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# RFP QUESTIONS

**NOTE TO PROPOSING VENDORS:** To standardize the format of all proposals for evaluation, Proposers are required to respond to all questions, **to answer questions** **in the order given,** and to list the item number and restate the question prior to giving their answer. Failure to comply with this requirement may result in your proposal being declared non-responsive.

1. **GENERAL VENDOR QUESTIONS:**
2. **General Vendor Summary**

Please provide a brief description of the following:

* 1. Full legal company name;
  2. Your headquarters address;
  3. Primary company contact including name, phone number, and email address;
  4. Year your firm was established;
  5. A brief listing of your Vendor core competencies; and
  6. A current copy of your company’s W-9 (current IRS version is October 2018).

1. **EXPERIENCE AND REFERENCES:**
2. **References**

Please provide five (5) current client references that you have sold and implemented the same or like solutions to in the past ten (10) years. Of these references, please list as many as available that are other governmental municipalities as possible.

* 1. Include in your reference information:
     1. Name of the municipality or firm;
     2. Client’s headquarters address;
     3. Current reference contact;
        1. Reference’s title;
        2. Reference’s phone number;
        3. Reference’s email address;
     4. Date of signed contract;
     5. Ending date of the contract (or “Current” if still ongoing);
     6. Description of services provided including number of staffing; and
     7. Estimated contractual value.
  2. Please provide:
     1. The number of Private sector clients;
     2. The number of Public sector clients;
     3. A list of all Colorado clients (Public and Private sectors); and
        1. If you have no Colorado clients, answer question A.2.b.iii as “None” or “Zero”.

1. **Experience – Existing Building Remodels**
   1. Please provide a description of your experience with providing equipment and installation services for a client during an existing building’s remodel, whether it be a single room or an entire building.
      1. In your description:
         1. Please note your experience with providing wiring and design diagrams as part of your interactions with your clients on existing building remodels.
         2. Please note if this experience includes one of your listed references from above.
2. **Experience – New Construction**
   1. Please provide a description of your experience with providing equipment and installation services for a client during a new buildings construction.
      1. In your description:
         1. Please note your experience with providing wiring and design diagrams as part of your interactions with your clients when products are being installed for a new building that is being constructed.
         2. Please note if you worked directly with a General Contractor from a construction firm and if you also worked directly with a municipal Project Manager during the installation.
         3. Please note if this experience includes one (1) of your listed references from above.
3. **ENGAGEMENT METHODOLOGY WITH THORNTON – ALL PROJECTS:**
4. **Engagement Methodology**

Thornton’s expectation is that the awarded Vendor will use their expertise to provide proactive leadership, guidance, and direction to the Thornton, CO team throughout each phase of the contract’s life cycle while working collaboratively to plan and implement the various solutions and Vendor personnel.

* 1. Please describe your engagement methodology including, but not limited to:
     1. How your firm would prefer to engage with Thornton on building remodel projects;
     2. How your firm would prefer to engage with Thornton on new construction projects, including interactions with a construction firm’s General Contractor that is hired by Thornton, and the Thornton Project Manager.
        1. Providing previous examples from other municipalities and customers as necessary.
        2. Proposing Vendors shall note that they do not need to have a physical location within the Denver Metro region to propose on this solicitation. However, a proposing Vendor that does not have an office located in the Denver Metro region must address on how they would intend on completing the Scope of Work to the City’s satisfaction (i.e., conducting surveys, meetings with Thornton officials, installations, etc.) when they provide their answer to this and all proposal questions.
           1. The Denver Metro region is considered to be the I-25 corridor that spans from Fort Collins, CO to Colorado Springs, CO.

1. **PROJECT SCHEDULE – CONFERENCE ROOM TECHNOLOGY:**
2. **Project Schedule**

Please provide the following:

* 1. A **proposed** project schedule via a Gantt chart or other type of chart, in terms of Calendar Days based upon RFP Scope of Work for the immediate needs of five (5) conference room technology upgrades, and the Vendor stated engagement methodology.
     1. Use “Day 1” as the date of a fully executed contract being signed by both parties, with no prior work being completed prior to a signed contract being put into place.
        1. Ensure that you list the number of days expected for each portion of the project schedule.

