

000817-Nov2018

<b>Questionnaire Name: *</b>	Supplier Information Questionnaire
<b>Questionnaire Description:</b>	Proposal Content, Executive Summary, Company Financial Information

QUESTIONNAIRE NAME	SECTION NAME	QUESTION	QUESTION TITLE	QUESTION	RESPONSE OPTIONS	AVI-SPL
Supplier Information Questionnaire	Executive Summary	1	* Are you submitting your proposal for Goods only, Services only, or Both Goods and Services? Please note: Proposer must provide a response to all questions in the RFP. If you submit a proposal for only one of either Goods or Services, you must enter "N/A" in every question of the questionnaire that does not apply.	0.00%	Both, Goods and Services; Goods Only; Services only	Both, Goods and Services

Supplier Information Questionnaire	Executive Summary	2	<p>* This section (maximum 4000 Characters) will present a high-level synopsis of the Proposer's responses to the RFP. The Executive Summary shall be a brief overview and shall identify the main features and benefits of the proposed Services. If you have to add an attachment, maximum is 2 pages.</p>	0.00%	-	<p>AVI-SPL understands the needs of today's educators. As the world's largest video integration company, we partner with only the best of the best in providing education solutions for any learning environment. Based in Tampa, Florida AVI-SPL has 48 branches throughout North America as well as London, Frankfurt and Dubai. Our size allows us to garner some of the best talent for your projects. Our Education solutions are vast—ranging from classroom projectors to the most advanced visual simulation technology in the world's leading medical schools. AVI-SPL puts service first. Our dedicated teams at our local offices bring the personal, local service that many other Audio-Visual companies cannot provide. Each office has a team of dedicated professionals and engineers who can bring the most state-of-the-art solutions to your classroom. We also have a dedicated Education team who is continuously working with existing and emerging partners to identify offerings that elevate your student's learning experience to a new level. We offer nearly everything you need for a classroom—including furniture, podiums, screens, projectors and the latest in interactive panels. Every student is important and as such, we have products to meet ADA compliance as well for the hearing impaired. Trending now—we</p>
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Supplier Information Questionnaire	Executive Summary	3	* Upload a separate document that you create, labeled "Financials", providing information to convey your financial capability and viability to supply the Services under an awarded Agreement. Specific financial information must include, but is not limited to: Proposer's recently audited (or best available) financial statements for the past two (2) fiscal years, or equivalent information, in order to establish Proposer's financial viability, integrity and position, net income, market capitalization and other relevant financial factors; and Proposer's fiscal year. The University is the sole judge for making this determination which will be made prior to issuing awards.	0.00%	-	Signal Perfection Ltd. will provide confidential financial statements under separate cover via email to Michael Wegman.
Supplier Information Questionnaire	Supplier Financial Information	4	* Include information regarding any affiliates and/or subsidiaries.	0.00%	-	Audio Visual Innovations, Inc. is an affiliate of Signal Perfection Ltd.  AVI-SPL is an international company with 48 offices worldwide. We have 36 offices in the Unites States which includes five offices in California located in Berkeley, Los Angeles, Sacramento, San Diego, and San Francisco. There are nine offices in Canada and offices in Dubai, London, and Frankfurt. This global presence is what helps make us the largest AV integrator in North America.
Supplier Information Questionnaire	General Company Information	5	* State whether your company is local, regional, national or international.	0.00%	-	Our AVI-SPL offices throughout CA have been and continue to support the UC system since 2009 with the Strategic Sourcing UCOP AV CONTRACT #960/OP/250. Five offices throughout the State of CA. See attached Global Office Locations and California Employees.
Supplier Information Questionnaire	General Company Information	6	* Describe your company's Support/Sales Network within the University territory. Specify Geographic Locations, company owned or independent contracted value added resellers, number of Field Support/Sales Representatives.	0.00%	-	

Supplier Information Questionnaire	General Company Information	7	* List the installed customer base of your Services	0.00%	-	See attached Customer Base.
Supplier Information Questionnaire	General Company Information	8	* Provide any information regarding any mergers with another company (buy/sell) within the last twelve (12) months or anticipated within the next twelve (12) months	0.00%	-	In 2018, our parent company AVI-SPL, Inc. acquired Interactive Solutions, Inc. (ISI), a leading AV and UC solutions provider in Tennessee.
Supplier Information Questionnaire	General Company Information	9	* Within the previous five years has your firm been the debtor of a bankruptcy? If yes, please explain	0.00%	-	No.
Supplier Information Questionnaire	General Company Information	10	* Has your company been subject to litigation related to the proposed Services? If yes, please explain.	0.00%	-	No.
Supplier Information Questionnaire	General Company Information	11	* Is your firm in the process of or in negotiations toward being sold? If yes, please explain.	0.00%	-	No.
Supplier Information Questionnaire	General Company Information	12	* Within the previous five years has your firm been debarred from contracting with any local, state, or federal governmental agency? If yes, please explain.	0.00%	-	No.
Supplier Information Questionnaire	General Company Information	13	* Within the previous five years has a governmental or private entity terminated your firm's contract prior to contract completion? If yes, please explain.	0.00%	-	No.
Supplier Information Questionnaire	General Company Information	14	* Provide details on any contracts that have been terminated due to failure to meet contractual or technical obligations.	0.00%	-	None.
Supplier Information Questionnaire	General Company Information	15	* List all recalls or claims of technical failures that your company has had in the last five years, including details regarding the reasons for the recalls or claims.	0.00%	-	None.

Supplier Information Questionnaire	General Company Information	16	* Within the previous five years has your firm used any subcontractor to perform work on a government contract when that subcontractor had been debarred by a governmental agency? If yes, please explain.	0.00%	-	No.
Supplier Information Questionnaire	General Company Information	17	* Within the previous five years has your firm been the defendant in court on a matter related to Payment to subcontractors or Work Performance on a job? If yes, please explain.	0.00%	-	No.
Supplier Information Questionnaire	General Company Information	18	* Within the previous five years, was your firm assessed liquidated damages on a contract? If yes, please explain.	0.00%	-	No.
Supplier Information Questionnaire	General Company Information	19	* Has your firm received notice of and/or been involved in litigation regarding patent infringement for the Services that your firm is offering to the University? If yes, please explain.	0.00%	-	No.
Supplier Information Questionnaire	General Company Information	20	* Does your firm have any outstanding judgements pending against it? If yes, please explain.	0.00%	-	No.
Supplier Information Questionnaire	General Company Information	21	* In the last five years, has your firm held contracts with other Universities to provide similar Services in a size and scope similar to that required by the University of California? Please provide the Universities that you have contracted with?	0.00%	-	Yes. AVI-SPL has contracted with many Universities including but not limited to California State, University of Tennessee, University of Southern California, Foothill De Anza College, University of New Hampshire, North Carolina A&T State University, and University of California San Francisco.

