ACTi

Alabama Community College System
P.O. Office Box 302130
Montgomery, AL 36130-2130
Attn: ITS Division – Tokrica Mack
    And Evaluation Committee

Re: Letter of Transmittal

On behalf of Conference Technologies, I am happy to submit our bid to the Alabama Community College System. I am the Branch Manager and Vice-President of Integration for the Memphis office of Conference Technologies, Inc. and I have the authority to contractually obligate CTI, negotiate the contract. I will be your point of contact for clarification regarding our bid, products and services.

> David Perry Branch Director/VP of Integration. (901) 308-4299
> David.Perry@cti.com
>
> Contract Administration, William A. Kocher. (309) 240-6419
> Billing or Accounting, Kelsey Gravatte. (314) 993-1400

We accept all conditions governing the procurement and have reviewed and accept all amendments.

Currently we have 35 offices in the U.S. Our intent is to open an office in Birmingham, Alabama and staff that office with sales, engineers, project managers and installers. Initially we will be supporting all sales and integrations from our Memphis TN, Nashville TN and Atlanta GA offices.

Thank you for your time in reviewing our submittal. We look forward to becoming one of your very best providers of Audio Visual products, systems and solutions. These solutions include consulting, design, implementation, and service.
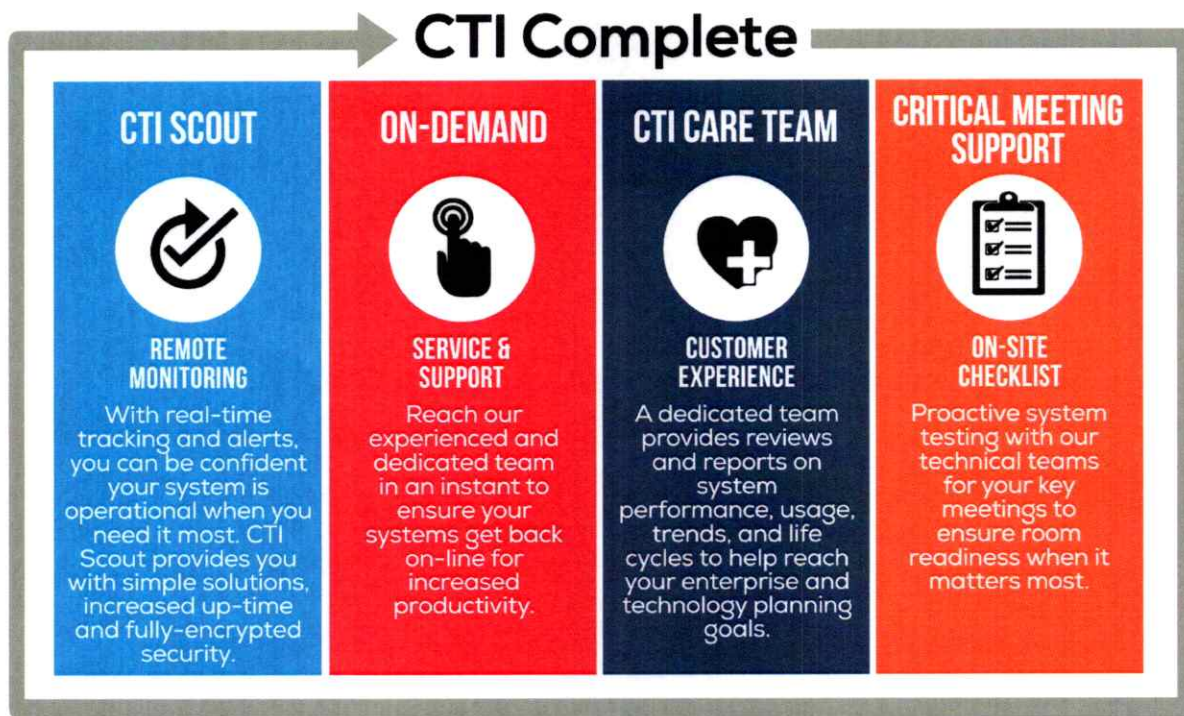

Sincerely,

David Perry
Branch Director/VP of Integration & Design Consultant
901-308-4299
David.Perry@cti.com

MORE LEVELS OF SERVICE. COMPLETE SUPPORT.