1. **Change in Scope**
   1. Provide a description of your process to determine if a request from Thornton is deemed as being out of scope from a resulting contractual agreement.
      1. Include an example of your Project Change Form, if your firm has an example.
         1. **Note:** All potential change orders shall be reviewed and approved by the Purchasing Division prior to execution. Thornton reserves at its own discretion to utilize its own change order form for signatures and record keeping.
2. **EQUIPMENT ORDERING AND STORAGE:**
3. **Product Lines**
   1. What grades of displays does your firm have the ability to source, such as residential, prosumer, commercial?
   2. What brands of the following types of products does your firm have the ability to provide:
      1. Displays;
      2. Webcams;
      3. Microphones;
      4. Audio/speakers;
         1. Examples may include ceiling mounted for meetings and conference rooms and/or Bluetooth ceiling mounted for other spaces.
      5. Advanced conference room communication technology; and
         1. Examples may include Polycom conference phones and/or Barco Click-Share devices.
      6. Besides answering questions E.1.b.i)-v), your firm may include a list of product lines that your firm represents for Thornton to fully understand what your firm is capable of representing
   3. How often is your firm reviewing, revising, and adding product lines to your available lines for sale?
   4. What is your process for procuring an item that is desired by a client but is not currently part of your product line? Does your firm:
      1. Provide alternative solutions to your client that are currently part of your product line?
      2. If no alternatives exist, do you source that exact product that is desired by the client?
         1. If so, is that product now going to be covered by your firm as part of your standard warranty for physical products and workmanship for installation?
4. **Inventory and Availability**
   1. Please describe your ordering process with your suppliers once a Purchase Order is issued by the Thornton Purchasing Division.
   2. How does your firm ensure that there is adequate inventory for your client’s equipment and project needs?
      1. Does your firm utilize a centralized storage facility to ensure that the equipment ordered by Thornton for a project is readily available for installation when the installation schedule is finalized?
5. **Critical and Short/Backordered Equipment Parts**
   1. How does your firm coordinate with your client to identify equipment that are deemed as part of critical infrastructure for service with the client in order to complete an installation and allow for your client to move into the space?
   2. What occurs when your firm experiences an issue with short/backordered equipment parts that are deemed as critical by your client?
      1. How do you notify your client of this issue and how quickly?
      2. Does your firm reach out to other supply chain contracts that your firm may have?
      3. How often are you following up with your client on updated expected delivery times?
6. **Part Obsolescence** 
   1. What is your process for obsolete equipment parts that are commonly used by a client for standardization of equipment and installation?
      1. How do you notify your clients when parts are becoming obsolete in the marketplace or by the manufacturer?
7. **SPECIALTY EQUIPMENT EXPERIENCE:**
8. Bluetooth Speakers and Audio Equipment:
   1. Thornton utilizes Bluetooth technology for speakers in certain buildings and areas, specifically for fire station exercise rooms and living/patio areas, however, Thornton may elect to utilize this technology in other areas going forward. Please provide:
      1. Your experience on being able to provide this type of technology, including the equipment and installation; and
      2. Known concerns or hurdles with installation of this type of technology.
9. Room Scheduling Equipment
   1. Thornton has utilized room scheduling devices in certain previous installations, such as a Crestone room scheduling system. Please provide:
      1. Your experience on being able to provide this type of technology, including the equipment and installation; and
      2. Known concerns or hurdles with installation of this type of technology.
10. **PREVENTATIVE MAINTENANCE AND INSPECTIONS:**
11. **Inspections**
    1. What procedures or requested requirements does your firm have for a final walkthrough with Thornton during a final inspection of a project?
       1. **Note:** Any requested requirements may be subject to final negotiations with the awarded Vendor when constructing the contractual agreement.
12. **Preventative Maintenance**
    1. Does your firm offer any Preventative Maintenance (“PM”) of equipment that is inclusive of a project’s pricing? If your answer is “Yes”, please describe the following:
       1. Is the PM performed only once or multiple times?
       2. In what time period is the PM performed (e.g. prior to warranty expiration)?
       3. Who performs the PM from your firm (e.g., field technician)?
       4. On what products/equipment is the PM covered on?
       5. How is the PM scheduled with your client?
       6. Does your firm provide any results of the PM in written format to your client upon completion?
13. **WARRANTY, INCIDENT RESOLUTION, AND QUALITY CONTROL:**
14. **Warranty**
    1. Please confirm if your firm is able to provide warranty and product support on behalf of your clients. Should you answer “no” to this question, you may enter “N/A” to the remainder of the questions within Question H.1 and skip down to Question H.2.
    2. Is your firm able to meet the basic level of product warranty coverage of one (1) year? Yes or No.
    3. Is your firm able to meet the Thornton preferred product warranty coverage of five (5) years? Yes or No.
