

Boone County Purchasing

Melinda Bobbitt, CPPO, CPPB
Director of Purchasing



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Columbia, MO 65201
Phone: (573) 886-4391

MEMORANDUM

TO: Boone County Commission
FROM: Melinda Bobbitt, CPPO, CPPB
DATE: November 12, 2024
RE: Request for Proposal Award Recommendation: *41-01OCT24 (C000878) – Audio Equipment for the Boone County Commission Chambers* with Marco Technologies, LLC

Request for Proposal *41-01OCT24 – Audio Equipment for the Boone County Commission Chambers* closed on October 1, 2024. Four proposal responses were received.

Recommendation for award is to Marco Technologies, LLC of Columbia, MO for \$32,690.22 per the attached Evaluation Report and scoring. The evaluation committee consisted of Beth Boos, Deputy Director, IT, Paula Evans, Administrative Coordinator, Resource Management, Julia Lutz, Director, IT, Phillip Montes, Systems and Support Manager, IT, and Jodi Vanskike, Deputy County Clerk III.

County contract number is C000878. Invoices will be paid from department 1172 – GF IT Hardware & Software, account 92301 – Replacement Computer Hardware.

ATT: Evaluation Committee Report with Scoring

cc: RFP File
Julia Lutz, Phillip Montes, Beth Boos, IT; Paula Evans, Resource Management, Jodi Vanskike, Clerk

Evaluation Report for Request for Proposal

41-01OCT24 – Emergency Management Consultant Services

OFFEROR #1: Arcadis U.S., Inc., d/b/a Arcadis of Michigan LLC

 X It has been determined that **Arcadis US Inc.** has submitted a **responsive** RFP response meeting the requirements set forth in the original Request for Proposal.

 It has been determined that **Arcadis US Inc.** has submitted a **non-responsive** proposal.

Method of Performance (Project Approach)

Location: Detroit, Michigan (have offices in St. Louis & Kansas City)

Strengths:

- The company is well-established within the field (100 years).

Clarifications:

- What would be their process without technology?
 - Per Clarification Response #1, they are equipped to bring laptops, monitors, printers, power generators, fuel, cables, field equipment, ATVs, and trailers/workspaces. In the past have utilized Starlink, set up WiFi networks, radio systems, and mobile radio applications on cell phones. Have worked with cell phone providers and arranged first responder cellular network towers and trailers be onsite. In the past, they have used whiteboards, display boards, posters, pen, paper, and extra staff to serve as messengers/runners to relay and collect essential data. Have also tasked jobs to remote staff in other parts of the Country.
- They have a mark-up of 10% on direct costs. The County would only be willing to pay IRS per diem rates for Missouri.
 - Per Clarification Response #1, agree to IRS per diem rates for any associated travel costs.

Concerns:

- The company handles many large projects across the US, which could lead to resource scarcity if multiple disasters occur simultaneously.
- Pricing is high.

Concerns:

- Located in Chicago. If we need service, does the service come from Chicago? What if we need on-site support? Is there a local technician? What does their afterhours support look like?
 - Per BAFO/Clarification #1 response, the technician dispatched from the location nearest to the site to ensure quick response time. **(This does not answer our questions at all. Are they coming from Chicago? Are they going to charge us travel?).**
- Did not include the MOU that was to be attached to the Work Authorization (page 25).

Experience and Expertise

Strengths:

Concerns:

- No Missouri or county references provided.
- Only eight years in business

OFFEROR #2: CCS Presentation Systems

 X It has been determined that **CCS Presentation Systems** has submitted a **responsive** RFP response meeting the requirements set forth in the original Request for Proposal.

 It has been determined that **CCS Presentation Systems** has submitted a **non-responsive** proposal.

Project can start in 60 calendar days or less after receipt of Purchase Order and can be complete in 3-4 calendar days (64 days).

Method of Performance (Project Approach)

Strengths:

- Docking bases can be charged (only quoted 4)

Clarifications:

- Their cost was extremely high. Their response proposed more equipment than was requested in the RFP. They need to propose line-item pricing. They quoted 17 mics, 17 bases, 19 batteries and 1 handheld mic. The County does not need the handheld mic. We only need 8 wireless gooseneck microphones, bases, and batteries. Only need 8 rechargeable batteries or explain the need for additional.
 - Revised and attached quote as requested in BAFO/Clarification #1 response.
- Does not specify if SoniClear is supported
 - “Yes” per BAFO/Clarification #1 response.
- When the County needs on-site support, where is the technician dispatched from? Describe your after-hours support.
 - Per BAFO/Clarification #1 response, they dispatch from their Lenexa, KS office. Can also do phone troubleshooting as need. Onsite or phone support 8:00 a.m. – 5:00 p.m. M-F.

Concerns:

- Did not include the MOU that was to be attached to the Work Authorization.
- In BAFO, requested revised pricing and provide it as line-item pricing. **(It was not provided as line-item pricing).**

Experience and Expertise

Strengths:

- 15 years in business
- 30+ conference room installations

Concerns:

- No Missouri or county references provided.

