

ATTACHMENT D – PROJECT CAPABILITY SUBMITTAL CHECKLIST AND FORMAT

The Offeror must complete and submit this checklist along with the Project Capability (PC) Submittal. This PC Submittal Checklist is not counted in the 6-page PC Submittal limit. Failing to answer or answering “No” to any of the questions below may result in disqualification. Offerors may delete the example on attachments D1, D2, and D3 in order to meet the 2 page maximum requirement.

The templates in attachments D1, D2, and D3 MUST be used. Do NOT include any identifying information in the attachment D1, D2, and D3. Information listed under the “Documented Performance” line in attachment D1, D2, and D3 may describe where the Offeror has used the approach or solution previously, and what the results were in terms of verifiable metrics. Offerors may delete the example and this paragraph when completing this document.

Example of response to Attachment D1, D2, and D3 can be found in the Examples Template found in the Buyer Attachment Section of this solicitation.

1. Is your PC Submittal (attachments D1, D2, & D3) a total of 6 pages or less (2 pages maximum per document)?
☒ Yes ☐ No
2. Do you understand that your PC Submittal will NOT contain your firm’s name, specific names of past projects, or information that may be used to identify who your firm is, including employees’ names?
☒ Yes ☐ No
3. Do you understand that you have to use the PC Submittal templates provided in this RFP and that you are NOT allowed to re-create the PC Submittal Templates (cannot alter font size, add colors, add pictures, etc.) or handwrite your responses?
☒ Yes ☐ No
4. Do you understand that your Proposal may be disqualified if you fail to meet any of the above requirements?
☒ Yes ☐ No

ATTACHMENT D (1) – LEVEL OF EXPERTISE (LE) Demonstration

The Level of Expertise Demonstration should demonstrate the Offeror's **capability to meet the project's requirements** through examples of Offeror's past performance. The expertise demonstration examples should be prioritized (list the most important examples first) and should demonstrate Offeror's success on similar projects. The Offeror may add or delete Risk table templates, **but do not exceed the 2-page limit for this section.**

Level of Expertise #1 Example: State Convenience Contact, State A

Documented Performance: The Offeror was awarded a State A government/education contract in 2008. This agreement was initially for a 2-year period with the potential of three, 1-year extensions. All extensions were awarded, and the contract was completed in 2013 with the Offeror in good standing. As a result of the success of this contract, State A expanded the scope of products and services included in its next solicitation. The Offeror's strong performance history and capabilities resulted in a second award from State A. State A's positive experience with the initial contract resulted in the State granting this Offeror a contract with a 5-year term. This second agreement was again successfully completed with the Offeror in good standing. As a result, the Offeror was a successful respondent to a third solicitation in 2019 and was again awarded another 5-year contract. The completed transaction value over the term of these contracts is approximately 17.5 million dollars.

Level of Expertise #2 Example: State Convenience Contact, State B

Documented Performance: The Offeror was awarded a State B contact in 2011 to serve the State's university system statewide. This agreement was initially as a 1-year contract with the potential of four 1-year extensions. All extensions were awarded, and the contract was completed in 2016 with the Offeror in good standing. As a result of the success of this contract, State B expanded the scope products and services included in its next solicitation. The Offeror's strong performance, history and capabilities resulted in a second award from State B. State B's positive experience with the initial contract resulted in the State granting this Offeror a contract with a 5-year term. This second agreement was again successfully completed with the Offeror in good standing. As a result, the Offeror successfully responded to a third solicitation in 2019 and was awarded another 5-year contract.

Level of Expertise #3 Example: Relationship and Metrics Management

Documented Performance: The Offeror utilizes a highly customized configuration of Salesforce® to support all aspects of its customer experience, from order processing and tracking, to contact marketing, analytics and reporting activities. The Offeror's online service portal is built on the Salesforce® Communities™ platform and allows client designated users to create, track and communicate on service requests online via a secure login. The Offeror's online marketplace is built on the Salesforce Commerce Cloud™ platform and therefore seamlessly integrates with all other aspects of the Offeror's Salesforce® core architecture. As a result, online orders are directly routed to order processing for handling. Additionally, authorized users enjoy single sign-on convenience and are able to access the support portable directly from their secure marketplace home screen.

Level of Expertise #4 Example: Other Relevant Experience

Documented Performance: As evidenced above, the Offeror an abundance of experience serving state and municipal governments as well as K12 and Higher Education. It has been doing so for over 20 years. During this time the Offeror has won and successfully maintained multiple long-term convenience contracts for the supply of both products and services, including onsite staffing services. Many of these contracts contain robust reporting, safety and insurance requirements, as well as fee tracking, fee submission and records retention requirements. All such contract has been fulfilled with the Offeror in good standing and many have been the renewed and/or re-award. The Offeror can demonstrate substantial experience with Federal contracts and Fortune 100 firms.

Level of Expertise #5 Example: Culture

Documented Performance: The average tenure of the Offer's staff is 7.17 years. This level of staff retention is unique in the technical industry. Aside from demonstrating the quality of the Offeror's workplace culture, this longevity provides value to our clients. This value is demonstrated in two ways: First, strong customer relationships that are built over time. Second, the kind of deep practical knowledge that only comes with time and a consistence stable working environment.

ATTACHMENT D (2) – RISK ASSESSMENT (RA) PLAN

The Risk Assessment Plan should address the possible risks that the Offeror **does NOT control** when taking on this project. The descriptions should demonstrate the risks Offeror has encountered in similar projects, the solution to that risk, and the Offeror's documented performance with its solution including effects on the overall budget and timelines of the project. The risks should be prioritized (list the greatest risks first). The Offeror may add or delete Risk table templates, **but do not exceed the 2-page limit for this section.**

Risk #1 Description: Network and Data Security

Solution: Salesforce® – Best-in-Class Cloud Base Architecture

Documented Performance with Solution to Risk #1: Network and data security should be at the forefront of every organizations risk management concern and planning. The topic is complex, highly specialized and evolving. Therefore, the Offeror chose the Salesforce® platform for its client relationship management, marketing and e-commerce platform. Salesforce® offers best in class network and date security with the convenience cloud-based access. This approach also provides optimal redundancy and reliability. The Offeror implemented Salesforce® in 2009 and our experience has proven the platform the be both highly reliable and secure.

Risk #2 Description: Scalability and Obsolescence

Solution: Best-in-Class Cloud Base Services with Robust Partner Ecosystem

Documented Performance with Solution to Risk #2: Scalability and obsolescence risk factors with any IT based service/ application. This is especially true within the context and scale of this RFP. The number of products, entities and users create a level of complexity and sophistication that requires a highly flexible, customizable and scalable solution. Fortunately, the Offeror's Salesforce platform addresses these concerns in two ways: First, Salesforce's highly customizable architecture and robust API. Second, Salesforce's ecosystem of application and development partners. The Offeror implemented Salesforce® in 2009 and it has evolved along with the company and its associated business needs.

Risk #3 Description: Delayed Order Processing and Product Shipment

Solution: Automated Workflows and Strong Partner Relationships

Documented Performance with Solution to Risk #3: Timely and efficient order processing is the key to client satisfaction when serving an online marketplace community like the one proposed in this RFP. The Offeror has addressed this risk factor through the implementation of automated workflows. These workflows convert a completed transaction into the proper format for order processing and immediately places the purchase into the order processing queue for handling. The Offeror also maintains strong long-standing direct relationships with key manufacturers to monitor product availability and facilitate prompt shipment.

Risk #4 Description: Slow User Adoption and Lack of Awareness

Solution: Well Designed and Proactive Marketing That Utilizes Best-in-Class Digital Marketing Platform

Documented Performance with Solution to Risk #4: The Offeror has the expertise, marketing tools and technical resources to mitigate for this risk. First, the Executive that leads our marketing team is a 30-year veteran in the field of marketing, public relations and communications. This individual has won multiple national awards and is a Public Relations Society of America Fellow. Second, the Offeror utilizes Salesforce's Marketing Cloud™ (Formerly, ExactTarget) to manage and execute targeted digital marketing campaigns. Third, the Offeror utilizes video capture tools to record and share on-demand, how-to training videos to ease the onboarding process. Finally, the Offeror's sister/partner company is a training and consulting company that specializes in adult learning. These resources are engaged to support and ensure effective and efficient onboarding.

