



2022-116

**Audio Enhancement, Inc.
Supplier Response**

Event Information

Number: 2022-116
Title: Safety Equipment, Supplies and Services
Type: Request for Proposal
Issue Date: 6/6/2023
Deadline: 7/11/2023 02:00 PM (CT)
Notes: Education Service Center (ESC) Region 13 is seeking proposals to establish a pre-qualified list of reliable, high-performance vendors to supply safety equipment, supplies, and related services to ESC Region 13 Purchasing Cooperative Members that include public agencies and certain non-profit organizations in the United States.

ESC Region 13 Will only accept proposals through the system. Submissions of Qualifications that are submitted without meeting all requirements stated in the solicitation may be rejected.

Contact Information

Contact: Jennifer Irrobali
Address: 5701 Springdale Road
Austin, TX 78723
Email: jennifer.irrobali@esc13.txed.net

Audio Enhancement, Inc. Information

Address: 9858 S Audio Drive
West Jordan, UT 84081
Phone: (800) 383-9362

By submitting your response, you certify that you are authorized to represent and bind your company.

Cheryl Burckhard

Signature

Submitted at 6/22/2023 05:19:14 PM (CT)

cheryl.burckhard@audioenhancement.com

Email

Requested Attachments

Region 13 Vendor Packet

Region 13 Vendor Packet (Audio Enhancement).pdf

Reference List

Audio Enhancement References.pdf

Certificate of Notice of Eligibility

Certificate of Eligibility - Fully Executed.pdf

W-9 Form

W-9 2023.pdf

Pricing Detail

Region 13 Price Sheet July 2023.pdf

Resumes

Audio Enhancement Resumes.pdf

Response Attachments

2023 Product Catalog.pdf

Audio Enhancement Catalog

SAFE System Brochure 2022 DC-40274.13 Email.pdf

SAFE System Brochure

Bid Attributes

1 Introduction

This solicitation is considered a "Multiple Award" with the intent to establish a list of qualified awarded vendors to provide a variety of services including but not limited to, the following:

- Silent Panic Alert Technology
- Video Analysis
- Perimeter Security Fencing
- Bullet proof glass
- Shatter and Abrasion resistant safety film
- Security Systems
- Metal Detectors at School Entrances
- Active Shooter Alarm Systems
- Two-way Radio Systems
- Door-locking Systems
- Camera Systems
- Security Technology using Artificial Intelligence
- Drones
- License Plate Reader (LPR)

- Perimeter Security Systems
- Gunshot Detection Systems
- other equipment or services rationally related to safety needs of public and open enrollment charter schools.

This type of solicitation and award is part of the ESC Region 13 Cooperative and provides ESC Region 13 Cooperative Members an opportunity to identify and purchase items or services that best fit their needs through various awarded vendors while meeting the state's competitive bidding requirements.

Each qualified approved vendor will be placed on the Region 13 School Safety Equipment, Supplies & Services Cooperative list located on the ESC Region 13 website. Vendors included in the pre-qualified list understand being included in a vendor pre-approved vetted list does not guarantee work.

As a part of the Region 13 School Safety Equipment Cooperative, the vendor agrees to a 2% or higher administrative fee of all goods and services.

ESC History

Texas Education Service Centers (ESCs) are intermediate educational units that provide training, technical assistance, administrative support and an array of other services as determined by the state legislature, the Commissioner of Education, and the needs of local school districts and charter schools. The current goals of ESCs as defined in the state statute are to assist school districts and charter schools in:

- Improving student performance
- Operating efficiently and economically
- Implementing state and federal initiatives
- Providing quality educational products at a reasonable cost (<https://store.esc13.net/>)

ESC Region 13 claims an exemption from payment of sales and use taxes for the purchase of taxable items. ESC Region 13 provides services and tools to the assigned regional area which encompasses 57 school districts, 24 charter schools, 8 institutions of higher education, and 17 private schools in a sixteen-county area of central Texas. Additionally, ESC Region 13 also provides services and tools nationwide.

Calendar of Events

Listed below are the calendar of events associated with this Solicitation.

- **Issued:** Listed on Bid Information section
- **FAQs Due:** Listed on Bid Information section
- **Submission Deadline:** Listed on Bid Information section
- **Notification of Selections:** 30 days after deadline
- **Anticipated Contract begin date:** Listed on Bid Information section

ESC Region 13 may seek board approval for selection of vendors which may alter timeline.