Supplier Information Questionnaire	General Company Information	22	<p>* Any Joint Venture (JV) Proposers responding to this RFP must clearly identify the partners which make up the Joint Venture and identify themselves as a Joint Venture in their submitted proposal. To be considered, the Prime Proposer (e.g. individual, sole proprietorship, firm, partnership, corporation, joint venture or other legal entity), must demonstrate relevant expertise to successfully perform their role and responsibilities.</p>	0.00%	-	<p>Signal Perfection, Ltd. is a wholly-owned subsidiary of AVI-SPL, a communication and collaboration solutions provider based in Tampa, Florida. Incorporated under the laws of Maryland on February 03, 1992. The AVI-SPL organization is the result of a 2008 combination of the top two system integration companies in North America: Audio Visual Innovations, Inc. (AVI) and Signal Perfection, Ltd. (SPL). In April 2016, H.I.G. Capital, a highly respected, global private equity firm with \$19 billion of equity capital under management, acquired majority ownership in the AVI-SPL organization. We have more than 2,300 employees located in over 48 offices throughout North America, Europe and the Middle East, and have completed over 50,000+ projects in 101 countries since the combination. In 2016, AVI-SPL expanded our footprint, customer base and capabilities through the opening of our Frankfurt office and the acquisitions of Anderson Audio Visual and VideoLink LLC. In October 2017 AVI-SPL acquired Sharp's Audio Visual, a leading AV and UC solutions provider throughout Canada. In November 2018 AVI-SPL acquired Interactive Solutions, Inc. (ISI), a leading AV and UC Service solutions provider in Tennessee. We continue to maintain the top position in our industry while earning a reputation as the leader in customer</p>
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Supplier Information Questionnaire	General Company Information	23	<p>* Describe your ability to regularly provide electronic reports (in Microsoft Excel and other formats) providing a wide range of information related to the resulting agreement at both the UC-wide level and for each individual UC location including, but not limited to quarterly usage reports including, but not limited to, the following data: UC Location, UC Department, UC Purchase Order Number, Name and Model of Service(s) purchased, usage volumes, discount percent, MSRP, UC final discounted price, price paid, per unit and total</p> <p>* Upload a separate document that you create labeled "References" and provide minimum three (3) current customer references, at least one of the three should be an entity of similar size and scope of operations as the University. Please include: Company Name, Contact(s), Contact(s) phone number, address and email, Sales or basis for stating reference is comparable in size and scope.</p>	0.00%	-	<p>A detailed report showing the dollar volume for all sales under the Contract for the previous quarterly period. The report shall include, per transaction: the detailed sales for the period, Customer name, Campus Location, invoice date, invoice number, part number, item description, quantity, unit price, extended price, Customer Purchase Order number, Customer's billing address for the reporting period. Reporting can be customized to the clients' needs.</p>
Supplier Information Questionnaire	General Company Information	24	<p>* Upload a separate document that you create labeled "References" and provide minimum three (3) current customer references, at least one of the three should be an entity of similar size and scope of operations as the University. Please include: Company Name, Contact(s), Contact(s) phone number, address and email, Sales or basis for stating reference is comparable in size and scope.</p>	0.00%	-	<p>See attached References.</p>

Supplier Information Questionnaire	General Company Information	25	<p>* Describe your e-commerce capabilities using hosted catalogs and punchouts. Supplier may be asked to comply with UC Location e-commerce requirements on a location by location basis, but must adhere to UC system wide policy for consistency in catalog loading and pricing.</p>	0.00%	-	<p>and maintains active supplier accounts on multiple e-procurement systems. Our e-commerce capabilities include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Hosted catalog with client specific pricing, fully managed by your account manager – with the shopping cart and checkout fully contained within the e-procurement platform</li> <li>• Punch Out catalogs that support multiple payment options: credit card, PO, and electronic PO submission – ties into client e-procurement platform</li> <li>• Custom client catalog with curated product listing &amp; client specific pricing –</li> <li>• Save multiple shopping carts, and transfer carts between users and managers when an approval may be required.</li> <li>• Extensive support for various pricing models including cost plus and discounts off MSRP.</li> <li>• Easy integration into multiple major eProcurement platforms. We are registered suppliers with SciQuest, Ariba, Perfect Commerce and others.</li> <li>• Full order reporting capabilities, down to the item level.</li> <li>• Order shipment tracking and with shipping email notifications.</li> </ul>
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Supplier Information Questionnaire	General Company Information	26	<p>* The Pricing Section of each Proposal should state additional discounts which may reflect what is gained by utilizing efficient business operations, including, but not limited to the following: 1. Prompt payment discounts; The University of California considers 30-day payment periods normal. Each UC Location will specify the Invoicing Method and Payment options that will apply, taking into account the operational capabilities of Supplier and the UC Location. Please include all payment options and see UC's Procure to Pay Standards for the options that will be considered: <a href="http://www.ucop.edu/procurement-services/_files/Matrix%20for%20website.pdf">http://www.ucop.edu/procurement-services/_files/Matrix%20for%20website.pdf</a>. In the case of systemwide agreements, each UC Location will specify these terms in a Statement of Work or Purchase Order, as the case may be. Please provide your company's commitment to comply with this requirement</p>	0.00%	-	Signal Perfection Ltd. will utilize Option 2. We will utilize ACH payment method and our payment terms are Net 30. There will be no discounts or credit cards.
Supplier Information Questionnaire	Earned Incentives and Discounts	27	<p>* Does your company provide Volume incentives (additional % off or net-dollars-off discounts) based upon reaching specific, mutually agreed upon dollar volum usage levels?</p>	0.00%	-	AVI SPL does not offer volume incentives. Rather, there may be additional discounts for a specific project based on size/volume and we evaluate that opportunity on a case-by-case basis.
Supplier Information Questionnaire	Earned Incentives and Discounts	28	<p>* Does your company provide Electronic Fund Transfer (EFT) discounts for invoice payment</p>	0.00%	-	No
Supplier Information Questionnaire	Earned Incentives and Discounts	29	<p>* Specify any other incentives that may be earned by the University of California</p>	0.00%	-	There may be specific promotions offered by the manufacturers we represent. These are not guaranteed promotions; however, if one is available and applies to a specific opportunity, we will work with the manufacturer whose products are part of the configurations to offer the best discounts we can at that time.

