage as required by the Lead State, and any Participating States/Agencies.*

**4.4.2-** *Audio Enhancement agrees to comply with the NASPO ValuePoint Administration fee requirement.*

**4.4.3-** *Audio Enhancement, has designated a team member from our Accounting staff, to compile any necessary reports, and complete payment of the administration fees that are assessed during the reported time. This will happen quickly and efficiently, to ensure the Contract is paid and always in good standing.*

**4.5 Lead State Terms and Conditions**

*Audio Enhancement has read and understands the Terms and Conditions stated in this RFP for the Lead State.*

**4.6 Participating State Terms and Conditions**

*Audio Enhancement is aware that in the event of an award from this solicitation, we may have additional customers in participating states provide us with an addendum to their state specific terms and conditions. We also understand that we will be required to perform, and execute any negotiation of these terms, with the participating state directly.*

**4.8.3 Data Security**

*Audio Enhancement takes the security of our employees, and customers very seriously. To protect from Data Breaches, we have a robust firewall, 2 Factor Authentication, Encrypted Emails, Password Protected Accounts, Controlled Access to Accounts, as well as IP Blockers.*

## ATTACHMENT C - SUBMITTAL FORM B2

**Offeror's Company Name:** Audio Enhancement Inc.

### Section 4.8.4 – Experience and Capabilities -Technical Requirements (100 Points)

**SPECIAL REQUIREMENTS:** The Offeror's company name must be filled in on each Submittal Form included in the Technical Proposal. This Submittal Form must not exceed the 2-page limit (Reference RFP Section 4.2). If an Offeror exceeds a page limit, the information that is in excess of the limit will be removed by the Procurement Officer prior to the proposal evaluation and will not be evaluated.

#### Requirements for section 4.8.4:

**1- Website Development and Support -** *Audio Enhacement has read and accepts the requirements for this section*

**a. This website information should be available through the internet without the use of additional software or licenses.**

*Audio Enhancement webpages are all accessed via web brower, and no addtional licensing or software is required for customer to access the site.*

**b. Website should be user friendly to allow for quick and easy access and use.**

*The Audio Enhancement webpage is easy to navigate through, and has a many drop down menus to allow for ease of access to other areas. There is also a search feature to give users additional ease of access to all section of the webpage.*

**c. Website shall be available 24 hours a day, seven (7) days a week, except for scheduled maintenance.**

*Audio Enhancements webpage is available to customers 24/7 and when site maintenance is required, we proactively alert our customers, as well as place a maintenance message on the webpage to show the amount of time the system will be out of service.*

**d. Website shall be ADA Compliant**

*Audio Enhancements webpage is compliant with all web ADA requirements.*

**e. No Cost or Expenses associated with providing this information shall be cahрге to the participating states/entities.**

*Audio Enhancement will not have any cost for this specific requiriement.*

**f. URL for the website must be supplied to the PSCA and the LCSA within sixty (60) days of the execution of the Participating Addendum.**

*Audio Enhancement will supply the PSCA, and the LCSA with the URL information for the webpage within this desired timeframe if awarded.*

**g. The website will include contract information, product information/catalog, the capacity to generate online reports, and other pertinent informations may be reasonably requested by Participating Entities.**

*Audio Enhancments webpage will showcase all products, product lines, the associated information for each, as well as a catalog style photograph of the items. The webpage has the ability to generate customized reports to provide to the Participating Entities, if so requested.*

**h. Reseller shall provide, at no additional cost, training on how to use thier website and how to use this contract in obtaining quotes and placing orders. Online training should be available on the webiste.**

*Audio Enhancement website will supply customers with online training/tutorial information on how to obtain quotes, place orders, and gain after purchase training. There will be no additional cost to any customer to use this online training feature.*

## **2. General Contract Information-**

### **a. The Contract Number(s)**

*Audio Enhancement will have any associated contract(s) listed on our webpage.*

### **b. The Reseller Primary Contact and contacts to whom incidents are to be escalated:**

#### **1) Name(s) Title:**

*Stacey Lignell- Director of Partner Relations*

*Tanner Anderson- Regional Sales Director*

*Denton Anderson- Vice President, and Director of Sales*

#### **2) Area of Responsibility for each contact name;**

*Stacey Lignell- Contract Administration    Tanner Anderson- Quotes, orders, training*