2 Scope of Work

Proposals should include all listings of safety equipment, supplies, and related services, description of services, and any other related services. **DO NOT INCLUDE ITEMS THAT ARE NOT CONSIDERED** safety equipment, supplies, and related services. Unit pricing for installation (including hourly rates), repair, or maintenance should be included in submittals. Additionally, accessories to support the safety equipment, supplies, and related services should be submitted.

Proposers may elect to limit their proposals to a single service within any category, or multiple services within any or all categories. Region 13 ESC is seeking service providers that have the depth, breadth and quality of resources necessary to complete various aspects of this contract.

Respondent shall perform and provide these products and/or services under the terms of this agreement. The supplier shall assist the end user with making a determination of their individual needs.

Proposers may serve a local area only or a broader geographic area at their discretion and should indicate their limitations for a service area.

Proposers may submit all items and goods related to supplying safety equipment, software, supplies, and related services that they offer. The proposer should submit all applicable services for all types of safety equipment, software, and supplies.

3 Payment and Pricing Terms

Respondent must provide a summary of the pricing proposed. The information is to allow for the ESC Region 13 to determine within reasonable accuracy the overall costs associated with the offerings. This summary should include ALL catalog/websites, District discounts, quantity breaks, fees, etc. Note that pricing is to be considered "not to exceed". If awarded, the respondent may be required to provide specific pricing via quote for a particular scope of work/project. Pricing shall remain constant throughout the term of the contract unless the Contractor has emailed the ESC Region 13 Procurement Department to request and has received written approval.

Unit pricing for installation (including hourly rates), repair, or maintenance should be included in submittals.

Respondent may provide pricing based on a discount from a manufacturer's price list or catalog, or fixed price, or a combination of both with defined and indefinite quantities. An Electronic Catalog, links to same, and/or availability to access the list prices should accompany the proposal if a discount off catalog is proposed. A multiple percentage discount structure is acceptable and must be specified where different percentage discounts apply. Additional pricing and/or discounts may be included. Each service proposed is to be priced separately with all eligible items identified. Region 13 ESC may award to multiple vendors.

This information will be provided as an attachment requirement outlined in **Section 5 "Response Submission Requirements"**. The respondent should be aware that, if awarded, they may have competition and the best offer presented may receive the order without discussion.

4 Terms & Conditions

Multiple Award

A Multiple Award solicitation will be made to multiple vendors during the solicitation offering period. There will not be hierarchy or tier level to the awards. The ESC Region 13's end users will be the sole determinant as to which awarded vendor to contract and ESC Region 13 reserves the right and encourages the end users to request quotes from more than one vendor.

There is no obligation upon or guarantee ESC Region 13 to use any particular awarded vendor during the term of the contract. ESC Region 13 reserves the right to select the awarded vendor that best meets the needs of the organization.

As a part of the Region 13 School Safety Equipment Cooperative, the vendor agrees to a 2% or higher administrative fee of all goods and services.

Questions and Concerns

Questions concerning the content of the solicitation should be submitted through the IONWAVE system on or before the target dates outlined in the Bid Information section. Questions concerning the proposal process should be emailed to purchasing@esc13.txed.net, addressed to the point of contact for the solicitation.

Contact with ESC Region 13 Employees

Contact with ESC Region 13 employees outside of the ESC Region 13 Procurement department regarding this solicitation is prohibited during the solicitation process unless directed by the ESC Region 13 representative listed on the solicitation. Respondents who fail to adhere to this requirement risk having their responses disqualified.

Public Information Requests

ESC Region 13 is required to provide documentation as requested through the Texas Public Information Act as found in the Texas Government Code 552. Requests for information regarding this solicitation must go through the ESC Region 13 PIR request. The ESC Region 13 Procurement Department will not be able to provide information directly.

Use of Federal Funds

This solicitation is issued utilizing the guidelines presented in the Code of Federal Regulations (CFR), 2 CFR 200. As such, the awarded contracts can be used by the departments with federal funds. Some federal programs will require quotes as normal procedure. This allowance is based on the awarded vendor remaining active in SAM.gov and not being suspended or debarred by the federal government.

Changes to the Solicitation

- The Procurement department is the only office at ESC Region 13 that may authorize changes in this document, negotiate price, or incur additional charges related this document.

Exclusive Rights

- ESC Region 13 reserves the right to accept or reject any or all proposals, waive all minor formalities, and to choose the proposals that best serves the interest of the ESC. It is not the policy of the ESC to purchase on the basis of low price alone.
- ESC Region 13 reserves the right to add, delete, and/or modify products covered under this contract at any time for any purpose throughout the term of this contract. Pricing on the added or modified products will be negotiated with the company on an individual basis but should be consistent with the pricing on similar products.