CTI Complete

CTI SCOUT

REMOTE MONITORING

With real-time tracking and alerts, you can be confident your system is operational when you need it most. CTI Scout provides you with simple solutions, increased up-time and fully-encrypted security.

ON-DEMAND

SERVICE & SUPPORT

Reach our experienced and dedicated team in an instant to ensure your systems get back on-line for increased productivity.

CTI CARE TEAM

CUSTOMER EXPERIENCE

A dedicated team provides reviews and reports on system performance, usage, trends, and life cycles to help reach your enterprise and technology planning goals.

CRITICAL MEETING SUPPORT

ON-SITE CHECKLIST

Proactive system testing with our technical teams for your key meetings to ensure room readiness when it matters most.

CTI COMPLETE

Our CTI Complete service is there for you 24/7 through our dedicated CTI Care customer experience team. Through on-site technical service, recommended programming upgrades, and quarterly reliability checks, your system is covered for the unexpected, as well as planned maintenance. Your teams will be trained to operate equipment with confidence. When critical meetings arise, we help ensure system performance with proactive system testing and an on-site checklist so your systems will be ready when it matters most. Our managed services staff does more than diagnose and repair failures, they help plan for system life cycles.

CTI CUSTOM

As every system is customized for our clients, each service plan can be designed to include coverage tailored to your organization. Let us work with you to develop a plan to fit your unique needs.

CTI ONSITE

Additional support can be obtained through CTI Onsite for your enterprise. Contact us for more information on details for this specialized plan.

PSNI GLOBAL ALLIANCE
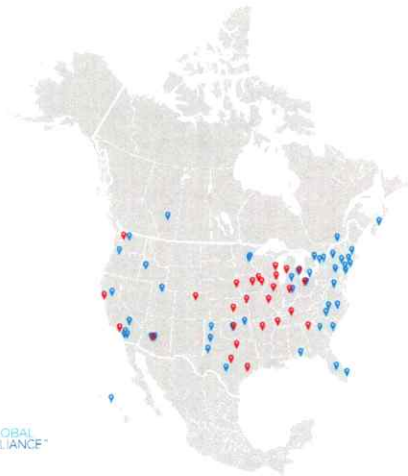
24/7 NATIONWIDE SUPPORT

- Extensive vendor relationships for fast RMA response and advanced exchange inventory

- Industry certified technicians and engineers to diagnose and resolve system failures

- Dedicated customer experience teams

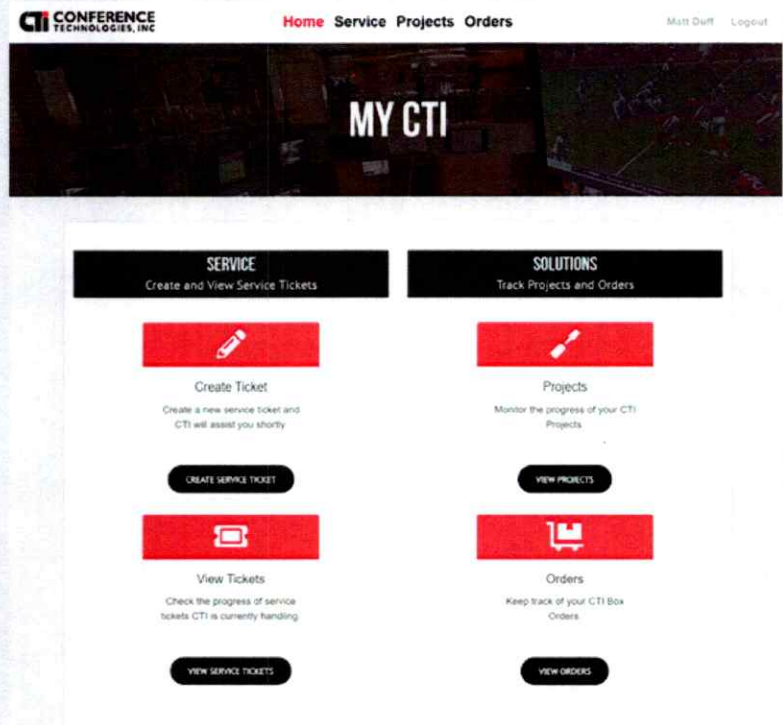- Fixed, predictable pricing to simplify technology budgets