Supplier Information Questionnaire	Earned Incentives and Discounts	30	<p>* Please describe how the Earned Incentives are paid along with frequency of payment. Provide sample or describe how Earned Incentive dollars are tracked and reported</p> <p>* Proposer agrees to extend pricing and Services to the California State University institutions (CSU) and the California Community Colleges (CCC) under the following conditions:</p> <p>a. Proposer agrees to extend the same pricing and terms to the CSU and CCC campuses under the terms of this Agreement, but under separate agreements with CSU and CCC.</p>	0.00%	-	As stated in Q29, there are no earned incentives offered by AVI SPL. In Q30, we did reference possible promotions offered by a manufacturer that may apply to a specific opportunity. These promotions come in the form of additional discounts and not as any earned incentives.
Supplier Information Questionnaire	Earned Incentives and Discounts	31	<p>b. All contractual administration issues regarding this Agreement (e.g. terms and conditions, extensions, renewals, etc.) will remain UC's responsibility. Operational issues, fiduciary responsibility, payment issues, performance issues and liabilities, and disputes involving individual CSU or CCC campuses will be addressed, administered, and resolved by Proposer and the appropriate CSU or CCC campus. UC, CSU and CCC are separate and distinct governmental entities. As such, CSU's and CCC's administrative units and campuses are financially separate from UC and will be responsible for their respective individual commitments, financial and otherwise.</p>	0.00%	Yes; No	Yes
Supplier Information Questionnaire	Earned Incentives and Discounts	32	<p>* Have you sold Goods or Services to UC in the last 2 UC Fiscal years, 2017 (July 1, 2016 - June 30, 2017) and 2018 (July 1, 2017 to June 30, 2018)?</p>	0.00%	Yes; No	Yes

Supplier Information Questionnaire	Earned Incentives and Discounts	32.1	If Yes , * Please complete the attached "Required historical spend" Spreadsheet. Please follow the instructions in the "Instructions" tab of the spreadsheet.	0.00%		Required historical Spend.xlsx
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<b>Questionnaire Name: *</b>	Supplier Capabilities Questionnaire			
<b>Questionnaire Description:</b>	General Questions			

QUESTIONNAIRE NAME	SECTION NAME	QUESTION NUMBER	QUESTION TITLE	QUESTION WEIGHT	RESPONSE OPTIONS	AVI-SPL
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Supplier Capabilities Questionnaire	-	1	<p>* Please describe your company's capability of providing full service to Northern California campuses and/or Southern California Campuses. Describe your distribution model, including the size and location of your company's distribution facilities, warehouses and retail network.</p>	8.13%	-	<p>With five California offices, 3 in Northern CA and 2 in Southern CA, AVI SPL is soundly situated to provide the highest level of support to the University of California schools as well as other CA schools that wish to utilize this contract. We have already attached a document to our response listing all AVI SPL employees and their titles for the two areas which should give you the picture of the high level of service and support we can offer. Our office locations are listed here: <a href="https://avispl.com/en/contact/office-locations/">https://avispl.com/en/contact/office-locations/</a>. All CA offices contain warehouses and have pre-staging areas to better serve our customer locations.</p>
Supplier Capabilities Questionnaire	-	2	<p>* Will your company's employees who are responsible for delivering products and service to your customers conform to the following? If so, please describe: Wear proper Uniform, Carry Badges with Picture ID, Have passed background security checks, are bonded?</p>	8.12%	-	<p>Depending on the equipment ordered from us, we either drop ship product to the customer sites from the manufacturer or manufacturer certified distributor; AVI SPL employees are dispatched to complete the set-up, installation and training. Or, if the equipment ordered requires set up prior to deliver, such as equipment racks, the equipment is then shipped to the closest AVI SPL office for pre-work. Once installation is scheduled, an AVI SPL employee will load an AVI SPL owned truck to deliver and install all necessary equipment for the job. When additional equipment is needed that our</p> <p>We will conform to all the above requirements.</p>

Supplier Capabilities Questionnaire	-	3	* Describe the account management team, and all roles thereunder, that you would assign to the UC system if awarded under this RFP, including senior account manager responsible for the entire agreement and UC relationship and local account representatives responsible for each specific UC location. For every role/representative, provide: a description of the role's responsibilities, the name of who will fill this role, their title, and a summary of their qualifications including years of pertinent experience and ALL certifications. Include attachment if necessary	8.12%	-	See attached Company Certifications.
Supplier Capabilities Questionnaire	-	4	* What is the average response time for an account manager(s) to respond to initial requests?	8.12%	-	Account managers respond as soon as possible to phone calls and/or emails. Expectation is within 24 hours if not sooner.
Supplier Capabilities Questionnaire	-	5	* Identify any subcontractors or any other staff/personnel resources outside of your company that are typically engaged to assist in performing the work contemplated under this RFP and the role they play in performing the services.	8.12%	-	AVI-SPL utilizes their own staff/technicians a majority of the time. We do have certified subcontractors as well when needed.
Supplier Capabilities Questionnaire	-	6	* Please specify your company's normal business hours in Pacific Time zone format for receiving orders and providing customer service including maintenance support both during and after normal business hours.	3.78%	-	Normal business hours: M-F 8-5pm PST. Global Help Desk is 24/7/365