Risk #5 Description: Financial

Solution: Cyber Insurance

Documented Performance with Solution to Risk #5: The Offeror not only meets the insurance requirements as stated in the RFP, but offers the added value and protection of Cyber, Professional Liability and Umbrella coverage in the amount of \$6,000,000 to protect our clients in the event of a loss.

ATTACHMENT D (3) – VALUE ADDED (VA) ITEMS

The Value-Added Items should identify any value-added options or ideas that may benefit the project. The value-added items should be prioritized (identify the most important claims first) and should provide examples of value added options that Offeror has implemented in other similar projects and the documented performance of each value-added item. The Offeror may add or delete Value Added Claim table templates, but **do not exceed the 2-page limit for this section.**

Value Added Item #1: Web Service Portal

How will this add value? Convenient Communication, Service & Status Tracking.

Documented Performance: The Offeror's service portal is built on the Salesforce® Communities™ module which integrates seamlessly with all other features and capabilities of its core Salesforce® platform, including Commerce Cloud™ its Online Marketplace.

This value-added service currently supports: Unlimited User Logins for personalized communication profiles. The ability for users to initiate a Service Case for Return Merchandise Authorization. The ability for users to initiate a Service Case for Onsite Service Callout. Email notification of all communication on cases that the user can customize. A history of all reported cases. Search functionality throughout all cases and the ability to communicate on any case with a Service Coordinator.

Cost Impact (%): None Schedule Impact (%): None

Value Added Item #2: Value Add Reseller

How will this add value? Expanded Product Access, Preferred Pricing & Improved Service.

Documented Performance: The Offeror brings a unique and differentiated value proposition to this RFP. With a 20-years history as a value-added reseller (VAR) the Offeror enjoys the benefit of direct manufacturer relationships and its accompanying benefits. These include, preferred pricing, access to products not offered outside the VAR channel and access to manufacturer direct service relationships that are not typically available to traditional online resellers.

Cost Impact (%): None Schedule Impact (%): None

Value Added Item #3: Training Expertise

How will this add value? Proper Training Improves the Return on Technology Investments, Employee Work Performance & Job Satisfaction.

Documented Performance: Offeror provides a wide variety of traditional, e-classroom or on-demand training & professional development sessions aimed at improving productivity, engagement & increased efficiency. Sessions include technical skills and product knowledge training for clerical & paraprofessionals, supervisory & management preparedness classes ideal for new or nearly new managers, and full leadership development programs ideal for top management and business leaders. Group or individual professional coaching can be done in person or online, and group or individual assessments such as DISC, Myers-Briggs or ELI are additional value-added services available by the Offeror. Both coaching and assessments can be offered as stand-alone services or as supplements to training sessions. The Offeror will work collaboratively with its clients to customize sessions that address the client's needs and desired outcomes.

Cost Impact (%): Fees vary by scope and services selected **Schedule Impact (%):** None

Value Added Item #4: Consulting and Design Services

How will this add value? Reduce Errors & Costs by Ensuring Proper Equipment is Specified.

Documented Performance: The Offeror provides consulting, design and remote implementation services we call, Parts & Smarts. Self-help projects are becoming more common as a method for controlling costs, especially for remote locations. Parts & Smarts is designed to address this need. Services include phone consultation, connectivity and layout drawings and, if desired, system configuration options.

Cost Impact (%): None for implementation. This is option available to end-users. Fees vary by scope and services selected; **Schedule Impact (%):** None

Value Added Item #5: Click or tap here to enter text.

How will this add value? Click or tap here to enter text.

Documented Performance: Click or tap here to enter text.

Cost Impact (%): Click to enter text. **Schedule Impact (%):** Click to enter text.

Attachment E – Marketing/Education Plan

The (Offeror) understands the importance of facilitating an integrated marketing campaign that effectively launches the Online Marketplace National Cooperative Contract and provides a streamline avenue that ensures adoption and successful implementation of the agreement.

The Offeror's goal in responding to this RFP is to provide the state of Utah and OMNIA Partners a differentiated value proposition for the category of: Information Technology-Peripheral Services and Related Products. Increasingly, products in this category are required to support not just the individual, but the presentation and collaboration demands of teams utilizing meeting environments from huddle-spaces to large-group settings. This push to enable the remote worker is driving increased demand for collaborative environments. Accordingly, leadership is demanding meeting facilities that are enabled to serve these changing operational requirements.

The Offeror plans to leverage its long-standing relationships with its commercial audiovisual manufacturers and collaboration technology providers to support this emerging need. The intent is to provide a national marketing effort that goes beyond the traditional sales call and engages manufacturer sales, service and engineering and manufacturer cooperative marketing resources.

In 2009, the Offeror implemented Salesforce® company wide. Salesforce® is a best-in-class enterprise-grade customer relationship management platform that offers a digital marketing automation and analytics module called Marketing Cloud™ (Formerly, ExactTarget). This resource enables the Offeror to leverage its existing contact database, many derived from its long-standing market presence in the Utah and the Northwest region, as well as easily upload integrate and categorize new contact lists for targeted communications. Application of this service will leverage and best position the following outreach services:

- Newsletters that feature applicable products in the contract
- Promotions for products in the contract
- E-Blasts letting Procurement officials know what products are oin the contract
- Case studies, best-practice applications targeted to specific contacts and/or timeframes
- Onboarding services and support marketing

With all the above actions, the Offeror can develop co-branded campaigns to track the effectiveness of the individual campaign activities. Additionally, the Offeror can include the Online Marketplace National Cooperative Contract and OMNIA Partners logos on a wide variety of customer communications.

Once awareness is generated around the Online Marketplace National Cooperative Contract website, the Offeror can perform several actions to encourage the use of the Marketplace:

- Ease of use Surveys
- Feature Improvements
- “How to” tips and best application highlights, print and video
- Training

Salesforce® has robust and customizable reporting capabilities. These reports may be presented to demonstrate the effectiveness of the Online Marketplace National Cooperative Contract. Examples include:

- Usage Report by Entity
- Cost Savings by Category

These reports can then be presented in a Dashboard format that provides real time data. This data could also then be used to provide a graphical representation of usage of the Online Marketplace National Cooperative Contract to further promote use in the associated state or in other participating states.

The Offeror is a value-added reseller specializing in commercial audiovisual products and services. Historically, it has had a regional focus within the Pacific Northwest and Rocky Mountain region but maintains a national reputation. Due to our competitive pricing, quality workmanship and excellent customer service, long-standing clients have asked that we service their needs nationally.

The Offeror values the opportunity to mutually develop businesses opportunities by working in conjunction with OMNIA Partners in marketing the Master Agreement. It will work with the OMNIA Partners to develop co-branded campaigns and work with their sales teams to include such activities as sales calls, training sessions and attending, exhibiting and participating in co-branded tradeshows.

Streamlined, Efficient Processes:

The Offeror efficiently manages its order processing and most transactions are fully processed within 24-hours of receipt. Product ships directly from the manufacturer warehouse and expectations are that most orders will ship within the timeframe specified with the RFP. Many of our manufacturer partners have distributions centers strategically positioned across the U.S to reduce shipping cost and minimize delay.

Our company mission is to conduct business differently. We have three simple goals:

1. To be profitable and share the prosperity with others
2. To maintain good relationships with our customers, business partners and employees through mutual respect, truth and integrity
3. To provide a quality product with a high level of customer service.

In short, we strive to be the company with which: Customers want to buy. Employees want to work with. Businesses want to partner. We believe that we will be successful if we are patient, persistent and consistent in our pursuit of this mission.