CONFERENCE TECHNOLOGIES, INC

(800) 743-6051
www.conferencetech.com
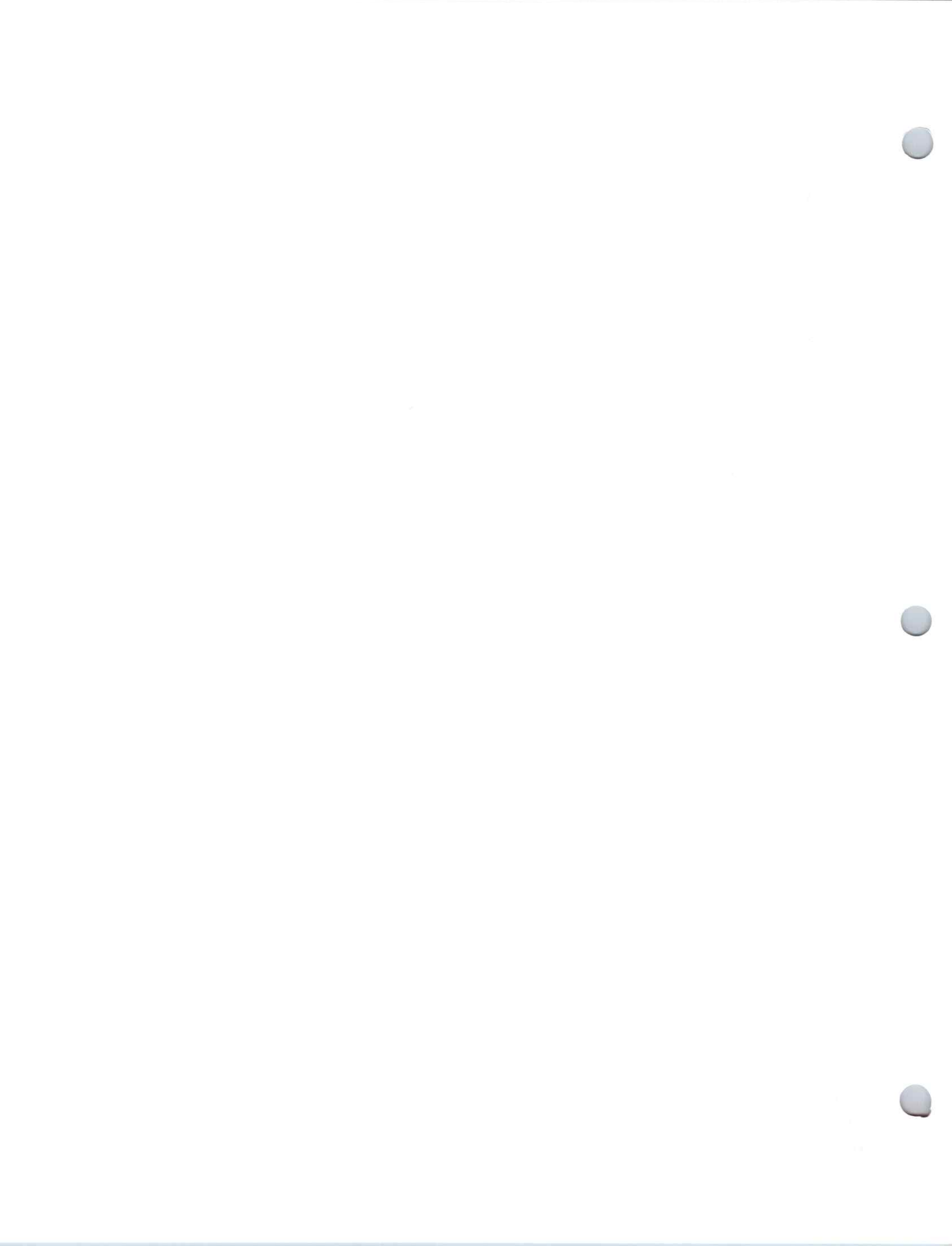
MY CTI

Your 24/7/365 View to Your Systems

## Keep your business on task with our secure portal, My CTI.

Your team will enjoy enhanced visibility on business transactions as well as improved communication through the My CTI platform.