OFFEROR #3: Kansas City Audio Visual

 X It has been determined that **Kansas City Audio Visual** has submitted a **responsive** RFP response meeting the requirements set forth in the original Request for Proposal.

 It has been determined that **Kansas City Audio Visual** has submitted a **non-responsive** proposal.

Project can start in TBD calendar days after receipt of Purchase Order and can be complete in TBD calendar days.

Method of Performance (Project Approach)

Strengths:

- Wall mount volume control, will recall programmed audio & volume presets.
- Allows for future expansion

Clarifications:

- Not sure of their calendar and when they can really begin the project since they marked TBD on the pricing pages for when can start and complete project.
 - Project will start 56 calendar days after receipt of NTP. Project will be complete 63 calendar days following receipt of NTP per BAFO/Clarification #1 response.
- Their warranty on labor is only covered for 90 days which does not meet the RFP requirement in section 3.6.3.2. *One Year Correction Period*. Is the \$1,500 for the optional Silver support?
 - Per BAFO/Clarification #1 response, yes have to purchase the Edge Silver support to get the one-year warranty on labor.
- Describe what your training includes.
 - Per BAFO/Clarification #1 response, training will cover all areas relating to operating the system and user questions.
- They attached their own Terms and Conditions, many of which will be unacceptable for the County. Our Legal Department would have to review their Terms and Conditions prior to contracting.
 - Shipping FOB Company's distribution facilities is unacceptable and in violation of section 3.7.2. *FOB Destination* of the RFP.
 - Per their Attachment 3, no items are being shipped directly to the County.
 - If scheduling delays, they can charge additional charges for labor, travel, and expenses.
 - Their Attachment 3 said this would not apply.
 - Venue cannot be Kansas City, Missouri, but the 13th Judicial Court.
 - Their Attachment 3 agrees to this.
 - Their pricing proposal is not firm. If they experience a 7% or greater expense in equipment, they will charge the County more.

- Attachment 3 agrees pricing is firm for 90 days and the 7 % does not apply.
 - “Company shall not be liable to Customer for any damage to or loss of equipment in transit.” This is unacceptable and in violation of section 3.7.2. *FOB Destination* of the RFP.
 - Per their Attachment 3, no items are being shipped directly to the County.
 - Tariff charges would need to be identified at the time they submitted a proposal, not afterwards.
 - Per BAFO/Clarification #1 response, there are no tariff charges on the equipment proposed.
 - To be considered responsive, they will be to delete their confidentiality clause since their proposal response will become part of public record.
 - Agreed to in BAFO/Clarification #1 response
- Does not specify if SoniClear is supported.
 - Per BAFO/Clarification #1 response, their solutions offers an audio USB output or analog output that can be plugged into a computer or device using SoniClear software.
- Only specified audio room setting defaults, does not mention default controls on mics
 - “Yes” per BAFO/Clarification #1 response.
- For the NetGear managed switch on your equipment, what is the purpose of that equipment?
 - Per BAFO/Clarification #1 response, they use NetGear audio visual line switches whenever possible and IP based audio visual system because the NetGear AV Platform is preconfigured to run QSC and Shure products; which in the system both require a network switch.
- Pricing only firm through 10/26/24 which is in violation of section 4.4.1. *Validity of Proposal Response* of RFP that requires their quote to be firm for 90 days.
 - Attachment 3 agrees pricing is firm for 90 days and the 7 % does not apply.

Concerns:

- Need to provide line-item pricing.
 - Provided in BAFO/Clarification #1 response (County is not clear if the microphones are included, so unclear on if the pricing is correct).

Experience and Expertise

Strengths:

- In business for 70 years.
- Serves 1000+ schools, universities & court rooms.

Concerns:

OFFEROR #4: Marco Technologies, LLC

 X It has been determined that **Marco Technologies LLC** has submitted a **responsive** RFP response meeting the requirements set forth in the original Request for Proposal.

 It has been determined that **Marco Technologies, LLC** has submitted a **non-responsive** proposal.

Project can start in 1 calendar day after receipt of Purchase Order and can be complete in 73 calendar days (74 days).

Method of Performance (Project Approach)

Strengths:

- Dedicated local customer service and account management.
- Full-time dispatchers and technical representatives maintain a 95% live call answer rate. If not answered live, will have a follow-up call within 15 minutes.
- Gooseneck mics & bases.
- Remote charge status monitoring
- 24-hr support

Clarifications:

- For the Cisco managed switch on your equipment, what is the purpose of that equipment?
 - Per BAFO/Clarification #1 response, it's for the network connected equipment. It is certified to work with the proposed Q-SYS solution.
- Proposal only specified audio room setting defaults. Are there default controls on microphones?
 - Per BAFO/Clarification #1 response, the microphone quoted has one button on it that can be used for muting. There will be a default level control to revert to every time the system is turned off and back on to ensure that the system reverts to a standard. All other controls will be done via the touch panel.
- Provide line-item pricing
 - Provided in BAFO/Clarification #1 response.
- 73 installation days seem long. What is included in this?
 - Per BAFO/Clarification #1 response, see document 2B AV Work Plan. The entire implementation process from initiation to closing takes about 73 days. On-site work/physical installation is estimated to take about 10 days.
- Their standard Payment terms are not acceptable. 25% downpayment (we don't make downpayments) and Net 15 (has to be Net30 after acceptance by the County).
 - Per BAFO/Clarification #1, they can create flexible and customized invoicing. Did agree to Net30.
- How much is their emergency support? What is the response time for emergency support during and after-hours?