*Dentons Anderson- Escalation of any issues surrounding contract.*

#### **3) Phone Numbers    800-383-9362**

#### **4) Email Addresses**

*Stacey.Lignell@AudioEnhancement.com    Tanner.Anderson@AudioEnhancement.com*

*Denton.Anderson@AudioEnhancement.com*

### **c. Information on use of website**

*All questions regarding the use of the website, can be directed to Stacey Lignell. However, guided information will be available on teh webpage itself.*

### **d. Quote and Ordering Information**

*Instructions for how to order, or get a customized quote will be available in the webpage, or can be addressed by contacting Tanner Anderson.*

### **e. Notifications regarding products, such as pending key product changes, or new products.**

*Updates to an item, the addition of new items, and any product discontinuations will be provided to customers through notificatons on our webpage.*

## **3. Online Catalog-**

### **a. The website shall provide contract and ordering information:**

*Audio Enhancements webpage shall have all contract details, ordering information and showcase the manufacturers product name, and pricing.*

### **b. Online catalog shall be restricted to contract category(s):**

*Audio Enhancement will use online catalog listing, to only showcase items available in the specified Contract Categories.*

## **4. Online Product Quotes-**

*The Audio Enhancement webpage for this contract will meet all llisted requirements for this section.*

## **5. User Differentiation-**

*The Audio Enhancement webpage, will be in compliance with the user differentiation capabilities and requirements.*

## **6. Online Reports-**

*The Audio Enhancement webpage, will be in compliance with the order history, and order status capabilities and requirements.*



## ATTACHMENT C - SUBMITTAL FORM C1

**Offeror's Company Name:** Audio Enhancement Inc.

### Section 4.9 – Customer Service (75 Points)

**SPECIAL REQUIREMENTS:** The Offeror's company name must be filled in on each Submittal Form included in the Technical Proposal. This Submittal Form must not exceed the 2-page limit (Reference RFP Section 4.2). If an Offeror exceeds a page limit, the information that is in excess of the limit will be removed by the Procurement Officer prior to the proposal evaluation and will not be evaluated.

Below is the response to all questions in section 4.9 of this submittal-

1. *Audio Enhancement will have customer support options available to the customer 24/7.*
2. *Problems will be identified at the time they occur (if at all) and will be handled quickly and with the customers well being always in the fore front.*
3. *Audio Enhancement will manage the NASPO account by assigning a contract manager, as well as a dedicated member of the accounting team to assist with all the reporting, and administrative fees. The Contract manager will assist with any contract issues, website support, etc.*
4. *Audio Enhancement takes customer complaints very seriously, and will work diligently to make sure the customers issue is addressed, and fixed in a timely manner. In the event that a customer complaint can not be addressed, or satisfied within the department in which the complaint is addressed, a course of escalation will take place, to ensure the customers receives the end result that is a win win for all.*
5. *Customer satisfaction is assessed in many ways, but most prominently through our repeat customers. Our products aren't always the cheapest option, and customers who can take there business anywhere, but continue to come back to us, shows us that the people we serve are satisfied with the product, and their experience working with our company.*
6. *Quality assuarance is instrumental at every step of the process for Audio Enhancement. From the time of design, to the installation, and commissioing. The AE team takes great measures to make sure the bill of materials is correct, the shipment packaging, address, and delivery dates are correct, and met, and that the customer is receiving the items, and the functions they were expecting.*

STATE OF ALASKA  
Shared Services of Alaska

Audio Video Equipment and Supplies  
RFP Number 190000044

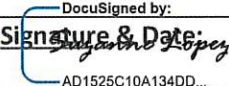
## ATTACHMENT C - SUBMITTAL FORM C2

### Client Reference Form

#### Offeror Information

Company Name (Offeror): Audio Enhancement Inc.	Company (Offeror) Address: 9858 South Audio Drive West Jordan UT 84081
Name of Project: NASPO Bid #190000044	