1.1 Requirement

The Chariot Group (Supplier) has read, understands and will meet all the requirements as shown in Attachment G: Exhibit A, 1.1.

1.2 Marketing, Sales and Administrative Support

The Supplier understands the importance of Marketing the Online Marketplace National Cooperative Contract. The Supplier will utilize several integration tools that it has available to promote the Contract. The two main tools the Supplier has available are Salesforce, a customer relationship management platform, and Marketing Cloud™ (Formerly, Exact Target) a Salesforce digital marketing automation and analytics module. Utilizing Salesforce, we can leverage our existing database and, in combination, conveniently and seamlessly add Procurement Officials from other lists. Once included in the database we can perform the following actions:

- Newsletters that feature applicable products on the contract
- Promotions for products in the contract
- E-Blasts letting Procurement officials know what products are in the contract
- Case Studies of projects that have utilized the contract.
- “How to” tips for new and existing users

With all the above actions the Supplier can develop co-branded campaigns to track the effectiveness of the listed or unlisted actions (e.g. direct Mail, flyers). In addition, the Supplier will include the OMNIA Partner’s Logo on a variety of marketing, sales and services communications to users of the Online Marketplace National Cooperative Contract.

The Supplier appreciates the opportunity to work with the OMNIA Partners team and the value the expertise it has gained promoting other agreements of this type.

Once usage data is available, the Supplier is then capable of providing usage data to the OMNIA Partner’s team to demonstrate usage in participating states to other states who may have expressed an interest in the National Contract. We will work with the OMNIA Partners to develop co-branded campaigns and work with their sales teams to include such activities as sales calls, training sessions and attending, exhibiting and participating in co-branded tradeshows. The Supplier understands and agrees to pay an administrative fee of 3% of either the, Contract Sales under the Master Agreement, or the Guaranteed Contract Sales, whichever is greater.

1.3 Estimated Volume

The Supplier understands the estimated value associated with the contract and further understands that there is no minimum or guarantees.

1.4 Award Basis

The Supplier understands and accepts the terms stated in the award basis.

1.5 Objectives of Cooperative Program

The Supplier understands and is fully supportive of the objectives of the cooperative program through OMNIA Partners, Public Sector.

2.1; 2.2; 2.3 Corporate, Pricing & Sales Commitment

The Supplier understands and is fully supportive of the success of the Master Agreement for all Participating Public Agencies.

3.1 The Supplier Response Company

A. Brief history and description of The Supplier.

The Chariot Group was incorporated in the state of Alaska in 1999. Its area of expertise is commercial audiovisual products and services. It is jointly owned and operated by its co-founders, Rick Thomas, President and CEO, and Denise Thomas, CFO.

Our company mission is to conduct business differently. We have three simple goals:

1. To be profitable and share the prosperity with others
2. To maintain good relationships with our customers, business partners and employees through mutual respect, truth and integrity
3. To provide a quality product with a high level of customer service.

In short, we strive to be the company with which: Customers want to buy. Employees want to work with. Businesses want to partner. We believe that we will be successful if we are patient, persistent and consistent in our pursuit of this mission.

With these values in place, from its beginning to present day, the Supplier has consistently maintained a high client retention rate. Some long-standing customers include, ConocoPhillips, BP Alaska, state of Alaska, state of Utah, state of Oregon, and many other organizations including universities, k-12 and local businesses.

The Supplier has held state-wide contracts with both the state of Utah and the University of Alaska since 2008, and service contracts with Fortune 100 customers since 2004. The Supplier often provides its services, including installation, across the United States in service of our national/international enterprise customers.

Likewise, the Supplier is a Value-Added Reseller (VAR) that has developed and maintains long-standing manufacturer relationships, which allows it to obtain lower pricing and escalated prompt technical/customer service, when needed. Some long-standing manufacturers include SMART Technologies, Inc., Extron Electronics, Christie Digital Systems and Da-Lite Screen Company.

In 1999, the Supplier began as a 2-person home-based business selling audiovisual products only. Throughout the last 20 years, it has continued to grow its offerings and staffing in response to market opportunities and customer requests. In 2001 and 2004, the Oregon and Utah branch offices were opened, respectively. In 2009, the Supplier implemented a cloud-based, company wide deployment of Salesforce® to improve productivity, efficiency, communication and workflow. At the request of a manufacturer, it also registered to do business in the state of Washington. By 2010, the Supplier had established itself as a full-service audiovisual solutions provider for “turn-key” collaboration system. As a result, it expanded its service offerings of consulting, design, and installation to include service maintenance contracts. In 2013, the Supplier began staffing on-site service technicians at enterprise businesses. And, in 2015, at the second request of a manufacturer, the Supplier registered to do business in the state of Idaho.

The Supplier continues to support and respond to market opportunities and customer’s requests by adding new product lines, services and/or staff expertise. In the last three years, it has expanded its office space to accommodate an increase in staffing in all departments; technical, design, sales and customer support. It deployed an online customer service portal, a Salesforce® module called Communities, which we branded MySupport™. This service allows customers to report, communicate and track service requests such as on-site service calls and return merchandise authorizations. Most recently, in 2018, the Supplier installed a voice-over-internet cloud-based telecommunication system, which allows all locations to act as one unified company, able to service any customer from any location. These cloud-based platforms also permit virtually unlimited scalability.

B. Total number and location of salespersons employed by The Supplier

The Supplier has 12 staff members that perform sales and quoting activities. Locations and staffing numbers are as follows:

- Anchorage, Alaska – 9
- Salt Lake City, UT – 3
- Bend, OR – 1

Corporate Headquarters	Branch	Branch
The Chariot Group, Inc. 3120 Denali Street, Suite1 Anchorage, Alaska 99503	The Chariot Group, Inc. 2818 NW Windham Loop Bend, Oregon 97703	The Chariot Group, Inc. 318 West Quail Trax Place Murray, Utah 84107

C. Number and location of support centers and location of corporate offices

Corporate Office: The Chariot Group, Inc.
3120 Denali Street, Suite1
Anchorage, Alaska 99503

Service Centers:

The Chariot Group, Inc.
3120 Denali Street, Suite1
Anchorage, Alaska 99503

The Chariot Group, Inc.
318 Quail Trax Place
Murray, Utah 84107

Web Portal Support: MySupport™ currently offers these functions:

- Personalized User Logins
- Service Case creation for Return Merchandise Authorization
- Service Case creation for Onsite Service Callout
- Listing of Service Cases by status
- Service Case search functionality
- Ability to Chatter™ on a case to the Service Coordinator
- Email notification of Salesforce® Chatter™ on Service Cases

A Participating Entity may contact the Service Desk via several different methods, depending on their preference and urgency:

- Login to MySupport and create a Service Case
- Toll-free number, 1-877-822-5300, with options to speak to an Operator, various departments (including Service & Support) or direct dial an extension.
- Department group email: support@chariotgroup.com

Service Hours:

- MySupport – 24/7 Web Service Portal
- Service Desk (Staffed) hours– 6:00 am to 6:00 pm MT

D. Annual sales for the three previous fiscal years

2017 \$10,703,971.98

2018 \$ 9,372,627.15

2019 \$11,029,832.18

E. Submit FEIN and Dunn &Bradstreet Report

FEIN Number: 92-0169059

D&B Report: Attached

F. Describe any green or environmental initiatives or policies.

The Supplier reduces paper use through software that includes document and record management, document scanning and workflow. In addition, our field installation and service technicians are issued tablets and laptop computers to replace previously used paper-based forms. Often the manufactures we partner with have their own electronic waste programs.

We also have a paper, cardboard and electronic/technology recycling programs in place.

G. Diversity Programs

The Supplier complies with federal and state laws regarding equal opportunity. This includes decisions related to recruitment, hiring, placement, promotion, termination, transfer, leaves of absence, compensation, training and all other benefits of employment. Furthermore, we will make reasonable accommodations for qualified individuals with known disabilities or religious needs whenever possible. Pricing programs are not affected.