Award of Contract

A response to this solicitation is an offer to contract with ESC Region 13 based on the terms and conditions contained in the solicitation and the Vendor's proposal. Responses do not become contracts unless and until they are accepted through an authorized issuance of a Contract from ESC Region 13. The Contract will be null and void if sold or assigned to another Vendor(s) without written approval of ESC Region 13.

Vendor Contact Information Changes

Written notification of changes to company name, address, telephone number, etc. shall be provided to ESC Region 13 no later than thirty (30) days from the date of change.

Termination

ESC Region 13 may, at its option and discretion, terminate the approval of a Vendor(s) for serious violation of the Terms and Conditions of this solicitation or failure to perform, by giving a written notice to the Vendor(s) at least ten (10) days prior to the effective date of termination as set forth in the notice.

Public Disclosure

No public disclosures or news releases concerning this solicitation or the subsequent Contract between ESC Region 13 and Vendor shall be made without written approval of ESC Region 13.

Contract Terms

The terms and conditions of this solicitation and the subsequent contract for goods or services are for the period beginning on September 1, 2023 and ending August 31, 2024. Upon successful completion of the requirements of this solicitation, including but not limited to, contract requirements and project quality, this contract may be renewed on an annual basis, for up to an additional three (3) years.

I have read and agree to General Conditions

5 Response Submission Requirements

Proposal Submission Requirements

To be considered for this award, vendors have one option of submission and that is through IONWAVE. Responses and any quotes in the response must be firm from the opening date until acceptance by ESC Region 13. Responses that are submitted without meeting all requirements in this solicitation may be rejected.

The proposer is responsible with ensuring all required information and submittals are included with the proposal response prior to the closing of the solicitation. Minor technicalities such as documents that are not pertinent for an award may be waived only by the ESC Region 13 Purchasing Department.

Proposal Narrative Questions

Vendor must follow the instructions and respond carefully and accurately to all questions within the system.

Required Submission Documents

The following documents are required to be considered for this solicitation.

Region 13 Vendor Packet

The Region 13 Vendor Packet must be downloaded from the "Attachments" section, completed all required sections, signed, and uploaded to the "Response Attachments" section.

W9 Form

The W9 Form must be downloaded from the "Attachments" section, completed all required sections, signed, and uploaded to the "Response Attachments" section.

Certificate of Notice of Eligibility

Each vendor submitting a response to this solicitation must complete and attach the Certificate of Notice of Eligibility.

Resumes

Submit resumes for the relevant staff members of the organization and any additional staff that will be directly supporting this Solicitation. The résumé(s) included in the solicitation response must:

- Be limited to two (2) pages.
- Contain no more than 10 most recent years of full-time employment history, education, training, and other relevant appointments and activities.
- Provide a brief narrative of the engagements with these references, highlighting the areas in which the scope of those services intersects with the scope of services outlined in this solicitation.

Pricing Detail

Submit pricing details aligned with the scope of work. See Section 3 "Payment and Pricing Terms" for more information.

References

It is important that the ESC Region 13 work only with proposers that will service the needs and best interest of the ESC Region 13 to the best of their abilities. To ensure this, all proposers are required to provide a minimum of three (3) references of clients that have done business with the proposer's company in the last two (2) years. The references should be familiar with the proposer's work, billing, and post-completion support of the product or services provided. The ESC Region 13 reserves the right to ask for additional clients or reject any that are not appropriate to provide information or feedback in the reference process. The information provided in the references is to be complete and up to date to be considered.

Additional Documentation

As necessary, a respondent can provide additional documentation to support their response. ESC Region 13 does not guarantee that these documents will be reviewed or provided to the evaluation team. The proposer is warned against providing too much documentation that could be considered exorbitant and not relevant to the process as this may distract from the information needed by the ESC Region 13 to make a clear judgement of the system. This is to be done under the *Response Attachment* tab.

6 Evaluation Criteria

ESC Region 13 will award a contract to the vendor deemed to provide the BEST VALUE for the goods and services being purchased. ESC Region 13 does not award contracts solely on the basis of low price. ESC Region 13 considers the following guidelines per Texas Education Code Chapter 44.031:

- Purchase Price
 - Detailed line-item budget outlining costs to acquire vendor's goods or services
- Reputation of the vendor and of the vendor's goods or services
- **Quality of the vendor's goods or services**
- Extent to which the goods or services meet the needs of the proposal
- Vendor's past relationship with Education Service Center, school districts, charter schools or other organizations
- Compliance with applicable laws pertaining to historically underutilized businesses
- Details outlined in provided proposal rubric

The evaluation process for this solicitation will be reviewed by the appropriate staff to ensure awards are made in accordance with the requirements of the solicitation.