#### Client Information

Organization Name (Client): <small>The School Board of Orange County Florida</small>	Organization Address: 445 W. Amelia Street
Person Providing the Reference: <small>Suzanne F. Lopez, CPPB</small>	Title: Assistant Director, Procurement and Contracting Services
Phone Number: 407-317-3200, ext 200-2417	Email address: suzanne.lopez@ocps.net
DocuSigned by:  AD1525C10A134DD...	Reference Signature & Date: 6/6/2019

The person providing the reference, as identified above, must provide the following information. This person must be a responsible party of the organization for which the work was performed. This person should have comprehensive knowledge about the project and the company's (Offeror) role and responsibilities within the project.

#### 1. Briefly describe the products received by the company identified above.

various types of audio and visual classroom equipment systems

#### 2. Rate each of the following concerning this company's performance using the ratings below:

- S – Strongly Agree/Very Positive
- A – Agree/Positive
- N – Neutral
- D – Disagree/ Negative
- F – Failed

#### Rating

- S A. This company ensured the project deliverables were shipped/received on time and within the agreed budget.
- S B. Ordered products were received well packaged, with proper labeling for ease of identity.
- S C. Product returns went smoothly at the contractor's expense, with no restocking charges, and were replaced by the contractor with specified products, or we were credited/refunded for the full purchase price.
- S D. Backordered products were shipped with no additional cost to us.
- S E. This company provided open, timely communications, and was responsive to our needs and requirements.
- S F. I recommend this company and would choose to work with this company again.

Additional Comments:



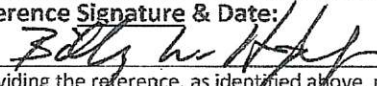
## ATTACHMENT C - SUBMITTAL FORM C2

### Client Reference Form

#### Offeror Information

Company Name (Offeror): Audio Enhancement Inc.	Company (Offeror) Address: 9858 South Audio Drive West Jordan UT 84081
Name of Project: NASPO Bid #190000044	

#### Client Information

Organization Name (Client): Morgan County Schools	Organization Address: 235 Hwy 67S, Decatur, AL 35603
Person Providing the Reference: Bill Hopkins, Jr.	Title: Superintendent
Phone Number: 256 260 3516	Email address: bwhopkins@morgank12.org
Reference Signature & Date:  6-27-15	

The person providing the reference, as identified above, must provide the following information. This person must be a responsible party of the organization for which the work was performed. This person should have comprehensive knowledge about the project and the company's (Offeror) role and responsibilities within the project.

1. Briefly describe the products received by the company identified above.

Classroom audio with teacher microphones, classroom cameras

2. Rate each of the following concerning this company's performance using the ratings below:

- S – Strongly Agree/Very Positive
- A – Agree/Positive
- N – Neutral
- D – Disagree/ Negative
- F – Failed

Rating

- S A. This company ensured the project deliverables were shipped/received on time and within the agreed budget.
- S B. Ordered products were received well packaged, with proper labeling for ease of identity.
- S C. Product returns went smoothly at the contractor's expense, with no restocking charges, and were replaced by the contractor with specified products, or we were credited/refunded for the full purchase price.
- S D. Backordered products were shipped with no additional cost to us.
- S E. This company provided open, timely communications, and was responsive to our needs and requirements.
- S F. I recommend this company and would choose to work with this company again.

Additional Comments:

Excellent company - & customer service



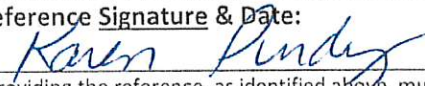
## ATTACHMENT C - SUBMITTAL FORM C2

### Client Reference Form

#### Offeror Information

Company Name (Offeror): Audio Enhancement Inc.	Company (Offeror) Address: 9858 South Audio Drive West Jordan UT 84081
Name of Project: NASPO Bid #190000044	

#### Client Information

Organization Name (Client): Clark County School District	Organization Address: 4212 Eucalyptus Ave. Las Vegas, NV 89121
Person Providing the Reference: Karen Purdy	Title: Purchasing Supervisor II
Phone Number: 702-799-5225 ext. 5432	Email address: purdykl@nv.ccsd.net
Reference Signature & Date:  June 3, 2019	

The person providing the reference, as identified above, must provide the following information. This person must be a responsible party of the organization for which the work was performed. This person should have comprehensive knowledge about the project and the company's (Offeror) role and responsibilities within the project.