H. Historically Underutilized Business (HUB)

The Supplier does not hold any HUB certification.

I. Describe how the Supplier differentiates itself from its competitors.

The Supplier is an Alaskan-owned and operated company that has served both enterprise and government customers from our earliest day. We specialize in connecting people and ideas with an emphasis on ease of use. Our area of expertise is commercial multimedia and collaboration solutions. The Supplier provides the consulting services and presentation products necessary to enhance an organization's ability to effectively communicate its message.

J. Describe any present or past litigation, bankruptcy or reorganization involving the Supplier.

The Supplier has not been and is not presently involved in any litigation, bankruptcy or reorganization.

K. Felony Conviction Notice

The Supplier is a privately held corporation and is not owned or operated by anyone who has been convicted of a felony. The company also conducts background checks and drug testing on all new hires.

L. Debarment or Suspension

The Supplier has no debarment or suspension actions.

3.2 Distribution, Logistics

A. Describe the full line of products and services offered by the Supplier; pricing is only to be provided in the cost proposal.

The Supplier's intent to provide OMNIA Partners a differentiated value proposition for the category of: Information Technology-Peripheral Services and Related Products. A Line-card of products and services is below:

Connecting People And Ideas...

Services:
Consulting
Design
Installation
Service & Maintenance
Training

Video/Audio Conferencing:
Boardrooms
Meeting Rooms
Desktop
Mobile
Training Rooms
Emergency Operation Centers

Display Products:
Digital Signage Systems Multimedia Projectors
Large Format Monitors
Rear Projection Systems
Video Wall Systems
Retail Displays/Interactive Screens

Education Services:
Professional Development
SMART Training

Education Software:
SMART Notebook
SMART amp, Collaborative Learning

Business Software
Meeting Pro, TeamWorks,
Collaboration and Video Solutions

Presentation Peripherals:
Interactive Displays
Document Cameras
Audience Response Systems Audio Systems
AV Furniture/Carts
Projection Screens
Connectivity Solutions
Mounting Brackets
Projector Lamps
Cables
Cases

Manufacturers

1 Beyond	Epson	Polycom
AMX	Extron	Premier Mounts
Audix	FSR	RevolabsRGB
BalanceBox	For The Record JBL	Spectrum SAMSUNG
BiAmp	GlobalMed	Sanus
C2G	LG	SHARP
Chief	Liberty Wire & Cable	SMART Technologies
Christie Digital	LifeSize	Sonic Foundry
Clear One	LightSpeed	SurgeX
ClockAudio	Mersive	Symon
Connectrac	Middle Atlantic	Vaddio
Crestron	NEC	VFI
Da-Lite Draper	Nureva	Visix
Dukane	Peerless	WolfVision Williams
Elmo	Planar	Sound

Alaska: 907.222.5300

Pacific Northwest: 503.848.2400

Idaho: 801.733.9477

Utah: 801.733.9477

EST. 1999

We offer Education and GSA pricing.

877.822.5300
chariotgroup.com

THE CHARIOT GROUP

An Audiovisual Services Company

B. Provide details of any minimum order requirements, free goods program, and any other general offers or requirements (excluding information specific to price).

The Supplier's minimum order is \$25.00. Some manufactures do offer free freight on a minimum threshold. Discounts will be applied when a qualifying order is received.

C. In detail, describe any and all compliance and reporting methods that can be utilized by participating agencies to include available digital analytics.

The Supplier has been complying with contract reporting requirements since its inception. As part of its month-end closing schedule, it routinely compiles monthly and quarterly reporting for both manufacturers and customers alike. From Health and Safety reporting requirements by large enterprise contract customers to Point-of-Sale reporting required by both vendors and customers, The Supplier has the systems and procedures in place to capture and report the necessary information.

Data is recorded in both the Enterprise Grade Accounting Software and the CRM platform Salesforce®. Using data field filters and field logic, both platforms have the capability to create customized reports in summary and/or detail. The custom reports are exported to an excel format, reviewed for accuracy, then distributed to the contract parties in the required method/format. After submitting the reports, the usage fees are calculated and entered into the accounting software as a scheduled bill to be paid as dictated by the contract. The Supplier processes its payment liabilities weekly and can accommodate any method of payment required whether it is by check, credit card, e-check or ACH payment.

Michele Berns, Staff Accountant, has been with the company since 2015 as a member of the Finance Team and reports directly to Denise Thomas, CFO. Berns is responsible for all contract reporting compliance. Michele Berns can be reached via the Corporate Office main number 907-222-5300 ext. 5512 or via email at Reporting@chariotgroup.com.

D. In detail, describe any and all abilities that both the Supplier and the participating agency can restrict items as needed. Include any ability for agencies to select available categories.

The Supplier's e-commerce website is able to assign specific products groupings and pricelists to an agency. A list is typically made up of three things: the contact, manufacturer, and product grouping (for example, Agency Name (Utah DOT) + Manufacturer (SMART Technologies) + Product Grouping (Interactive products).

If products need to be restricted, the agency would contact the Supplier to discuss what needs to be restricted and to whom. The Supplier will manage this restriction internally.

E. Describe how the Supplier proposes to distribute the products/service nationwide. Include any states where products and services will not be offered under the Master Agreement, including U.S. Territories and Outlying Areas.

In most cases the Supplier will order and ship product directly from the manufacturer or their designated distributors. Many have multiple distributions facilities located strategically through the United States.

There is currently only one manufacturer that restricts distribution of their product based on geography, SMART Technologies. SMART limits the distribution of its Education products to authorized dealers within a designated geography. They do not place any restrictions on their Enterprise line of products.

Extron currently does not allow ecommerce sales of their products. This restriction applies to secure negotiated sites as well.

F. Without describing specific pricing at this time, describe how Participating Agencies ensure they will receive the Master Agreement pricing; include all distribution channels such as direct ordering, retail or in-store locations, through distributors, etc. Describe how Participating Agencies verify and audit pricing to ensure its compliance with the Master Agreement.

Each participating State/Entity Users will access their securely stored User Profile with a unique custom login to view their State/Entity's specific electronic product-awarded catalog. The product catalog will include manufacturer's name, product name, product price, photos and descriptions. This e-commerce website is directly linked to their User Profile. All channels of ordering, even dial-in, tie to this profile, ensuring proper pricing is applied.

G. In detail, describe the Supplier's digital portal and how it differs from competitors.

The Supplier has been using Salesforce® to serve its end-to-end requirements since 2009, with every member of its staff fully trained on its utilization. From individual user and account relationship management, to product information maintenance, quote creation, order tracking and financial reporting, Salesforce® is utilized companywide for all aspects of the business.

The Salesforce® Commerce Cloud™ online marketplace allows users to create custom order templates to facilitate convenient and efficient transactions for frequently ordered items. This system also allows the Supplier to build custom *Kits* (bundles) and *Dynamic Kits* (Configurable Bundles) to support convenient and efficient transactions for entities/agencies that have standardized on specific product configurations.

Additionally, the supplier offers single sign-on to my MySupport™, support portal, to designated users from within the user's marketplace account. The Supplier's B2B cloud-based customer service portal is built on a Salesforce® module called Communities™, Supplier branded, MySupport™. This 24/7 support portal offers customers a customized self-service option to open, track and manage trouble tickets, service calls and Return Material Authorizations (RMAs)

On this secure and customized customer-facing e-commerce website, Participating State/Entity Users will access their User Profile with a unique custom login to view their State/Entity's specific electronic product-awarded catalog. The product catalog will include manufacturer's name, product name, product price, photos and descriptions. The User will also be presented with General Contract and Reseller Contact Information, Key Product Notifications, such as new products, and available training resources.