Potential for Oral Presentations

Upon completion of the evaluation process, selected vendors **may** be asked to present in an interview format. The presentation/interview may consist of the following:

- Information about your organization and its capacity to meet the requirements
- Description/presentation of comparable work projects
- Description of experiences supporting school districts and/or campuses
- **Information about the organization's structure and leadership, specifically team members who will work on this project.**

*For solicitations resulting in ESC Region 13 choosing a single vendor, vendors will be invited to an interview (in person or phone conference) in the event scoring results in a tie or the top vendors have a 1 point or less score differential.

7 PROPOSAL NARRATIVE

Complete the following questions.

8 Conflict of Interest Questionnaire

This questionnaire reflects changes made to the law by H.B. 23, 84th Leg., Regular Session.

This questionnaire is being filed in accordance with Chapter 176, Local Government Code, by a vendor who has a business relationship as defined by Section 176.001(1-a) with a local governmental entity not later than the 7th business day after the date the vendor becomes aware of facts that require the statement to be filed. See Section 176.006(a-1), Local Government Code.

A vendor commits an offense if the vendor knowingly violates Section 176.006, Local Government Code. An offense under this section is a misdemeanor.

Does this vendor have conflict of interest with ESC Region 13?

No

9 Conflict of Interest pt. 2

If you indicated, above, there is a conflict of interest with ESC Region 13, please provide detailed explanation.

If there is no conflict, please enter N/A.

N/A

10 Equal Procurement Opportunities

We are committed to increasing small business enterprise participation in ESC Region 13 contracts. A small business is defined as a for-profit small business that has been certified as small or disadvantaged by either a State Certification Office, or by any city, county, or regional government agency. Although this solicitation does not have a specific contract goal attached, the Provider's ability to include small business participation as subcontractors, suppliers, or vendors will be considered during the evaluation of proposals.

No

11 Equal Procurement Opportunity Response

If you selected "Yes" in Part 1, provide a response to each of the following. If selected "No", enter NA in the required field.

- Is the Provider certified as a small business?
- Provide a narrative description of the Provider's experience in promoting small business participation as partners, subcontractors, or suppliers on previous projects.
- Provide a list of firms certified small business with which the Provider's firm has had a contractual relationship during the last 12 months. Include the name of the small business, type of work they performed and the dollar value of their contract. (can be included as an attachment)
- Considering the scope of work of this RFP, past small business achievements on similar types of projects and the Provider's current relationships with the small business community, clearly state what small business goal as a percentage of the contract dollars the Provider believes it can realistically achieve on this contract based on the proposed work.

N/A

1
2 **Executive Summary**

Provide an overview of proposal components included as part of the vendor's submission. Include the history and leadership of the vendor's organization.

For forty-five years, Audio Enhancement has served schools throughout the United States, providing both classroom audio enhancement systems as well as integration services for classroom technology. Audio Enhancement is headquartered in Salt Lake City, Utah, and has facilities in Georgia and Florida. Audio Enhancement was founded in 1978 by Claudia Anderson around the simple idea that "learning begins with hearing." Having two children with hearing impairments, the first Audio Enhancement systems were designed specifically for the hard-of-hearing. Early in our history, technological advancements made it possible to also provide whole classroom sound systems, benefiting all students. Audio Enhancement has been the innovator and leader in this field. In the late 1990's Audio Enhancement designed, patented, and produced the first infrared, wireless teacher microphones, revolutionizing the industry. The quality, dependability, and reliability of subsequent products exceeded anything that came before. Audio Enhancement has manufactured, installed, and serviced more classroom sound systems than all other companies combined. By 2004, it was clear that sound reinforcement systems were a key part of the overall technological landscape in the classroom. Based on our high level of support, outstanding customer service, and training that was provided for the audio systems, several school districts came to us and requested that we expand our product offerings. Based on these requests, we undertook an initiative to increase our capabilities in order to provide a complete integrated technology package for the classroom. These offerings include display devices, control, video/audio playback devices, and interactive technologies. By utilizing the principles developed over thirty years of providing classroom audio systems to schools, we were able to provide both technical integration, teacher in-service and training, and professional development to help schools ensure the success of their technology goals. Moving the company forward, in September of 2008, Audio Enhancement was incorporated: Jeff Anderson, President and CEO; Jennifer Crum, CFO; Jeremy Anderson, CAO; and Justin Anderson, COO. Today, the Audio Enhancement product line boosts student achievement, decreases teacher vocal fatigue and absenteeism, and promotes positive student behavior. Audio Enhancement systems also increase focus and attention, and support classroom management. After developing distributed audio for classrooms, Audio Enhancement evolved with the help of innovative educators to provide integrated solutions for school safety, teacher development, and communication for schools and districts. The primary goal has always been to create effective classrooms. The four cornerstone Audio Enhancement solutions (Classroom Audio, EPIC Intercom, Paging and Bells, the SAFE System and VIEWPath) are all designed and built as a completely integrated solution. In addition to these four solutions working together seamlessly, they are also designed to integrate with other third-party systems (classroom displays, access control systems, fire alarms, etc.).