Supplier Capabilities Questionnaire	-	7	* Describe your customer service support infrastructure, including phone, email, ... Provide hours and other pertinent details for each.	3.78%	-	AVI-SPL, the world's largest video integration company has multiple service points throughout the U.S., Canada, the U.K., Germany and the United Arab Emirates. Our headquarters is in Tampa, Florida. We have a large inside sales department that focus on boxes sales. We have a Global Help Desk that services our customers 24/7/365 and can be reached at 866-588-6857-Option 3 or by email avispl-support@avispl.com. A helpdesk trouble ticket can also be opened online: <a href="https://avispl.com/en/submit-a-ticket">https://avispl.com/en/submit-a-ticket</a> . The AVI-SPL process consists of account managers, sales managers, engineering support, our service organization, operations team, corporate resources, and additional local support. We also have Manufactures supporting our efforts for sales and support.
Supplier Capabilities Questionnaire	-	8	* Describe your quoting process and how you will meet our requirement of providing assistance with product sales questions, technical inquiries and customer service inquiries	3.78%	-	
Supplier Capabilities Questionnaire	-	9	* Explain how your company proposes to resolve any complaints, issues or challenges. Please detail your company's problem resolution and escalation process for customer complaints and concerns.	3.78%	-	Please see attachment section for Help Desk-Customer Care Incident Escalation Process.
Supplier Capabilities Questionnaire	-	10	* Describe your order placement process. Provide all your ordering methods, order tracking, search options, order history, etc.	3.78%	-	Orders are placed with Account managers, Inside Sales Reps and our Helpdesk through emailing a Purchase Orders, Credit Cards or a contract already in place.
Supplier Capabilities Questionnaire	-	11	* Describe your billing process	3.78%	-	The monthly Billing Feed will be created based on the quote. An invoice will be submitted to customer for approval before being sent to client's Accounts Payable.
Supplier Capabilities Questionnaire	-	12	* Please describe any service contracts you offer past the initial warranty term. (2-year, 3 year, etc.) What are the costs?	8.12%	-	AVI-SPL offers extended warranties through the manufacture if available by product. AVI-SPL also provides break/fix.

Supplier Capabilities Questionnaire	-	13	* Please describe your return policy and process including: unopened equipment within 30 days; RMAs for defective equipment; DOA equipment; shipping fees; and restocking fees? What is the maximum period of time for unconditional (no questions asked) return of new equipment purchases? Please explain your company's policy in detail.	8.12%	-	AVI-SPL does not set manufacture warranty policy. These warranties vary by manufacture, any extended warranties and/or Educational warranties they may offer will be honored by AVI-SPL. See attachment section for Customer Care and Warranty documents.
Supplier Capabilities Questionnaire	-	14	* Can your company offer warehousing of large orders at no charge, whereby the equipment is delivered as it is installed? Please detail the parameters of your offering. Please describe this process.	3.78%	-	The RFP calls for free shipping which would be to the customer location. Equipment shipped to an AVI-SPL office can be approved by each office but may incur a storage fee and/or shipping charge to the project site.

Supplier Capabilities Questionnaire	-	15	* Describe your Company Website for Quick Quotes and/or equipment pricing information.	1.00%	-	<p>AVI-SPL Customer Product Catalog</p> <p>The AVI-SPL Customer catalog is a customized, web-based procurement solution that simplifies repeat purchases and provides client discount pricing on new purchases as well. Our Customer catalogs provide a simplified solution for managing the purchase activity of employees while providing the flexibility of a familiar eCommerce shopping experience.</p> <p>AVI-SPL offers several options for e-commerce and maintains active supplier accounts on multiple e-procurement systems. Our e-commerce capabilities include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Hosted catalog with client specific pricing, fully managed by your account manager – with the shopping cart and checkout fully contained within the e-procurement platform</li> <li>• Punch Out catalogs that support multiple payment options: credit card, PO, and electronic PO submission – ties into your existing e-procurement platform</li> <li>• Custom client catalog with curated product listing &amp; client specific pricing –</li> <li>• Save multiple shopping carts, and transfer carts between users and managers when an approval</li> </ul>
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Supplier Capabilities Questionnaire	-	16	<p>* Please specify your company's performance standards in the following service categories and provide your company's definitions of the service categories, and the methods used for measuring your performance. Response Time, Quotes, product inquiries, technical inquiries billing and invoicing; Delivery time; Lead time; Fill rate; On-time delivery; Back orders and how customers are notified; inventory accuracy; Returns</p>	8.12%	-	<p>With AVI-SPL has a well-developed supply chain network, managed by Senior Vice President, Patrick Hannon. This includes a preferred supplier network with the best-of-the-best in the business. Given the size of our company, we use corporate, regional and local resources to assure equipment is being installed to our customer's satisfaction. We also use our supplier's local representatives to make sure we keep a pulse on all orders. Please see the list below who is responsibly for each stage of the customer process which is indicative of all service categories:</p> <p>Response Time: Sales/Sales Manager  Quotes: Sales/Sales Managers/Engineers  Product Inquiries: Sales  Technical Inquiries: Design Engineers  Billing &amp; Invoices: Operations  Delivery Time: Project Manager  Lead-Time: Procurement  Fill rate On-Time Delivery: Sales/Procurement  Back Orders: Sales/Procurement  How Customers are Notified: Sales/Procurement  Inventory Accuracy: Sales/Procurement  Returns: RMA Team</p>
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Supplier Capabilities Questionnaire	-	17	* When you don't meet the above performance measures, what usually are the penalties?	3.78%	-	<p>Depending on the service category listed in Question 16, we have an escalation process which typically starts with the Sale Rep and then is escalated further depending on the issue. If it is a supplier issue, the manufacture's rep is involved immediately, followed by an escalation to the Regional Sale Manager. If the issue is not addressed, we involve our supplier management team, channels and/or senior management.</p> <p>AVI-SPL performs checks and balances throughout a project. Project managers receive updates in staff meetings and identify issues to address. These items are then escalated locally, and corporate resources are utilized as needed. Documentation is provided by engineering that is required through manufactures and/or AVI-SPL.</p>
Supplier Capabilities Questionnaire	-	18	* How do you track and what type of documentation will be provided to verify your performance for the service categories listed above?	3.78%	-	

<b>Questionnaire Name: *</b>	Goods Questionnaire			
<b>Questionnaire Description:</b>	Supplier will provide equipment			