The Supplier team strives to assist customers in efficiently acquiring the products and services they need to be successful. Often, that includes training for end users to ensure quick and easy adoption of collaborative solutions. Because it frequently develops and provides customer training through a variety of methods, in-person, online, with videos or instructional manuals, the Supplier is confident it can offer the necessary training(s) on the website use to support a successful implementation for each participating Agency and State.

Each User Profile will store User information including; the Participating State/Entity in which they are ordering from, quotes and items in their online shopping cart, order status, order history and order tracking. Products can be purchased on-line via a User's stored credit card information or by purchase order.

Access to the Supplier B2B Salesforce® Commerce Cloud will not require any additional software, license, or cost to the State and will be available 24/7 except for scheduled maintenance.

H. Identify all other companies that will be involved in processing, handling or shipping the products/service to the end user.

The Supplier will process all orders that are received. The order department will then order the appropriate items from the Manufacturer directly. The products are then shipped directly from the manufacturer to the customer via the designated method.

I. Provide available ordering methods – online ordering, order tracking, search options, and order history.

The Supplier's E-commerce website allows users to build an online cart for quick ordering of products. Products offered are organized by type and are quickly searchable via a search field. Related products are also easily found on the product listing. Should a user need help selecting the correct products, the sales team at the Supplier can assist the customer in modifying and cart the user created or build an online cart for the user and directly send the cart for review and checkout.

Another alternative to the site allows for requesting a custom quote. The user would fill out the request form on the site for a member of the sales team to begin working to define the products the customer needs.

The website will contain all past orders, allowing for easy one click re-orders and order tracking information. Once a cart has been in pending status for 24-hours an automated notice is generated and sent to the Supplier staff, prompting a client follow-up call from our sales team.

J. Provide available payment terms.

Terms are Net 30. Equipment is invoiced, or in the case of a credit card, charged upon shipment. Service are invoiced/charged upon delivery.

K. Indicate if payment will be accepted via credit card. If so, may credit card payment(s) be made online? Also state any convenience fees, if allowable, per the Visa Operating Regulations.

Credit Cards are accepted through the secure website and via telephone. A convenience fee of 2.75% will be charged on all credit card orders. This policy permits the Supplier of offer lower overall pricing on products providing better value to those using other forms of direct payment.

L. Provide the number, size and location of The Supplier's distribution facilities, warehouses and retail network as applicable.

The Supplier sources products directly the manufacture or its authorized distributor. Many maintain multiple distribution centers that are strategically positioned reduce shipping cost and speed delivery.

3.3 Marketing and Sales

A. Provide a detailed ninety-day plan beginning from award date of the Master Agreement describing the strategy to immediately implement the Master Agreement as the Supplier's primary go to market strategy for Public Agencies to the Supplier's teams nationwide, to include, but not limited to:

- i. Executive leadership endorsement and sponsorship of the award as the public sector go-to-market strategy within first 10 days:

The Supplier, upon award, will immediately initiate an internal awareness campaign and implement discovery sessions among executive leadership and key partner members as the foundation of the long-term effort.

- a. D1: Immediate notification of the entire executive team announcing the partnership.
- b. D2 – 4: Confirmation of key team members, responsibilities and collaborations. Confirm a 30/60/90 discovery and implementation timeline and identify key milestones.
- c. D2 – 7: Draft news release for team review/approval including quotes of support/goals from key executives.
- d. D7 – 10: Approval of announcement news release and distribution. Industry and potentially regional media pitches.

- ii. Training and education of The Supplier's national sales force with participation from the Supplier's executive leadership, along with the OMNIA Partners, Public Sector team within first 90 days:
The Supplier, upon award, will immediately initiate an awareness campaign and implement discovery sessions among its staff and the executive and sales staff of its manufacturer partners. It will also provide its partners with digital sales tools to support contact awareness.

B. Provide a detailed ninety-day plan beginning from award date of the Master Agreement describing the strategy to market the Master Agreement to current Participating Public Agencies, existing Public Agency customers of The Supplier, as well as to prospective Public Agencies nationwide immediately upon award, to include, but not limited to:

The Supplier is positioned to immediately implement a robust awareness program to identified constituencies, both immediate users and potential future users, that will build momentum and excitement surrounding the capabilities of the product. We utilize a multi-tiered, layered approach offering the ability to channel market both broadly and streamlined depending on the nature and need of the communication. By strategically leveraging the strength of each communication method, The Supplier is able effectively inform, educate and inspire. This includes but is not limited to:

- i. D1 – 5: Creation and distribution of a co-branded press release to trade publications and select local media, where appropriate
 - a. D90 Development of co-branded e-communications/e-templates/e-newsletters
 - b. D30 Create a regular topic-specific blog for Thestriveproject.com, a sister company to The Supplier
- ii. D10 – 30: Announcement of the agreement and Master Agreement details and contact information published on The Supplier’s website
- iii. Design, produce and distribute co-branded marketing materials D60-90:
 - a. D45: Development of “first up” fact sheet featuring the key benefits of the contract specifications and how to get involved.
 - b. D90: Development of a “quick tips” fact sheet related to the contract to highlight how to prepare for participation and highlighting key features.
 - c. D90: Create and launch “how to” videos for constituencies hosted on The Supplier web site.
- iv. Commitment to attendance and participation with OMNIA Partners, Public Sector at national (i.e. NIGP Annual Forum, NPI Conference, etc.), regional (i.e. Regional NIGP Chapter Meetings, Regional Cooperative Summits, etc.) and the Supplier-specific trade shows, conferences and meetings throughout the term of the Master Agreement: Agreed
- v. Commitment to attend, exhibit and participate at the NIGP Annual Forum in an area reserved by OMNIA Partners, Public Sector for partner the Suppliers, with a commitment to provide reasonable assistance to the overall promotion and marketing efforts for the NIGP Annual Forum, as directed by OMNIA Partners, Public Sector: Agreed
- vi. Ongoing marketing and promotion of the Master Agreement throughout its term: Agreed.

- vii. Dedicated OMNIA Partners, Public Sector internet web-based homepage: Agreed
 - a. OMNIA Partners, Public Sector standard logo;
 - b. Copy of original Request for Proposal;
 - c. Copy of Master Agreement and amendments between Principal Procurement; Agency and The Supplier;
 - d. Summary of Products and pricing;
 - e. Marketing Materials;
 - f. Electronic link to OMNIA Partners, Public Sector's website including the online registration page;
 - g. A dedicated toll-free number and email address for OMNIA Partners, Public Sector
- viii. Additional consideration at the 90-day mark may include:
 - a. Creation and distribution of a co-branded, geo-targeted social media campaign throughout the term of the Master Agreement
 - b. Content creation to generate targeted social media dialogue
 - c. Creation and distribution of co-branded select feature stories pitched to key trade publications
 - d. Feature story in The STRIVE Magazine, a sister company of The Supplier distributed online and viewed in 111 countries.
 - i. magazine.thestriveproject.com
 - ii. thestriveproject.com/map
 - e. Regular updates related to the contract posted to The Supplier's web site

C. Describe how The Supplier will transition any existing Public Agency customers' accounts to the Master Agreement available nationally through OMNIA Partners, Public Sector. Include a list of current cooperative contracts (regional and national) The Supplier holds and describe how the Master Agreement will be positioned among the other cooperative agreements.

The Supplier does not presently participate in any purchasing cooperatives that would impede in the success of promoting and encouraging use of the Master Agreement.

D. Acknowledge the Supplier agrees to provide its logo(s) to OMNIA Partners, Public Sector and agrees to provide permission for reproduction of such logo in marketing communications and promotions. Acknowledge that use of OMNIA Partners, Public Sector logo will require permission for reproduction, as well.

The Supplier agrees to provide logos to OMNIA Partners, Public Sector and provides permission to reproduce logos in marketing communications and promotions. Further, The Supplier will seek permission for the use of the OMNIA Partners, Public Sector logo for the purpose of marketing communications and promotions.