1. Briefly describe the products received by the company identified above.

Classroom Audio Technology Equipment

2. Rate each of the following concerning this company's performance using the ratings below:

- S – Strongly Agree/Very Positive
- A – Agree/Positive
- N – Neutral
- D – Disagree/ Negative
- F – Failed

Rating

- S A. This company ensured the project deliverables were shipped/received on time and within the agreed budget.
- S B. Ordered products were received well packaged, with proper labeling for ease of identity.
- S C. Product returns went smoothly at the contractor's expense, with no restocking charges, and were replaced by the contractor with specified products, or we were credited/refunded for the full purchase price.
- S D. Backordered products were shipped with no additional cost to us.
- S E. This company provided open, timely communications, and was responsive to our needs and requirements.
- S F. I recommend this company and would choose to work with this company again.

Additional Comments:

Audio Enhancement provides excellent service

## ATTACHMENT C - SUBMITTAL FORM D

**Offeror's Company Name:** Audio Enhancement Inc.

### Section 4.10 - Attachment B – Scope of Work (100 Points)

SPECIAL REQUIREMENTS: The Offeror's company name must be filled in on each Submittal Form included in the Technical Proposal. This Submittal Form must not exceed the 3-page limit (Reference RFP Section 4.2). If an Offeror exceeds a page limit, the information that is in excess of the limit will be removed by the Procurement Officer prior to the proposal evaluation and will not be evaluated.

#### **Area Grouping:**

*Audio Enhancement will be submitting a proposal for Group #1- offering products for all categories Nationwide.*

#### **Categories:**

*Audio Enhancement will be offering products in all categories listed within the bid documents section of attachment B- Scope of Work.*

- Audio Equipment*
- Video Equipment*
- Projection Equipment*
- Photographic Equipment*
- Screens/Displays*
- Peripherals/ Accessories*

#### **Performance Requirements:**

- 1. All items purchased from Audio Enhancement will be delivered within the 15 day time frame requested in the bid. In the instance that items could be delivered over a school holiday, or break, special arrangements and shipment times will be set and agreed upon with the end user. Additionally, in the event of a product backorder, the items that are available will be shipped to the customer, and any backordered items will ship same day as arrival to the Audio Enhancement facility. The customer will be made known of the backorder, and arrangements for expedited shipments will be discussed if required.*
- 2. Audio Enhancement will assign Stacey Lignell, as the statewide contract manager. She will act as the liaison between the ordering entities.*
- 3. Hard copy versions of the Audio Enhancement Catalog, as well as our price guide will be available, and provided to the ordering entity upon request.*

#### **Shipping and Delivery:**

- 1. Audio Enhancement is committed to providing all delivery of goods to the purchasing entity at no additional freight cost. FOB will be standard on all ground shipments.*
- 2. Audio Enhancement shipments will all be delivered to the ordering entity with inside delivery. This includes, but is not limited to: Front Lobby/Office, Loading Dock, and Reception Areas.*
- 3. All Audio Enhancement orders are shipped in manufacturers packaging, and clearly labeled with the contents. All orders shipped from Audio Enhancement also clearly state the ordering entities purchase order # on all packages.*
- 4. Returned shipments from the purchasing entity to Audio Enhancement, due to product defect, or DOA items, will be replaced, and no re-stocking fee will be assessed.*