QUESTIONNAIRE NAME	SECTION NAME	QUESTION NUMBER	QUESTION TITLE	QUESTION WEIGHT	RESPONSE OPTIONS	AVI-SPL
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Goods Questionnaire	-	1	* All proposers/VAR(s) shall be a certified reseller for all manufacturer(s) they are representing. Provide documentation of your certification and level, (i.e. Gold, Tier 2), you hold with each manufacturer represented in price sheet attached and how long you have held your current VAR status. You only have to provide your certification for the Manufacturers listed in the Pricing sheet by category. It is not necessary that you list all certifications for any other product you list.	20.00%	-	See attachment.
Goods Questionnaire	-	2	* State ALL current certifications that your representatives providing the services in this section will possess	5.57%	-	See attached Employee Certifications and Capabilities Statement.
Goods Questionnaire	-	3	* inventory as replacements and/or loaners? If no, what is your company's process for addressing immediate delivery and/or repair issues that may occur?	20.00%	-	AVI-SPL in working with manufactures will offer advance part replacement when available. We may recommend critical equipment spares if the application calls for that.
Goods Questionnaire	-	4	* Do you offer "Staging services" for large equipment orders?	5.57%	-	Yes
Goods Questionnaire	-	5	* If you do not deliver products with company employees, please specify which carriers do you use for product delivery and your standard delivery policies.	5.57%	-	Drop ship is managed through the AVI-SPL and the manufactures. Tracking often available through AVI-SPL/Project manager. For those projects that require staging, the equipment is shipped to the AVI SPL office for pre-work to be completed. All that equipment is then loaded into AVI SPL trucks and delivered by AVI SPL employees.
Goods Questionnaire	-	6	* Can your company absorb all UC needs and requirements for products and services as stated in this RFP and provide uniform services and service standards in every location that will be serving UC? If yes, describe how.	20.00%	-	Yes, through AVI-SPL personnel.

Goods Questionnaire	-	7	* Does your company have systems in place to handle, in an expedited manner, emergencies, i.e. replacement equipment, during business and non-business hours? If yes, please describe and provide fee information, if any	5.57%	-	AVI-SPL in working with manufactures can expedite orders for overnight delivery through our 24/7/365 Helpdesk. Fees may be associated with products out of warranty.
Goods Questionnaire	-	8	* Can your company submit a complete Bill of Material to include manufacture, model number, firmware/revision version and notation if product is at/near manufacturers end of life/production/support; 30 days prior to purchasing for validation?	5.57%	Yes; No	Yes
Goods Questionnaire	-	9	* Does your company have a tested recovery or business resumption plan in place in the event of a natural disaster or act of war or civil disturbance? If yes, please describe.	1.00%	-	Yes See attached for Disaster Recovery and Business Continuity Plan.
Goods Questionnaire	Warranty for Equipment	10	* Please describe the role that your company would play in the passing on and fulfilling the standard OEM product warranties.	5.57%	-	See attached Goods Questionnaire response.
Goods Questionnaire	Warranty for Equipment	11	* Can your company become certified by any manufacturer in order to perform warranty service repairs and installations? If no, please list the manufacturers for which your company could become certified to perform warranty service and support.	5.57%	-	Yes.

Goods Questionnaire	Pricing	12	* Pricing for Goods is being requested for the manufactures listed in the attachment "Goods Price Workbook" in all categories. Proposers will provide a Line of Business (LOB) discount percentage off the published Manufacturers Suggested Resale Price (MSRP) or list price by the Manufacturers product line in each category and provide a URL to the OEM current Price list. MSRP is defined as the product sales price list published in some form by the manufacturer or publisher of a product and available to and recognized by the trade. In addition, each Proposer is encouraged to provide all other manufacturers LOB discount percentages they may do business with in the separate Price sheet tab named "Other MFG LOB Discount" (a list has been started, please fill in all that apply). The LOB discount percentages quoted shall held firm for all future purchases during the duration of the contract.	0.00%		UCOP Goods Price Response Workbook .xlsx
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<b>Questionnaire Name: *</b>	Services Questionnaire			
<b>Questionnaire Description:</b>	Design, Installation, Integration and Maintenance Services			

QUESTIONNAIRE NAME	SECTION NAME	QUESTION NUMBER	QUESTION TITLE	QUESTION WEIGHT	RESPONSE OPTIONS	AVI-SPL
Services Questionnaire	-	1	* Please describe your company's capabilities related to design/consultation services listed General information section of this RFP? Please include design of new and retrofit AV systems.	5.31%	-	See attached for K20EDU-Capabilities-Statement.

Services Questionnaire	-	2	* Please describe your company's capabilities related to installation/integration?	5.31%	-	See attachment section for Project Implementation Process document.
Services Questionnaire	-	3	* Will your company provide free estimates when scoping a project?	5.31%	-	Yes
Services Questionnaire	-	4	* Are your installers, integrators, and programmers paid employees or subcontracted?	5.31%	-	Paid employees; Majority of our work is done by AVI-SPL. We also have certified subcontractors worldwide we work with.on a case-by-case basis.
Services Questionnaire	-	5	* Describe your company's normal approach to design work, order processing, delivery and assembly, delivery and installation, integration and programming and all other aspects of your processes to ensure "turn-key" and operating/functional systems are provided to the customer?	2.33%	-	See attachment section for Process Implementation and Order Process documents.
Services Questionnaire	-	6	* Upon completion of system design and/or programming services, the UC Location will own the design documents and both the compiled and un-compiled control codes. Please confirm that your company will comply with this requirement?	5.31%	-	Yes

Services Questionnaire	-	7	* Please describe your company's capability to provide training and user materials for completed projects.	2.33%	-	<p>Training is available throughout the project. We recommend the owner's technical representative visit AVI-SPL's fabrication facility for initial familiarization with the system during the in-house testing phase. The fabrication manager will:</p> <ul style="list-style-type: none"> <li>☑ Provide a comprehensive review of the system's hardware</li> <li>☑ Review the system's cabling and wire numbering methods</li> <li>☑ Discuss maintenance issues for the system</li> <li>☑ Demonstrate initial operation of the system</li> </ul> <p>The owner's technical team may observe how the system interconnects to the building's pre-installed cabling during installation and commissioning. Once the system is operational, we provide three levels of "hands on" training to the onsite operational personnel.</p> <p>Training is provided to:</p> <ul style="list-style-type: none"> <li>☑ System Operators (personnel who are qualified to operate the various systems)</li> <li>☑ System Technicians (personnel who provide onsite maintenance to the systems)</li> <li>☑ System Assistants (personnel who assist the operators and technicians)</li> </ul>
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						<p>Our Customer Care program provides break/fix support, warranty services, preventative maintenance and 24/7 Global Help Desk assistance.</p> <p>AVI-SPL Symphony: Monitoring and managing your AV devices, conferencing systems, and meetings is easier. Symphony is the heart of our managed video conferencing services but extends past just remote video conferencing management.</p> <p>With our Symphony platform, we monitor and manage your AV, video, and unified communications and collaboration systems, run diagnostics on those systems, schedule and launch your video calls, and handle the way your meetings are organized, monitored, and managed. The simple, intuitive Unify ME Symphony management portal is browser-based and mobile-friendly. You can quickly schedule meetings, then monitor their performance and technology usage via dashboards for real-time access to system health and service levels.</p> <p>AVI-SPL Cloud Services: Video and/or audio Service offerings such as Zoom, Pexip and Cisco Teams.</p>
Services Questionnaire	-	8	<p>* Please describe any additional “value added” services not asked for in this RFP that should be considered?</p>	1.00%	-	
Services Questionnaire	-	9	<p>* State ALL current certifications that your representatives providing the services in this section will possess. Please include certifications form Project Managers, Designers, Engineers, Technicians, and Installers. Examples: Design engineers Crestron DM-E Certified, etc. Please attach documentation if necessary.</p>	5.31%	-	See attached AVI-SPL Company Certifications.