E. Confirm the Supplier will be proactive in direct sales of the Supplier's goods and services to Public Agencies nationwide and the timely follow up to leads established by OMNIA Partners, Public Sector. All sales materials are to use the OMNIA Partners, Public Sector logo. At a minimum, the Supplier's sales initiatives should communicate:

- i. Master Agreement was competitively solicited and publicly awarded by a Principal Procurement Agency**
- ii. Best government pricing**
- iii. No cost to participate**
- iv. Non-exclusive**

The Supplier confirms that the Master Agreement will be proactively used, and all leads will be followed up on in a timely matter. Further, the Supplier confirms all sales initiatives will communicate that the Master Agreement was competitively solicited and publicly awarded by a Principal Procurement Agency, that it contains best customer pricing, there is no cost to participate and that the Master Agreement is Non-exclusive.

F. Confirm the Supplier will train its national sales force on the Master Agreement. At a minimum, sales training should include:

- i. Key features of Master Agreement**
- ii. Working knowledge of the solicitation process**
- iii. Awareness of the range of Public Agencies that can utilize the Master Agreement through OMNIA Partners, Public Sector**
- iv. Knowledge of benefits of the use of cooperative contracts**

The Supplier confirms that it's national sale team will be trained on the key features of the Master Agreement, will have a working knowledge of the solicitation process, they will be aware of the range of Public Agencies that can utilize the Master Agreement and will have the knowledge of the benefits of using the cooperative contract.

G. Provide the name, title, email and phone number for the person(s), who will be responsible for:

Executive Support Rick Thomas President & CEO Rick.Thomas@chariotgroup.com 907-222-5300	Executive Support Denise Thomas CFO Denise.Thomas@chariotgroup.com 907-222-5300
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Marketing Kelsey Donlan Marketing & Events Coordinator KelseyDonlan@chariotgroup.com 907-222-5300	Sales Heather Cortez Senior Account Manager Heather.Cortez@chariotgroup.com 907-222-5300
Sales Support Erin Pesznecker, Service Coordinator Erin.Pesznecker@chariotgroup.com 907-222-5300	Financial Reporting Michele Berns Staff Accountant Michele.Berns@chariotgroup.com 907-222-5300
Accounts Payable Michele Berns Staff Accountant Michele.Berns@chariotgroup.com 907-222-5300	Contracts Denise Thomas CFO Denise.Thomas@chariotgroup.com 907-222-5300

H. Describe in detail how the Supplier's national sales force is structured, including contact information for the highest-level executive in charge of the sales team.

The Supplier has a national reputation for quality workmanship and business practices. However, our business activities have been primarily regional, focused on the Northwest Region, Utah and Idaho. As such, we will work in tandem with our manufacturer partners to achieve to national sales reach required by this RFP.

Executive: Rick Thomas, President & CEO

I. Explain in detail how the sales teams will work with the OMNIA Partners, Public Sector team to implement, grow and service the national program.

The Supplier will coordinate efforts with our manufacturer partners and OMNIA representatives to implement, grow and service the national program. This effort will be coordinated with the lead sales executive of key manufacturer partners, allowing all parties to benefit by leveraging individual manufacturer relationships.

J. Explain in detail how the Supplier will manage the overall national program throughout the term of the Master Agreement, including ongoing coordination of marketing and sales efforts, timely new Participating Public Agency account set-up, timely contract administration, etc.

The Supplier will identify and define the process workflows required to consistently and proactively support the requirements of the agreement and optimize the customer experience. It will then add the necessary functions, reminders and event triggers to it workflow automation to support this effort. This will be done in conjunction with the appropriate staff development activities.

K. State the amount of the Supplier's Public Agency sales for the previous fiscal year. Provide a list of The Supplier's top 10 Public Agency customers, the total purchases for each for the previous fiscal year along with a key contact for each.

The schedule and related totals below are comprised of municipal, state, federal and non-profit entities.

2019 Public Sales: \$4,889,711.25
 2019 Top 10 Sales: \$3,601,311.97
 2019 Utah Contract Sales: \$2,239,047.42
 (Utah Contact: MA 538)

Alyeska Pipeline Service Company (Federal – National Security Asset)	2019 Sales: \$704,798.98 Contact: Cheri Esposito Cheri.Esposito@alyeska-pipeline.com 907-727-6826
Alaska USA Federal Credit Union (Non-Profit)	2019 Sales: \$659,782.01 Contact: Doug Horner D.horner@alaskausa.org 907-646-6852
Providence St. Joseph Health (Non-Profit)	2019 Sales: \$618,998.44 Contact: Crystal Upton Crystal.Upton@providence.org 907-212-2853
University of Alaska System	2019 Sales: \$543,099.76 Contact: Kelly Gitter Klgitter@alaska.edu 907-450-8390
Carroll Communications (8A) (Federal)	2019 Sales: \$336,415.75 Contact: Tony Piacente Tonyp@carrollcommunications.guru 301-785-0133
University of Alaska, Fairbanks (Federal)	2019 Sales: \$214,391.50 Contact: Artem Zhdanov Avzhdanov@alaska.edu 907-474-2727
Oregon Institute of Technology	2019 Sales: \$182,848.01 Contact: Scotty Hayes Scotty.Hayes@oit.edu 541-885-1470
Cook Inlet Tribal Council (Alaska Native Agency)	2019 Sales: \$128,683.00 Contact: Pita Benz Pbenz@citci.org 907-360-2705

SOU, Department of Human Services	2019 Sales: \$117,578.33 Contact: Mark Brasher Mbrasher@utah.gov 801-538-4001
Bering Straits School District	2019 Sales: \$94,176 Contact: John Weemes Jweemes@bssd.org 907-624-4243

L. Describe the Supplier’s information systems capabilities and limitations regarding order management through receipt of payment, including description of multiple platforms that may be used for any of these functions

The simplicity of the Supplier ecommerce information system infrastructure is its strength, Salesforce®. The Salesforce platform combined with the native integration of its Communities™, Marketing Cloud™ and Commerce Cloud™ model allows for all unlimited scalability and flexibility with the convenience of a cauterized database. The Supplier utilizes QuickBooks Enterprise as in finance platform.

M. Provide the Contract Sales (as defined in Section 10 of the OMNIA Partners, Public Sector Administration Agreement) that the Supplier will guarantee each year under the Master Agreement for the initial three years of the Master Agreement (“Guaranteed Contract Sales”).

- \$100,000.00 in year one
- \$100,000.00 in year two
- \$100,000.00 in year three

The Supplier clearly expects to do much greater volume than the amounts stated above. However, given the fact that the Supplier does not have authority over the operations of other parties critical to the success of the agreement it would be irresponsible to provide a guarantee commensurate with the agreement’s potential.

To the extent The Supplier guarantees minimum Contract Sales, the administration fee shall be calculated based on the greater of the actual Contract Sales and the Guaranteed Contract Sales.

N. Even though it is anticipated many Public Agencies will be able to utilize the Master Agreement without further formal solicitation, there may be circumstances where Public Agencies will issue their own solicitations. The following options are available when responding to a solicitation for Products covered under the Master Agreement.

- i. Respond with Master Agreement pricing (Contract Sales reported to OMNIA Partners, Public Sector).**
- ii. If competitive conditions require pricing lower than the standard Master Agreement not-to-exceed pricing, The Supplier may respond with lower pricing through the Master Agreement. If the Supplier is awarded the contract, the sales are reported as Contract Sales to OMNIA Partners, Public Sector under the Master Agreement.**
- iii. Respond with pricing higher than Master Agreement only in the unlikely event that the Public Agency refuses to utilize Master Agreement (Contract Sales are not reported to OMNIA Partners, Public Sector).**
- iv. If alternative or multiple proposals are permitted, respond with pricing higher than Master Agreement, and include Master Agreement as the alternate or additional proposal.**

Detail the Supplier's strategies under these options when responding to a solicitation.

The Supplier will evaluate each solicitation independently and will respond in the manner that best serves the entities stated requirements.