MY CTI IS A CENTRALIZED PLATFORM TO TRACK YOUR BUSINESS TRANSACTIONS

- View status of new proposals for projects
- Track payment information and statuses for existing projects or services
- Create and initiate necessary service calls right in the browser
- Approve new project proposals, needed project changes and Service Agreement information
- Gain vision to specific CTI team members who are supporting your projects, orders and service needs
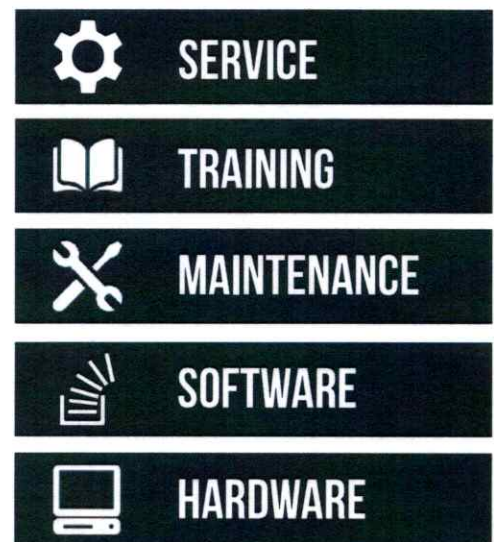
SERVICE

TRAINING

MAINTENANCE

SOFTWARE

HARDWARE

(800) 743-6051
www.conferencetech.com

CONFERENCE TECHNOLOGIES, INC
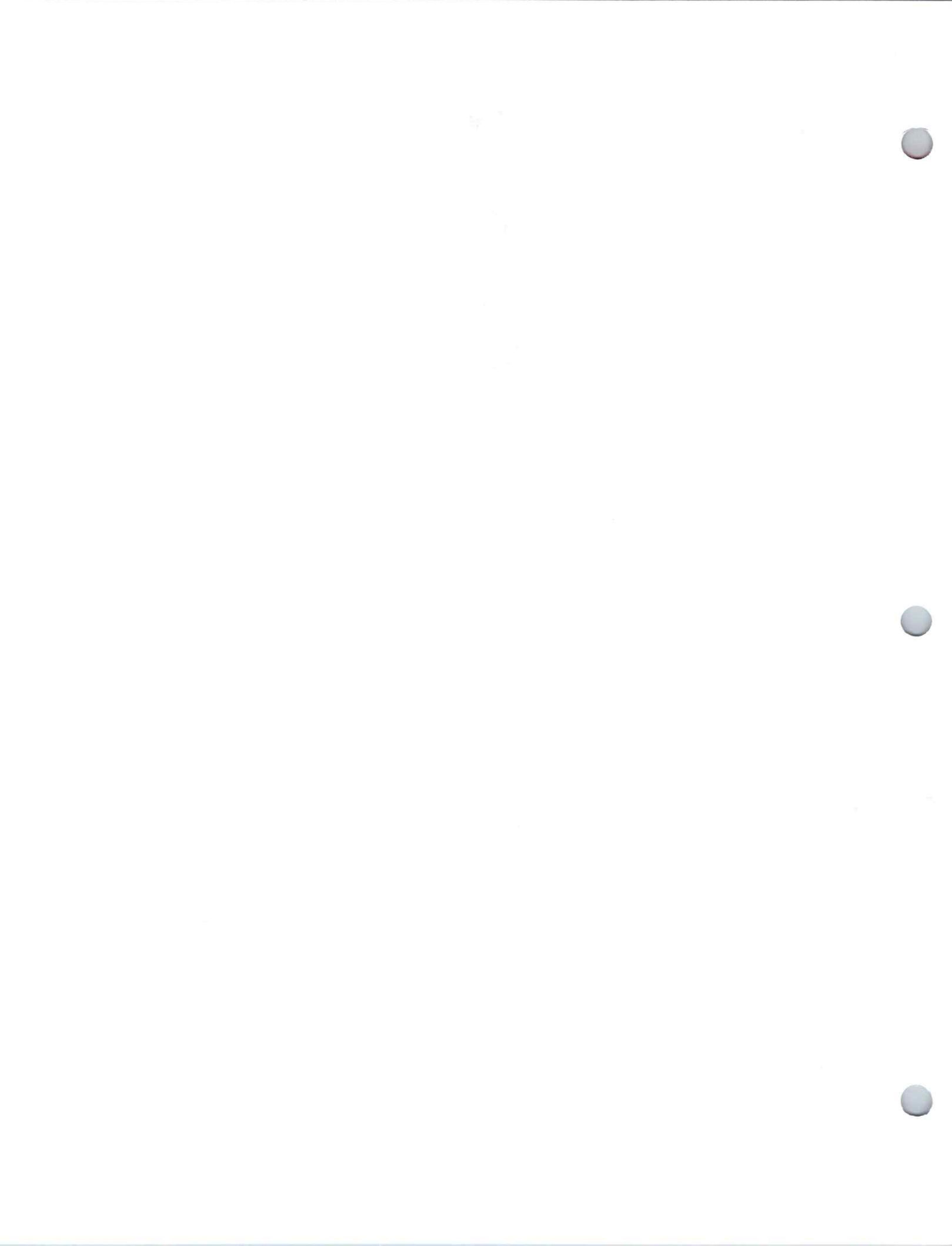
The purpose of this form is to provide a single summary document per submitting vendor, that references required materials. This document is intended to assist the Evaluation Committee easily find specific items of information during the evaluation process and to assist participating agency personnel in locating specific vendor information after the award of the bid.