Services Questionnaire	-	10	* Please describe your company's capabilities to perform all cables testing and certification process with applicable cable testing equipment—provide testing criteria and test equipment to include calibration last performed?	5.31%	-	Our technicians are certified and trained with proper equipment for testing equipment and cables.
Services Questionnaire	-	11	* Please describe your company's capability related to Audio Engineering Design Mapping	5.31%	-	AVI-SPL engineering staff is certified on DSP configuration and programming. All part of our commissioning process and procedures.
Services Questionnaire	-	12	* Please describe your company's capabilities to provide as-built drawings in Visio and AutoCad formats (electronically), in addition to configuration files and programming	5.31%	-	AVI-SPL engineering utilizes AutoCad as our main program.
Services Questionnaire	-	13	* State your company's post project response time?	2.33%	-	From the point of a purchase order, a project implementation may start 6-8 weeks out. Upon commissioning and completion of project, documentation and sign off are within a day or two dependent on punch list.
Services Questionnaire	-	14	* Provide your Company's recent safety records/data including copies of the following: Last three (3) years Company's OSHA 3000 logs 2016-2018 and Company's EMR for the last three (3) years 2016-2018	2.33%	-	See attached OSHA 300 Reports and EMR Letter.

Services Questionnaire	-	15	<p>* Do you offer "Staging services" for large equipment orders? If yes or no, please describe.</p>	5.31%	-	<p>Yes.  AVI-SPL's fabrication process includes:  <input type="checkbox"/> Quality control inspection of all hardware items prior to integration into the various systems  <input type="checkbox"/> Preparation of internal areas of the racks for installation of cabling  <input type="checkbox"/> Installation of internal rack power distribution systems  <input type="checkbox"/> Installation of hardware into the racks as shown on the rack elevation drawings  <input type="checkbox"/> Installation of internal rack wiring  <input type="checkbox"/> Verification of internal rack wiring and wire/cable numbering  <input type="checkbox"/> Installation of interconnection wiring between the racks  <input type="checkbox"/> Testing of individual racks  <input type="checkbox"/> Installation of control software  <input type="checkbox"/> Testing and operating of multiple racks as a complete system  <input type="checkbox"/> "Burn in" quality-control testing of multiple racks as a complete audio-visual system  <input type="checkbox"/> Initial modifications to show control software  <input type="checkbox"/> Acceptance of tested and "burned in" systems by the project manager and senior engineer  <input type="checkbox"/> Photographic documentation of racks and other hardware items  <input type="checkbox"/> Disassembly of racks in preparation for shipping and palletized as per AVI-SPL's custom shipping</p>
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Services Questionnaire	-	16	* Describe the Professional Services team, and all roles thereunder, that you would assign to the UC system if awarded under this RFP, to be responsible for each specific UC location. For every role listed in the Rate Card Section of the Price Sheet, provide: a description of the role's responsibilities, the name of who will fill this role, their title, and a summary of their qualifications including years of pertinent experience and ALL certifications.	2.33%	-	See attachment section for Northern and Southern California Employees and Company Certifications.
Services Questionnaire	Warranty for Services	17	* Please describe any warranty that your company provides (outside of OEM warranties) on installation and workmanship.	5.31%	-	AVI-SPL provides a 90-day warranty and offers a One Year or multiyear - Customer Care service options for workmanship. See attached for Customer Care Service document. Our Customer Care options include remote and onsite service resources that provide the help you rely on for AV and video systems to work as expected. Our four primary service options are: 1. Time & Materials Only 2. Preferred 3. Preferred Onsite 4. Exclusive Onsite *Certification/approval required. AVI-SPL may also offer extended warranties through manufacturing programs. See attached for Customer Care Service document.
Services Questionnaire	Warranty for Services	18	* Does your company offer equivalent service and maintenance program for after the standard base manufacturer warranty expires? Please Describe?	2.33%	-	

Services Questionnaire	Warranty for Services	19	<p>* What are your company's available service and maintenance programs? Please list all available types and pricing structure outside of the OEM warranty.</p>	2.33%	-	<p>Based on the solution, our Customer Care options include remote and onsite service resources that provide the help you rely on for AV and video systems to work as expected. Our four primary service options are:</p> <ol style="list-style-type: none"> <li>1. Time &amp; Materials Only</li> <li>2. Preferred</li> <li>3. Preferred Onsite</li> <li>4. Exclusive Onsite</li> </ol>
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Services Questionnaire	Warranty for Services	20	<p>* Please describe your maintenance and service plans with regards to how equipment maintenance and service is performed, what is the process to initiate service, how service technicians are assigned, and what forms of training the staff is provided in order to understand the technology.</p>	5.31%	-	<p>Our Customer Care program provides break/fix support, warranty services, preventative maintenance and 24/7 Global Help Desk assistance to keep your company fulfilling its collaboration strategy. Our experts:</p> <ul style="list-style-type: none"> <li>• Simplify operations</li> <li>• Safeguard your investment with 24/7/365 Global Helpdesk troubleshooting support</li> <li>• Support mixed environments with different products, vendors and warranty expiration dates</li> </ul> <p>Benefits to You</p> <p>Single Point of Contact: One AVI-SPL contact for incidents and service requests, even when you have service tickets with more than one manufacturer</p> <p>Responsive: We're a Certified Service Provider (CSP) with all major manufacturers, so we can provide the same high level of service, even as your vendors and technology change</p> <p>Proactive: Our standardized approach for AV and video collaboration addresses issues before you are affected</p> <p>Flexible Engagement Options: We'll work with you remotely or onsite</p> <p>Global Delivery Platform: With four help desk locations, and offices around the world, an AVI-SPL-trained professional is always on-call to Re-certification and/or site survey maybe required in assessing existing equipment prior to offering service if applicable on a case-by-case basis.</p>
Services Questionnaire	Warranty for Services	21	<p>* Will your company offer a standard service and maintenance discount rate and pricing regardless of equipment age?</p>	1.00%	-	