Chariot Group Inc., The

DUNS: 09-349-6292

Quick View Report

Company Information

3120 Denali St Ste 1
Anchorage, AK 99503

This is a **headquarter** location.
This business has additional branches;
detailed branch information is available
in D&B's linkage or family tree products.

Website www.chariotgroup.com
Telephone (907) 222-5300
Chief Executive: DIRECTOR(S): THE OFFICER(S)
Stock Symbol: NA
Year Started 1999
Employees 37

Financial Statement

Sales NA
Net Worth NA
History: NA
Financial Condition: NA
Financing: NA
SIC: 5999
Line of Business: Ret misc merchandise

Corporate Family:

This business is a headquarter of the corporate family.

Scores

PAYDEX®

62



21 days beyond terms



Based on up to 24 months of trade.

D&B PAYDEX® Key



High risk of late payment
(average 30 to 120 days beyond terms)



Medium risk of late payment
(average 30 days or less beyond terms)



Low risk of late payment
(average prompt to 30+ days sooner)

Credit Limit Recommendation

Risk Category
Low

Conservative Credit Limit
\$30k
Aggressive Credit Limit

\$60k



D&B Rating ®

Rating
1R3

Number of employees: **1R** indicates 10 or more employees
Composite Credit Appraisal: **3** is fair

The credit rating was assigned based on D&B's assessment of the company's financial ratios and its cash flow. For more information, see the D&B Rating Key.

Below is an overview of the company's rating history since 10/18/2005

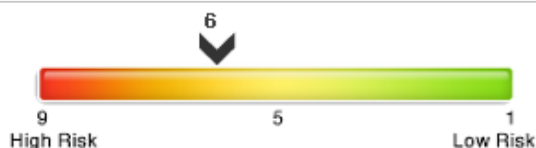
D&B Rating	Date Applied
1R3	2016-10-25
1R2	2016-04-25
1R3	2012-04-09
1A3	2010-01-29
1A2	2009-03-09
3A2	2008-03-20
2A2	2007-01-18
2R3	2006-10-17
1A1	2006-01-17
2R3	2005-10-18

The Summary Analysis section reflects information in D&B's file as of February 5, 2020

D&B Viability Rating

6

Viability Score



Compared to ALL US Businesses within the D&B Database:

- Level of Risk: **Moderate Risk**
- Businesses ranked 6 have a probability of becoming no longer viable: **13%**
- Percentage of businesses ranked 6: **30%**
- Across all US businesses, the average probability of becoming no longer viable: **14%**

8

Portfolio Comparison



Compared to ALL US Businesses within the D&B Database:

- Model Segment: **Established Trade Payments**
- Level of Risk: **High Risk**
- Businesses ranked 8 within this model segment have a probability of becoming no longer viable: **11%**
- Percentage of businesses ranked 8 within this model segment: **13%**
- Within this model segment, the average probability of becoming no longer viable: **5%**

B

Data Depth Indicator



Data Depth Indicator:

Rich Firmographics
Extensive Commercial Trading Activity
Basic Financial Attributes

I

Company Profile

Financial Data	Trade Payments	Company Size	Years in Business
Not Available	Available (3+Trade)	Medium	Established

Compared to ALL US Businesses within the D&B Database:

- Financial Data: **Not Available**
- Trade Payments: **Available: 3+Trade**
- Company Size: **Medium: Employees: 10-49 or Sales: \$100K-\$499K**
- Years in Business: **Established: 5+**

History & Operations

History

The following information was reported: **11/03/2018**

Officer(s):
RICHARD A THOMAS, PRES
DENISE L THOMAS, SEC-TREAS

DIRECTOR(S):
THE OFFICER(S)

The Alaska Secretary of State's business registrations file showed that The Chariot Group Inc. was registered as a Corporation on September 3, 1999, under the file registration number 67544D.
Business started 1999. 50% of capital stock is owned by Richard Thomas. 50% of capital stock is owned by Denise Thomas.
RICHARD A THOMAS born 1962. 1999-present active here.
DENISE L THOMAS born 1960. 1999-present active here.

Operations

11/03/2018

Description:

Retails audio-visual equipment (100%).

ADDITIONAL TELEPHONE NUMBER: 907 243-8558.

Terms are cash, check or credit card, on a retainer plus additional billings, on a fee basis and net 30 days. Sells to general public, wholesalers, non profit organizations, commercial concerns and government. Territory : Local.

Nonseasonal.

Employees: 37 which includes officer(s). 26 employed here.

Facilities: Rents 8,000 sq. ft. in a one story brick building.

Location: Central business section on well traveled street.

Branches: This business has additional branches; detailed branch information is available in D&B's linkage or family tree products.

SIC & NAICS

SIC:

Based on information in our file, D&B has assigned this company an extended 8-digit SIC. D&B's use of 8-digit SICs enables us to be more specific to a company's operations than if we use the standard 4-digit code. The 4-digit SIC numbers link to the description on the Occupational Safety & Health Administration (OSHA) Web site. Links open in a new browser window.

5999 0601 Audio-visual equipment and supplies

NAICS:

443142 Electronics Stores

Payments

PAYDEX®

The D&B PAYDEX® is a unique, dollar weighted indicator of payment performance based on up to 28 payment experiences as reported to D&B by trade references.

3 Month PAYDEX®

63 ▲

When weighted by dollar amount, payments to suppliers average 20 days beyond terms.

Based on payments collected over the last 3 months

24 Month PAYDEX®

62 ▲

When weighted by dollar amount, payments to suppliers average 21 days beyond terms.

Based on payments collected over the last 24 months

When dollar amounts are not considered, then approximately 77 of the company's payments are within terms.



High risk of late payment (average 30 to 120 days beyond terms)



Medium risk of late payment (average 30 days or less beyond terms)



Low risk of late payment (average prompt to 30+ days sooner)

Payments Summary

Total (Last 24 Months): 28

	Total Received	Total Dollar Amount	Largest High Credit Payment summary	Within Terms	31	Days Slow		
					30-80	81-90	90	
Top Industries								
Whol computers/softwr	3	\$12,750.00	\$7,500.00	100%	0	0	0	0
Arrange cargo transpt	2	\$70,250.00	\$70,000.00	50%	50	0	0	0
Telephone communictns	2	\$1,500.00	\$750.00	100%	0	0	0	0
Radiotelephone commun	2	\$600.00	\$500.00	100%	0	0	0	0
Whol electronic parts	1	\$100,000.00	\$100,000.00	0%	50	0	50	0
Whol appliances	1	\$95,000.00	\$95,000.00	50%	50	0	0	0
Mfg computers	1	\$35,000.00	\$35,000.00	0%	100	0	0	0
Mfg audio/video equip	1	\$25,000.00	\$25,000.00	50%	50	0	0	0
Mfg photograph equip	1	\$2,500.00	\$2,500.00	100%	0	0	0	0
Misc business service	1	\$500.00	\$500.00	100%	0	0	0	0
Ret mail-order house	1	\$500.00	\$500.00	100%	0	0	0	0
Whol industrial suppl	1	\$50.00	\$50.00	100%	0	0	0	0
Other Categories								
Cash experiences	10	\$1,150	\$250	--	--	--	--	--
Unknown	1	\$750	\$750	--	--	--	--	--
Unfavorable comments	0	\$0	\$0	--	--	--	--	--
Placed for collections with D&B:	0	\$0	\$0	--	--	--	--	--
Other	0	N/A	\$0	--	--	--	--	--
Total in D&B's file	28	\$345,550	\$100,000	--	--	--	--	--

The highest Now Owes on file is \$45,000

The highest Past Due on file is \$25,000

There are 28 payment experience(s) in D&Bs file for the most recent 24 months, with 17 experience(s) reported during the last three month period.