Vendor Contact Information

This will be published for participating agencies to streamline the vendor contact process. Please complete this information as accurately as possible. If the information below changes, please send a revised version of this page to jpa-notification@accs.edu

Vendor Name: Conference Technologies, Inc.   Date: 2-6-2024

Website Address: www.cti.com

	Name(s)	Phone Number(s)	E-Mail Address(s)
Primary Contract Executive(s)	David Perry	(901) 308-4299	David.Perry@cti.com
Senior Account/Sales Manager(s) (by region if necessary)	John Holland	(901) 360-8332	John.Holland@cti.com
Account/Sales Manager(s) (by region if necessary)	David Perry	(901) 308-4299	David.Perry@cti.com
Technical Support	William Kocher	(314) 993-1400	Bill.Kocher@cti.com

BID INFORMATION INDEX

Please complete the following form to assist the Evaluation Committee in finding specific information related to your bid response.

	Document Name	Page Number(s)
Product and Services Delivery Overview	(E) 3.22-3.27 Specifications	(E) 1
Geographic Coverage	(A) Service (E) 3.22-3.27 Specification	(A) 4.1.2B Service (E) Page 1 Section 3.22
Availability of Technical Support	(A) 4.1.2B Service (A) 4.1.2C Support	(A) 4.1.2B (A) 4.1.2C
Problem Resolution	(E) 3.22-3.27 Specifications	(E) Page 1 Section 3.22
Customer Satisfaction	(E) 3.22-3.27 Specifications	(E) Page 1 Section 3.22 CES Scores
Value Added Services	(E) 3.22-3.27 Specifications	(E) Page 1 Section 2nd Paragraph
Reporting	(A) 4.1.2C Support	(A) 4.1.2C
Electronic Commerce	(A) 4.1.2C Support	(A) 4.1.2C
Breadth of Offering		
Primary Account Representative	(A)4.1.2A Letter of Transmittal	(A) 4.1.2A
References	(E) 3.22-3.27 Specifications	(E) 3.27 References
Pricing Level and Guarantee	(E) CTI Pricing Schedule	(E) CTI Pricing Schedule

Table of Contents

Sections:

ACTi

Re: Specifications

3.22/Products and Services Delivery Overview
At the outset of the award, CTI has offices in Atlanta, Nashville and Memphis to service the Alabama Schools. In Atlanta, we have 2 Design Engineers, 2 Project Managers, 4 Installers and 2 Field Engineers. Nashville has 2 Design Engineers, 2 Project Managers and 4 Installers. Memphis has 3 Design Engineers, 2 Project Managers, 8 installers, 1 Field Service Engineer, 3 Field Engineers and 2 Programmers for Crestron, AMX, QSC and Extron.

We intend to open an office in Birmingham very quickly and have been in communication with individuals to fully staff the office. Additionally, we have 32 other offices around the country that we can pull labor for to support your schools. We can handle any size project and have on staff all of the personnel to design, install, program and support any size and complexity of projects that your schools need. For much of the state we can have personnel on site within 2-3 hours as needed for service or support. Each system we provide comes with the first year of CTi Complete. This is a bumper to bumper 8 hour response service agreement that includes all equipment, labor, cables and connectors.