Services Questionnaire	Warranty for Services	22	* Are there any limitations on service calls for the same unit, even when not covered by manufacturer's warranty?	2.33%	-	Our Customer Care program provides break/fix support, warranty services, preventative maintenance and 24/7 Global Help Desk assistance to keep your company fulfilling its collaboration strategy. Equipment out of warranty may be purchased through the helpdesk along with a service call.
Services Questionnaire	Warranty for Services	23	* Can your company become certified by any manufacturer in order to perform warranty service repairs and installations? If no, please list the manufacturers for which your company could become certified to perform warranty service and support.	1.00%	-	Yes
Services Questionnaire	Warranty for Services	24	* How can you assure end-users that they will receive the service they are accustomed to and at a better price than a competitor's service offering?	2.33%	-	Dependent on the solution at hand. AVI-SPL will offer training based on our experience and/or the manufacturer.
Services Questionnaire	Warranty for Services	25	* How do you identify equipment that experiences unusually high numbers of incidents for repair?	2.33%	-	The Helpdesk has reports that flags any high number of product incidents/failures. These reports are reviewed by management and alternative solution(s) provided.
Services Questionnaire	Warranty for Services	26	* If parts are unavailable for a covered piece of equipment, what resolution will be proposed?	2.33%	-	Based on MFG warranty, alternative may be available through the manufacture. AVI-SPL would work with the MFG and customer for a resolution.
Services Questionnaire	Warranty for Services	27	* Can your company perform all warranty repairs on-site?	2.33%	-	Dependent on the product failure, our technicians are trained to identify and fix the problem if able too. Warranty products that cannot be fixed often are shipped back to MFG for repair and/or replacement.
Services Questionnaire	Warranty for Services	28	* Please describe your company's response time to warranty service repairs, indicate proposed response time to onsite service calls, and a proposed turnaround time for depot repair items.	5.31%	-	AVI-SPL technician will be scheduled to arrive within 2 business days after the proper helpdesk trouble shooting process and procedures. This may be dependent on hardware replacement ETA as well.

Services Questionnaire	Services Pricing	29	<p>* Pricing for Services is being requested for the billable positions listed in the attached "Services Price Workbook". You must fill in pricing for all "Level 1" job titles listed at minimum; however, you may add more if necessary in the spaces provided. Instructions are provided in the Services Price Workbook. Proposer must specify fixed hourly rates in its proposal that include wages, overhead, general and administrative expenses, and profit. The successful awardee will be required to pay prevailing wages for all Services. The Services provided under any agreement resulting in the RFP may be a public work subject to California Labor Code section 1771. No contractor or subcontractor may be listed on a bid for the work unless registered with the Department of Industrial Relations (DIR) pursuant to Labor Code section 1725.5 [with limited exceptions from this requirement for bid purposes only under Labor Code section 1771.1(a)]. No contractor or subcontractor may be awarded any portion of the work unless registered with the DIR pursuant to Labor Code section 1725.5. The successful awardee will be required to post the applicable prevailing wage rate determination and any job site notices as prescribed by the DIR. The work is subject to compliance monitoring and enforcement by the DIR. Travel charges/expenses will not be permitted unless approved by a UC location for a specific project. Any expenses that UC agrees to reimburse will be</p>	0.00%	Services Q 29 Services Price Workbook.xlsx
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<b>Questionnaire Name: *</b>	Sustainability Questionnaire			
<b>Questionnaire Description:</b>	Social, Economic, Environmental			

QUESTIONNAIRE NAME	SECTION NAME	QUESTION NUMBER	QUESTION TITLE	QUESTION WEIGHT	RESPONSE OPTIONS	AVI-SPL
Sustainability Questionnaire	-	1	<p>* Please confirm your commitment to comply with Article 25 - Fair Wage/Fair Work of the UC Terms and Conditions which states: If the Services will be performed at one or more UC Locations, do not solely involve furnishing Goods, and are not subject to extramural awards containing sponsor-mandated terms and conditions, Supplier warrants that it is in compliance with applicable federal, state and local working conditions requirements, including but not limited to those set forth in Articles 11, 12 and 14 herein, and that Supplier pays its employees performing the Services no less than the UC Fair Wage. Supplier agrees UC may conduct such UC Fair Wage/Fair Work interim compliance audits as UC reasonably requests, as determined in UC's sole discretion. Supplier agrees to post UC Fair Wage/FairWork notices, in the form supplied by UC, in public areas (such as break rooms and lunch rooms) frequented by Supplier employees who perform Services. For Services that exceed \$100,000 annually and are not subject to prevailing wage requirements, Supplier will, a) at Supplier's expense, provide an annual independent audit performed by Supplier's independent auditor or independent internal audit department (<a href="http://na.theiia.org/standards-guidance/topics/Pages/Independence-and-Objectivity.aspx">http://na.theiia.org/standards-guidance/topics/Pages/Independence-and-Objectivity.aspx</a>) in compliance with UC's required audit standards and procedures</p>	25.00%	Yes; No	Yes

Sustainability Questionnaire -	2	<p>* Please confirm your company's commitment to comply Article 17. E. Forced Conflict and Indentured Labor of the UC Terms and Conditions which states: Forced, Convict and Indentured Labor. Supplier warrants that no foreign-made Goods furnished to UC pursuant to the Agreement will be produced in whole or in part by forced labor, convict labor, or indentured labor under penal sanction. If UC determines that Supplier knew or should have known that it was breaching this warranty, UC may, in addition to terminating the Agreement, remove Supplier from consideration for UC contracts for a period not to exceed one year. This warranty is in addition to any applicable warranties in Articles 6 and 11 of the UC Terms and Conditions.</p>	25.00%	Yes; No	Yes
Sustainability Questionnaire -	3	<p>* Please confirm your company's commitment to comply with Article 22 - Sustainable Procurement Guidelines of the UC Terms and Conditions which states in part: Supplier will conduct business using environmentally, socially, and economically sustainable products and services (defined as products and services with a lesser or reduced effect on human health and the environment, and which generate benefits to the University as well as to society and the economy, while remaining within the carrying capacity of the environment), to the maximum possible extent consistent with the Agreement, and with the University of California Sustainable Practices Policy (<a href="https://policy.ucop.edu/doc/3100155">https://policy.ucop.edu/doc/3100155</a>) and the University of California Sustainable Procurement Guidelines: <a href="https://www.ucop.edu/procurement-services/_files/sustainableprocurementguidelines.pdf">https://www.ucop.edu/procurement-services/_files/sustainableprocurementguidelines.pdf</a>. A copy is attached.</p>	25.00%	Yes; No	Yes