1
3 **Select the School Safety Equipment, Supplies, and/or Service**

- Silent Panic Alert Technology
- Video Analysis
- Perimeter Security Fencing
- Bullet proof glass
- Shatter and Abrasion resistant safety film
- Security Systems
- Metal Detectors at School Entrances
- Active Shooter Alarm Systems
- Two-way Radio Systems
- Door-locking Systems
- Camera Systems
- Security Technology using Artificial Intelligence
- Drones
- License Plate Reader (LPR)
- Perimeter Security Systems
- Gunshot Detection Systems
- Other

14	Other School Safety Equipment, Supplies, and/or Service If "Other" was selected above, indicate what additional School Safety Equipment, Supplies, and/or Services your organization can provide. <input type="text" value="No response"/>
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15	Location of Services Select the area(s) below that your organization is available to provide services and products. <input type="checkbox"/> Within Region 13 <input type="checkbox"/> Within Texas <input checked="" type="checkbox"/> Nationally
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16	Contact Name Enter your company's contact person's name that will be listed on the ESC Region 13 Cooperative Website. <input type="text" value="Max Dobson"/>
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17	Contact Person's Phone Number <input type="text" value="(800) 383-9362"/>
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18	Contact Person's Email Address <input type="text" value="max.dobson@audioenhancement.com"/>
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19	Efficiency with ordering products Describe how your organization will ensure the efficiency with product ordering. <div style="border: 1px solid black; padding: 5px;"><p>It is recommended customers work with the regional sales representative listed above. Additional options for submitting quotes/orders/PO's are provided here. Requests for quotes, or design of the EPIC System, SAFE System, or VIEWpath Solution require a minimum of one week to prepare. Customer sends all Purchase Orders to Orders@AudioEnhancement.com Purchase Order must include the following: Each Product identified by Audio Enhancement part # and product description. The quantity of each item being ordered. The unit price of each item being ordered. Accurate location for delivery. Audio Enhancement Quote, or Quote # Provided. The requested delivery date, allowing reasonable time for Audio Enhancement to receive, review, process the Purchase Order, and ship the Products. Quotes provided to the customer from Audio Enhancement will include all applicable services, freight, and tax, unless otherwise noted on the Quote document. Any initial annual licensing will be quoted to the end user. Any subsequent annual licensing or renewals can be quoted directly between Audio Enhancement and the end user.</p></div>
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20	Availability of Supplies Indicate how your organization will ensure the availability of supplies in demand. <div style="border: 1px solid black; padding: 5px;"><p>Audio Enhancement maintains its headquarters offices and primary warehouse facility in West Jordan, Utah. The Utah warehouse was recently expanded, adding an additional 75,000 square feet, specifically to help mitigate supply chain concerns. This space allows us to maintain a larger in-house inventory of products which can be immediately available to our customers. Audio Enhancement has also actively sought to on-shore production as much as possible. We have sought additional domestic suppliers for as many of our products as possible. We are manufacturing at the circuit board level, injection molding, and doing final assembly of products all in Utah. All of these activities are specifically aimed at mitigating to the largest extent possible the supply chain risks to our customers.</p></div>
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2
1 **Reputation with School Districts & Charter Schools**

Describe your organizations reputation of the vendor with school districts and charter schools or other organizations.

Audio Enhancement has been developing and manufacturing the above services and providing them to school districts for 45 years. Audio Enhancement systems are utilized in K-12 institutions, both public and private, in all 50 United States, District of Columbia and Canada. Audio Enhancement's systems are in over four thousand school districts, over fifty thousand schools and over one million two hundred thousand classrooms.