Customer can file a service issue via phone or email to either the service@cti.com or our 800 #. They can call or email the account manager. A service ticket will be generated and service scheduled with the end user. Our motto is to provide a fantastic customer experience and we will not stop until the system is made correct.

We survey most of our customer installations and provide CES, Customer Experience Scores and will continue this and provide this information to your membership.

3.23 Reporting
Conference Technologies agrees to provide quarterly utilization reports

3.24 Electronic Commerce
Conference Technologies agrees to provide an Internet website that contains the complete ESS as well as product specifications and options.

3.25 Breadth of Offering
See our pricing by manufacturer for part #s and descriptions along with pricing

3.26 Disclose the Primary Account Executive and Who will be responsible for the Marketing
David Perry will be the primary Account Executive for this contract and will be responsible for marketing but will coordinate the marketing initiatives with Tobi Tungl, our National Marketing Director, and his staff. David Perry has been in AV for 38 years as an account manager and has led multiple AV sales teams in Memphis. Phone (901) 308-4299 & email David.Perry@cti.com. We do anticipate the primary Account Executive to change to a local person with significant experience and familiarity with your member organizations.

3.27 References

Baptist Health Sciences University. Multiple classrooms, Presentation spaces and their School of Osteopathic Medicine.
Leanne Smith, Chief Financial Officer
(901) 572-2440 Leanne.Smith@baptistu.edu

University of Memphis. Multiple classrooms and presentation spaces
Beau Staples, Director of Technical Services
(901) 678-3535 bstaples@memphis.edu

Memphis & Shelby County Schools. Multiple classrooms and presentation spaces over many years. Currently providing the design and installation of the Real Time Safety Center
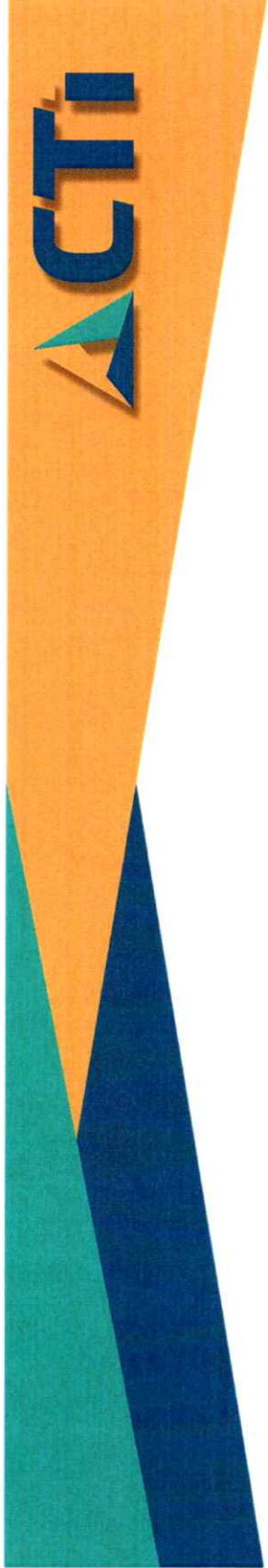Jason Boyd, Security Technology Director
(901) 416-1228 BoydJF@scsk12.org
Doug Pannell, Security Analyst
(901) 416-0210 PannellDA@scsk12.org

Equipment and Services Schedule

ALABAMA COMMUNITY COLLEGE SYSTEM & HIGHER ED.
JOINT PURCHASING AGREEMENT
RFB ACCS-2024-01

Includes the Following:

3.25 Breadth of Offering

3.28 Pricing Level and Guarantee

3.30 Equipment and Services Schedule

PREPARED FOR:
ALABAMA COMMUNITY COLLEGE SYSTEM
ATTN: JOINT PURCHASE AGREEMENT INITIATIVE
135 SOUTH UNION STREET SUITE # 158
MONTGOMERY, ALABAMA 36104

Prepared By:

Conference Technologies Inc - Contracts Dept.

11653 Adie Road

Maryland Heights Missouri 63043

(800) 743-6051 / www.cti.com

Due: February 9th, 2024, at 5:00 PM CST