Sustainability Questionnaire -	4	<p>* Please confirm your company's commitment to comply with Article 12 - Equal Opportunity Affirmative Action of the UC Terms and Conditions which states: Supplier will abide by the requirements set forth in Executive Orders 11246 and 11375. Where applicable, Supplier will abide by 41 CFR §§ 60-1.4(a), 60-300.5(a) and 60-741.5(a), incorporated by reference with this statement: "This contractor and subcontractor shall abide by the requirements of 41 CFR §§ 60-1.4(a), 60-300.5(a) and 60-741.5(a). These regulations prohibit discrimination against qualified individuals based on their status as protected veterans or individuals with disabilities, and prohibit discrimination against all individuals based on their race, color, religion, sex, sexual orientation, gender identity, or national origin. Moreover, these regulations require that covered prime contractors and subcontractors take affirmative action to employ and advance in employment individuals without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status or disability." With respect to activities occurring in the State of California, Supplier agrees to adhere to the California Fair Employment and Housing Act. Supplier will provide UC on request a breakdown of its labor force by groups as specified by UC, and will discuss with UC its policies and practices relating to its affirmative action programs. Supplier will not maintain</p>	25.00%	Yes; No	Yes
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Questionnaire Name: *	Sustainability (Security Questionnaire)
Questionnaire Description:	UC Data Security

QUESTIONNAIRE NAME	SECTION NAME	QUESTION NUMBER	QUESTION TITLE	QUESTION WEIGHT	RESPONSE OPTIONS	AVI-SPL
Sustainability (Security Questionnaire)	-	1	* Each location may ask security questions if applicable prior to purchase of any products from supplier, including, but not limited to the attached. These questions will need to be directed to the Manufacturer and answered by the Manufacturer when applicable prior to purchase. Please confirm your company's commitment to work with the Manufactures to answer these questions upon UC's request?	#####	Yes; No	Yes

<b>Questionnaire Name: *</b>	Sustainability (Accessibility Questionnaire)					
<b>Questionnaire Description:</b>	ADA Compliance					

QUESTIONNAIRE NAME	SECTION NAME	QUESTION NUMBER	QUESTION TITLE	QUESTION WEIGHT	RESPONSE OPTIONS	AVI-SPL
Sustainability (Accessibility Questionnaire)	-	1	* 1.1. For any punch-out catalog, or catalog content provided to UC, that UC personnel would use to review, select, and/or buy the audio/visual equipment, answer the questions in UC's WCAG 2.0 AA Checklist and submit your response as an attachment. Please download at: <a href="https://www.ucop.edu/electronic-accessibility/_files/wcag-2.0-checklist.pdf">https://www.ucop.edu/electronic-accessibility/_files/wcag-2.0-checklist.pdf</a>	33.33%	-	See attached Checklist.

Sustainability (Accessibility Questionnaire)		2	<p>* Hardware purchased by UC should be accessible for people with disabilities and conform with the technical requirements for hardware of Chapter 4 of the Revised Standards of Section 508 of the Rehabilitation Act. <a href="https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#401-general">https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#401-general</a></p> <p>1. Can you work with the OEMs of products to be sold to UC to provide UC a list identifying which products in each product category are accessible upon request? Please provide an example of where you provided a list of accommodations for visual, auditory, and mobility impairment.</p>	33.33%		<p>AVI-SPL partners with companies such as Sennheiser, Chief, Middle Atlantic, Wiremold, Da-Lite, and Vaddio, who provide excellent solutions for visual, auditory and mobility impairment. Solutions include: Wall mounts, swing mounts, height adjustable display mounts, electric height adjust carts, height-adjustable lecterns and desks, ultra-low profile credenzas, screens, speakers and microphones. See the attached "Making AV Technology ADA Compliant" document for more information.</p> <p>AVI-SPL is dedicated to making sure all students have an opportunity to learn, no matter if they are traditional, non-traditional or special needs. Recently, AVI-SPL partnered with Sennheiser (microphone company) to promote learning solutions for Hearing-Impaired Students. <a href="https://blog.avispl.com/avi-spl-blog-posts/learning-solutions-for-hearing-impaired-students/">https://blog.avispl.com/avi-spl-blog-posts/learning-solutions-for-hearing-impaired-students/</a></p> <p>Learning Solutions for Hearing-Impaired Students</p> <p>The following is a guest post from Sennheiser, an AVI-SPL partner that specializes in audio solutions, including those designed for business and education applications. In order to promote integration at universities and other educational institutions. ever better</p>
Sustainability (Accessibility Questionnaire)		3	<p>* If after providing a product to UC, significant accessibility problems are found with a product presented as accessible, will you make an equivalent exchange for alternate accessible equipment?</p>	33.33%	Yes; No	No

<b>Questionnaire Name: *</b>	OMNIA Partners National Program Questionnaire			
<b>Questionnaire Description:</b>	Detailed response to Attachment 1 National Requirements			

QUESTIONNAIRE NAME	SECTION NAME	QUESTION NUMBER	QUESTION TITLE	QUESTION WEIGHT	RESPONSE OPTIONS	AVI-SPL
OMNIA Partners National Program Questionnaire	-	1	* Are you a National Supplier?	0.00%	Yes; No	Yes
OMNIA Partners National Program Questionnaire	-	2	* All National Proposers are required to provide a detailed response to National Requirements Document. Proposers must accept, and comply with, the requirements of the National Requirements Document and all contents. Please read and follow the attached Instructions for Completing National Requirements Document. Provide your response in an attachment in the format required in the instructions. If you are not a National Proposer, please answer N/A.	#####	-	Please see attached Response, Agreement, and Exhibit F, and our Duns & Bradstreet Report.