       1. If yes to H.1.c, is this achieved with the standard cost of the product or is it achieved by an additional warranty cost that Thornton would have to purchase?
       2. If no to H.1.c, what is your proposed warranty coverage on physical products that your firm installs?
    4. From the Scope of Work listed within this solicitation, does your firm agree to the level of expectation set by Thornton of no less than (1) year of coverage from the date of installation for workmanship and the labor of the installation?
       1. Does your firm offer any coverages that exceed the standard one (1) year of coverage for physical products, including Thornton’s preferred coverage of up to five (5) years?
    5. Does your firm have any exceptions to your proposed warranty coverages with Thornton’s understanding that negligence, malice and mistreatment of product would not be covered?
    6. How does your firm ensure that they are current with equipment recall notices, and how is your client notified by your firm of this recall notice? Does your firm facilitate the replacement of any recalled products that have already been installed at a client’s location?
15. **Incident Response**
    1. Should a product fail within a warranty period, what are the procedures that your client should follow in rectifying the failed unit with your firm?
       1. Please include detailed steps in:
          1. How Thornton needs to communicate information about the failed unit to your firm;
          2. With whom Thornton needs to contact at your firm;
          3. If your firm performs a repair of the unit or replaces the unit;
          4. How it is determined by your firm if the unit is to be repaired or replaced, including a timeframe in which that decision is made; and
          5. Does your firm perform the warranty repair in-house, is it sent out to the manufacturer, or a combination of both?
    2. What is your proposed response time, in terms of hours, to respond back to a client once an incident has been submitted by a client to your firm?
    3. Should a response require onsite support, what is your proposed ability to send out a technician for onsite support, in terms of hours, from the time the incident is reported until the time the technician arrives onsite?
       1. Where within the Denver Metro is your onsite support technician being dispatched from? Is it a main facility location of your firm’s where replacement parts and equipment are housed?
       2. How many technicians do you have available to your firm within the Denver Metro area?
       3. What type of equipment does your firm’s technician carry with them on a service truck provide immediate diagnosis and being able to resolve incidents that are reported by your clients in order to reduce multiple call-outs on the same reported issue?
    4. Does your firm charge any costs to your clients during a warranty claim, including but not limited to, labor costs for removal of the failed product and installation of the replaced or refurbished product?
    5. Does your firm track the warranty periods and terms for your client’s equipment and installations? If so, how is this done and how is this shared with your client?
16. **Testing and Quality Control**
    1. What types of testing and procedures does your firm conduct on product that is sold to and installed at a client’s location, prior to requesting a final walkthrough with your client?
    2. How does your firm handle repeated failures of the same part type or equipment over the same unit/equipment brands that are not part of a warranty/recall issue?
       1. Include any company policies and procedures on resolution with the employee and your client for the repeated rework.
       2. How does your company handle situations where your technician does additional damage to a worksite while attempting to repair it from an original work order or preventative maintenance repair?
17. **TRAINING**
18. **Training Client Personnel**
    1. What amount of training is offered by your firm to your client’s personnel when new products are installed at a client’s location (existing buildings and new construction buildings)?
       1. **Note:** Thornton understands that every product is different, but is seeking to better understand your firm’s process on training a client on new technology, should your firm do so.
    2. Is the training that is provided by your firm onsite or virtual in nature, or a combination of both? Is the training done on a mass scale (10+ individuals) or a train-the-trainer perspective or both?
    3. What materials are provided by your firm during a training (e.g., user/owner manuals, quick start guides, agenda, etc.) and are those available to your clients in a usable electronic format, such as PDF or Microsoft Word?
    4. Is the training that is provided by your firm included in your standard proposals or is it an additional cost to each proposal?
19. **VALUE ADDED SERVICES, ADDITIONAL DETAILS, AND CLOSING STATEMENT:**
20. **Value Added Services** 
    1. Please list any additional services that aren’t previously mentioned within your proposal that are offered or included within the proposal pricing that are offered by your firm, in addition to your adherence to Thornton’s Scope of Work.
21. **Additional Details** 
    1. Please describe in detail any areas that Thornton has not included in this RFP’s Scope of Work (best practices, missed requirements, etc.) that your team considers to be beneficial, important, relevant, or crucial to the successful implementation of your proposed solution.
22. **Closing Statement**
    1. Please provide a brief narrative (one [1] page or less) of how you believe your company’s proposed solution will best serve Thornton’s needs both now, and in the future of the contractual agreement.

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