Payments Details

Total (Last 24 Months): 28

Date	Paying Record	High Credit	Now Owes	Past Due	Selling Terms	Last sale w/f (Mo.)
01/2020	Ppt-Slow 15	\$95,000	\$45,000	\$25,000	N30	1 mo
01/2020	(002)	\$250	--	--	Cash account	1 mo
01/2020	(003)	--	--	--	Sales COD	4-5 mos
12/2019	Ppt	\$7,500	\$0	\$0	N30	6-12 mos
12/2019	Ppt	\$5,000	\$0	\$0	N30	2-3 mos
12/2019	Ppt	\$750	\$0	\$0	--	1 mo
12/2019	Ppt	\$750	\$750	\$0	--	1 mo
12/2019	Ppt	\$500	\$0	\$0	N30	6-12 mos
12/2019	Ppt	\$500	\$100	\$0	--	1 mo
12/2019	Ppt	\$500	\$250	\$0	--	1 mo
12/2019	Ppt	\$100	\$0	\$0	--	1 mo
12/2019	Ppt-Slow 15	\$70,000	\$15,000	\$15,000	N30	1 mo
12/2019	Ppt-Slow 30	\$25,000	\$750	\$0	--	1 mo
12/2019	Slow 45	\$250	\$0	\$0	N30	6-12 mos
12/2019	Slow 30-90	\$100,000	\$5,000	\$5,000	--	1 mo
11/2019	Ppt	\$250	\$0	\$0	--	4-5 mos
11/2019	Ppt	\$50	\$50	\$0	N30	1 mo
09/2019	(018)	\$250	--	--	Cash account	1 mo
08/2019	Slow 30	\$35,000	\$0	\$0	--	6-12 mos
06/2019	(020)	\$750	\$0	\$0	--	1 mo
06/2019	(021)	\$50	--	--	Cash account	1 mo
05/2019	Ppt	\$2,500	\$0	\$0	--	6-12 mos
03/2019	(023)	\$100	--	--	Cash account	1 mo
10/2018	(024)	\$250	--	--	Cash account	6-12 mos
02/2018	(025)	\$100	--	--	Cash account	1 mo
02/2018	(026)	\$50	--	--	Cash account	1 mo
02/2018	(027)	\$50	--	--	Cash account	1 mo
02/2018	(028)	\$50	--	--	Cash account	1 mo

Payments Detail Key: ■ 30 or more days beyond terms

Accounts are sometimes placed for collection even though the existence or amount of the debt is disputed.

Payment experiences reflect how bills are met in relation to the terms granted. In some instances payment beyond terms can be the result of disputes over merchandise, skipped invoices etc.

Each experience shown is from a separate supplier. Updated trade experiences replace those previously reported.

Banking and Finance

Statement Update

Key Business Ratios from D&B

We currently do not have enough information to generate the graphs for the selected Key Business Ratio.

• [This Company](#)

Key Financial Comparisons

	(\$)	(\$)	(\$)
This Company's Operating Results Year Over Year			
Net Sales	NA	NA	NA
Gross Profit	NA	NA	NA
Net Profit	NA	NA	NA
Dividends / Withdrawals	NA	NA	NA
Working Capital	NA	NA	NA
This Company's Assets Year Over Year			
Cash	NA	NA	NA
Accounts Receivable	NA	NA	NA
Notes Receivable	NA	NA	NA
Inventories	NA	NA	NA
Other Current	NA	NA	NA
Total Current	NA	NA	NA
Fixed Assets	NA	NA	NA
Other Non Current	NA	NA	NA
Total Assets	NA	NA	NA
This Company's Liabilities Year Over Year			
Accounts Payable	NA	NA	NA
Bank Loan	NA	NA	NA
Notes Payable	NA	NA	NA
Other Current Liabilities	NA	NA	NA
Total Current Liabilities	NA	NA	NA
Other Long Term and Short Term Liabilities	NA	NA	NA
Deferred Credit	NA	NA	NA
Net Worth	NA	NA	NA
Total Liabilities and Net Worth	NA	NA	NA



We currently do not have any recent financial statements on file for your business. Submitting financial statements can help improve your D&B scores. To submit a financial statement, please call customer service at 800-333-0505.

Key Business Ratios

	This Company	Industry Median	Industry Quartile
Solvency			
Quick Ratio	NA	NA	NA
Current Ratio	NA	NA	NA
Current Liabilities to Net Worth	NA	NA	NA
Current Liabilities to Inventory	NA	NA	NA
Total Current	NA	NA	NA
Fixed Assets to Net Worth	NA	NA	NA
Efficiency			
Collection Period	NA	NA	NA
Inventory Turn Over	NA	NA	NA
Sales to NWC	NA	NA	NA
Acct Pay to Sales	NA	NA	NA
Profitability			
Return on Sales	NA	NA	NA
Return on Assets	NA	NA	NA
Return on NetWorth	NA	NA	NA

Public Filings

Summary

The following data includes both open and closed filings found in D&B's database on this company.

Record Type	# of Records	Most Recent Filing Date
Bankruptcy Proceedings	0	-
Judgments	0	-
Liens	0	-
Suits	0	-
UCCs	4	07/28/17

The following Public Filing data is for information purposes only and is not the official record.
Certified copies can only be obtained from the official source.

Judgments

We currently don't have enough data to display this section

Liens

We currently don't have enough data to display this section

Suits

We currently don't have enough data to display this section

UCC Filings

Type: Continuation
Sec.Party: NORTHRIM BANK
Debtor: THE CHARIOT GROUP, INC.
Filing No.: 2011-726434-1
Filed With: SECRETARY OF STATE/UCC DIVISION, ANCHORAGE, AK
Date Filed: 11/07/11
Latest Info Received: 12/16/11
Original Filing No.: 2002-514935-8
Original UCC Filed Date: 04/01/02

Type: Amendment
Sec.Party: NORTHRIM BANK
Debtor: THE CHARIOT GROUP INC.
Filing No.: 2017-014085-1
Filed With: SECRETARY OF STATE/UCC DIVISION, ANCHORAGE, AK
Date Filed: 07/28/17
Latest Info Received: 08/04/17
Original Filing No.: 2002-514935-8
Original UCC Filed Date: 04/01/02

Type: Assignment
Sec.Party: MITSUBISHI DIGITAL ELECTRONICS AMERICA, INC., IRVINE,
CAMITSUBISHI ELECTRIC VISUAL SOLUTIONS AMERICA, INC.,
IRVINE, CA
Debtor: THE CHARIOT GROUP INC.
Filing No.: 2011-719380-7
Filed With: SECRETARY OF STATE/UCC DIVISION, ANCHORAGE, AK
Date Filed: 06/27/11
Latest Info Received: 07/15/11
Original Filing No.: 2003-546660-5
Original UCC Filed Date: 08/19/03

Type: Amendment
Sec.Party: MITSUBISHI ELECTRIC VISUAL SOLUTIONS AMERICA, INC.,
CYPRESS, CA
Debtor: THE CHARIOT GROUP INC.
Filing No.: 2013-768379-7
Filed With: SECRETARY OF STATE/UCC DIVISION, ANCHORAGE, AK
Date Filed: 10/07/13
Latest Info Received: 10/25/13
Original Filing No.: 2003-546660-5
Original UCC Filed Date: 08/19/03

The public record items contained herein may have been paid, terminated, vacated or released prior to today's date.

Government Activity

Summary

Borrower (Dir/Guar): NO
Administrative Debt: NO
Contractor: YES
Grantee: NO
**Party excluded
from federal program(s):** NO

Possible Candidate:

Labor Surplus Area: N/A
Small Business: N/A
8(A) Firm: N/A

The public record items contained herein may have been paid, terminated, vacated, or released prior to today's date

The public record items contained herein may have been paid, terminated, vacated or released prior to today's date.

Special Events

N/A

Corporate Linkage

Parent

Company Name	DUNS #	City, State
THE CHARIOT GROUP INC	09-349-6292	ANCHORAGE, ALASKA

Headquarters (US)

Company Name	DUNS #	City, State
THE CHARIOT GROUP INC	09-349-6292	ANCHORAGE, ALASKA