- Per BAFO/Clarification #1 response, there is no service available outside business hours. Service rate is \$160/hour. Service hours 8-5, M-F, excluding holidays. Client Services response is 2 business hours and technician response is 8 hours.
- Did not include the MOU that was to be attached to the Work Authorization (however we have one on file from previous contracts with Marco).
 - Provided
- They attached their own agreement with some unacceptable clauses. Per BAFO/Clarification response, they said these terms are negotiable, depending on what terms/language Boone County is looking for specifically.

Marco Technologies Relationship Agreement

- Delete from paragraph 2.2 “Client shall pay for all costs and expenses, including reasonable attorney fees (even if the collections matter does not include litigation)”
- Delete from paragraph 2.2 – “Shipping and handling fees may apply and will be payable by Client upon invoice”. (You provided a firm price. We will not accept additional shipping charges)
- Delete paragraph 12 – Confidential Information
- Delete paragraph 12.2. Return/Destruction of Confidential Information.
- Change paragraph 20.1 from “Governed by the laws of Minnesota” to “Governed by the laws of Missouri”. All references to arbitration and mediation must be removed.
- Paragraph 3 – Delete the following: “Risk of loss will pass to Client upon delivery of the Resold products to the common carrier.”

Exceptions/Clarifications

- Delete the 25% downpayment and net 15. We pay net30 following installation of the equipment.

- **The above terms were negotiated out of the contract.**

Experience and Expertise

Strengths:

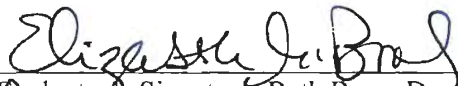
- Established in 1973, doing audio since 2002.
- Previous chambers installations.

Concerns:

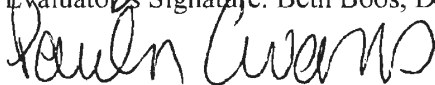
SUMMARY:

The evaluation committee initially met on October 15, 2024. The committee identified some clarifications questions to send to the Offerors. Clarification/BAFO #1 was sent with a due date of November 1, 2024. The committee met to again on November 7, 2024 to review the Clarification/BAFO #1. The committee then scored the four proposals received.

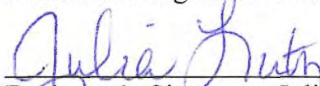
Recommendation for Award: Marco Technologies, LLC



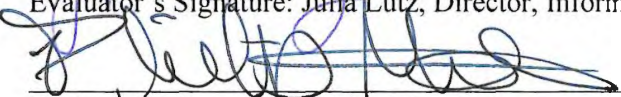
Evaluator's Signature: Beth Boos, Deputy Director, IT 11/07/2024
Date



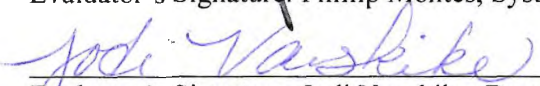
Evaluator's Signature: Paula Evans, Administrative Coordinator, Resource Management 11/7/2024
Date



Evaluator's Signature: Julia Lutz, Director, Information Technology 11/7/2024
Date



Evaluator's Signature: Phillip Montes, Systems and Support Manager, Information Technology 11/7/24
Date



Evaluator's Signature: Jodi Vanskike, Deputy County Clerk III 11/7/2024
Date

IT24 - Audio Equipment for the Boone County Commission Chambers

	AmorServ LLC	CCS Presentation Systems	Kansas City Audio Visual	Marco Technologies, LLC
Unit	\$8,303.06	\$63,424.03	\$21,332.77	\$21,925.14
	\$5,995.00	\$11,398.61	\$9,170.00	16,425.00
	\$0.00	\$1,710.86	\$0.00	1,150.00
TOTAL	\$16,384.23	\$36,595.44	\$30,502.77	32,690.22
Order Service to get warranty on	N/A	N/A	\$1,500.00	N/A
Contractual (KCAV must be Edge Silver to year correction	\$16,384.23	\$36,595.44	\$32,002.77	\$32,690.22
Standard days to project after PO	7	60	TBD	1
Contract will be complete standard days after PO	30	3-4	TBD	73
Minimum Days for PO	37	64	TBD	74
Contractive Proposal?				

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RFP Opening: 41-01OCT24 - Audio Equipment for the Commission Chambers

OFFERORS

CCS Presentation Systems

Marco Technologies, LLC

Kansas City Audio Visual

AmorServe LLC