**Ordering/ Invoicing:**

1. *Audio Enhancement does not require a minimum order quantity, or dollar amount.*
2. *Audio Enhancement is capable of the following:*
  - a. *accepting orders through verbal consent, when providing a Credit Card, or P-card.*
  - b. *accepting credit card, P-card, and purchase order processing online, or via fax.*
  - c. *provide a printable confirmation of all orders, as well as a printable version of CC receipts.*
  - d. *accepting payment for orders in the form of Check, EFT, or P-card.*

**Other Documents:**

1. *Audio Enhancement has our warranty documents available to customers on our webpage, and also in digital formats that can be sent to the purchasing entities.*
2. *Operating manuals will be provided to the customer for all items ordered. An online "how to" guide is also available through our webpage, with step-by-step video instruction.*

**Guarantee of Equipment:**

*- All products delivered to ordering entities from Audio Enhancement will be new, and free of defect. No substitutions will be made to the bill of materials, unless discussed, and agreed upon between both parties. Audio Enhancement products are assembled in the USA, and meet all federal and local safety requirements. All products carry a UL listing. No refurbished items will be sold, or shipped to customers under this contract.*



## ATTACHMENT C - SUBMITTAL FORM E

**Offeror's Company Name:** Audio Enhancement Inc.

### Section 4.11 – Marketing of NASPO ValuePoint MA (50 Points)

**SPECIAL REQUIREMENTS:** The Offeror's company name must be filled in on each Submittal Form included in the Technical Proposal. This Submittal Form must not exceed the 3-page limit (Reference RFP Section 4.2). If an Offeror exceeds a page limit, the information that is in excess of the limit will be removed by the Procurement Officer prior to the proposal evaluation and will not be evaluated.

#### Marketing Plan:

**1. Briefly describe how you intend to promote the use of the Master Agreement:**

*-Audio Enhancement will provide information to K-12 customers which is our current target audience, as well as our reseller network within the territories, informing them of our Contract Award. This will be done through the following combinations of marketing:*

- Postcard mailer sent to Schools/Districts to inform them of award of contract.*
- Email blast will be sent out quarterly. This email blast will feature the Contract Logo, as well as the Audio Enhancement awarded Contract #.*
- Quarterly Reseller Webinar- held the 3rd Friday of the second month in each quarter, and has great attendance from our partners. A recap of purchasing contracts is addressed in these meetings, and will be a great place to be reminded of the contract.*
- Local and National Trade Shows- Audio Enhancement attends 4-6 national education trade shows each year, as well as local shows in all 50 states. The contract would be made known to the staff who are in the booths, and shared with customers who ask about purchasing vehicles in which our solutions can be purchased from.*

**2. Knowing the state procurement officials (CPO) must permit use of the Master Agreement in their state, how will you integrate the CPO's permission into your plan for promoting the agreement?**

*- Audio Enhancement will use the permission granted from each state CPO, as a "hunting license" of sorts in the participating state. We will leverage thier acceptance of this contract when presenting to customers, attending trade shows, and working with district purchasing personnel, to help them be aware of the purchasing options the contract will provide them.*

**3. Through its Copperative Development Coordinators, Supplier Development Director, and Education Outreach Team, NASPO ValuePoint assists lead states by engaging contractor's in strategies aimed at promoting master agreements. What opportunitites, and/or challenges do you see in working with NASPO ValuePoint staff in this way?**

*- Audio Enhancement is thrilled to have NASPO ValuePoint staff members available to us. Through the support of these individuals we can have confidence that the purchasing entities that come to Audio Enhancement looking for a contract, will have the assistance of both the dedicated contract manager from Audio Enhancement, but also the support of the NASPO team as well. This will be a great value to us, and we see no issue working in conjunction with this team.*

**4. Does your company participate in any other public procurement cooperatives? If yes, explain any restrictions, or requirements that other cooperatives place on your company for participating with NASPO ValuePoint.**

*- Audio Enhancement participates in many national/public purchasing cooperatives which are listed here.*  
*- PEPPM - PEPPM CA - TipsTaps - Sourcewell -NY State Contract - UT State Contract - MIS EPL - ALJP*  
*with our participation in these contracts, there is no limitation or restrictions that will be placed upon Audio Enhancement in the event of award from the NASPO ValuePoint Contract.*