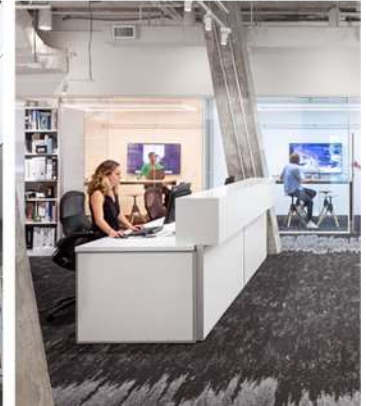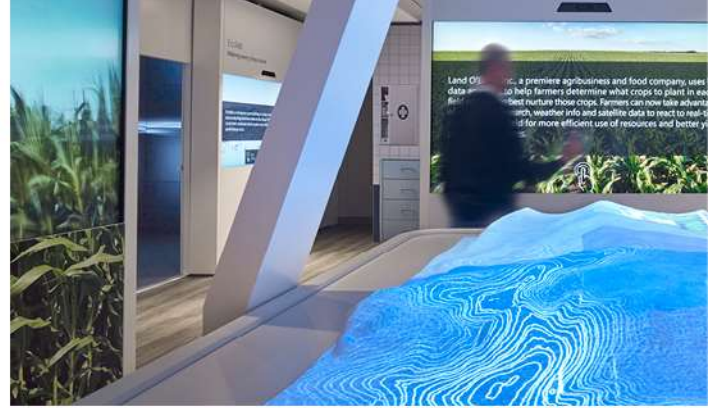**Proposal Prepared For**

City of Independence, MO
IUC 117 Teams POC (State of KS contract 51781)

8320 Hedge Lane Terrace
Shawnee, KS 66227
(913) 422-4222
Fax: (800) 454-4752
www.avispl.com

Prepared by: Joe Czyz
joe.czyz@avispl.com
Proposal no: 393134-6

Thank you for the opportunity to provide this proposal.

We're excited to work with you.

At AVI-SPL, our goal is to empower meaningful communication and collaboration. By understanding your needs and applying our expertise, we help you improve the user experience of your collaboration systems – anywhere in the world.

Here's how we do it.

Like you, we take a holistic approach. No matter where you are on your journey to plan, deploy, and operate your optimal collaboration environment, we can guide and support you. Together, we'll achieve a new state of working together and manage the full lifecycle of the technology powering it.

And here's why.

As a digital enablement solutions provider, we transform how people and technology connect to elevate experiences, create new value, and enable organizations such as yours to thrive and grow. Our vision – to help your teams work smarter and live better.

> " At AVI-SPL, our goal is to empower meaningful communication and collaboration.

We take your investment in collaborative solutions as seriously as you do.

That's why we're with you every step of the way, making sure you have the support to keep your business running smoothly and that you get the return on investment you expect.

The hallmark of AVI-SPL's client success is our ability to keep pace with the technology trends that drive the way organizations operate, and to innovate and improve upon them so that we can offer customers a standard of quality that no other company can match.
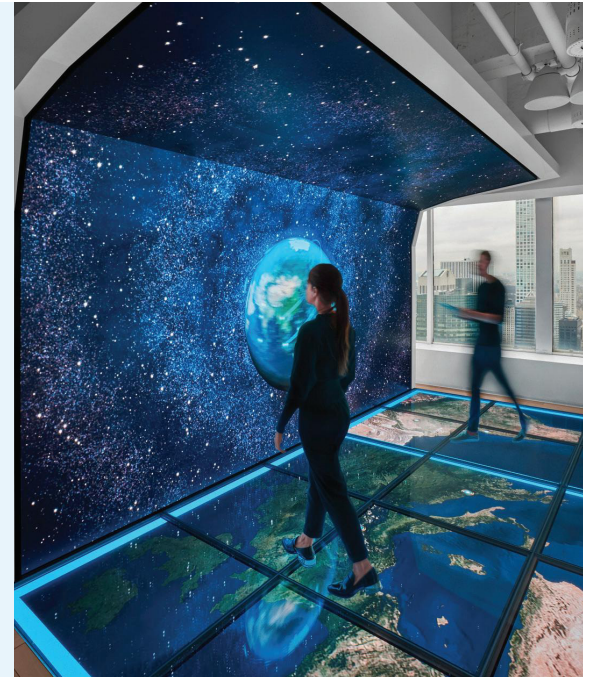
When you partner with us as your trusted guide, you will experience:

Commitment
A partner **committed** to your success and making a positive impact on your organization and our world

Expertise
Expertise you can trust to guide your digital transformation and realize your business objectives

Proven Record
A **proven** track record of supporting deployment and managed services in-country, wherever needed

Global Reach
Optimized **global deployment** teams with in-country support teams to deliver localized solutions and service – anywhere in the world

Customer Experience
World-class **customer experience** with a continual improvement mindset informed by the ITIL methodology

Analytics
Focus on **actionable** business intelligence with routine reporting on key success metrics and usage analytics powered by our patented Symphony application

Investment Summary

Prepared For:	Chris A Johnson

City of Independence, MO
223 N Memorial Dr.
Independence, MO 64050-3013

Prepared By:	Joe Czyz
Date Prepared:	07/27/2023
Proposal #:	393134-6
Valid Until:	08/31/2023

Total Equipment Cost $120,968.97

Includes $6,392.77 of cable, connectors, hardware, switches, relays, terminal blocks, panels, etc., to ensure complete and operational system

Professional Integration Services $40,015.00

Includes engineering, project management, CAD, on-site installation and wiring, coordination and supervision, testing, checkout, owner training, etc. performed on the Owner's premises. Also includes all fabrication, modification, assembly, rack wiring, programming, warranties, etc., some performed at AVI-SPL

Direct Costs $563.53

Includes non equipment or labor costs, such as travel expenses, per diem, lift and vehicle rentals

General & Administrative $3,611.90

Includes all vehicle mileage, shipping and insurance, warehouse staging as applicable

Services - Room Support and Maintenance $8,456.05

Includes 1 year of post-installation support and maintenance for installed rooms

	Subtotal	$173,615.45
	Tax	Exempt (*)
	Total	**$173,615.45**

* Exemption from sales tax will be recognized only after a valid sales tax exemption certificate or other appropriate documentation of exemption has been provided to and approved by AVI-SPL; otherwise all applicable sales taxes will apply.

Purchase orders should be addressed to AVI-SPL LLC

Due to global semiconductor ("chip") shortages and supply chain disruptions pricing quoted in this proposal may change.
Installation schedules are subject to current (daily) product availability and may be delayed or postponed.

Terms and Conditions

This Proposal together with AVI-SPL's General Terms and Conditions and the applicable Addendum(a) located here and incorporated herein by this reference (collectively the "Agreement") constitutes the entire agreement between AVI-SPL LLC ("Seller", "AVI-SPL", "we", "us", "our") and the buyer/customer identified in the Proposal ("Buyer", "Customer", "Client", "you", "your") with respect to its subject matter and supersedes all prior and contemporaneous agreements, representations and understandings of the Parties, written or oral. By signing below, issuing a valid purchase order for the Services and/or Products specified herein or receiving the Products and/or Services specified herein, whichever occurs first, Buyer acknowledges it has read and agrees to the terms of this Agreement. This Agreement shall not be binding upon Seller until accepted by Buyer as set forth in this Agreement and the earlier of Seller's confirmation in writing of Buyer's order and Seller's performance under the applicable Proposal. Any terms and conditions contained in Buyer's purchase order or any other Buyer-provided documents related to this transaction shall have no effect and are hereby rejected. Notwithstanding anything herein to the contrary, if a master services agreement signed by both Parties is in effect covering the sale of the Services and/or Products that are the subject of this Proposal, the terms and conditions of said agreement shall prevail to the extent they conflict or are inconsistent with this Agreement.

Billing and Payment Terms

Unless otherwise agreed in writing by Buyer and Seller in the Proposal, the total Proposal price, excluding the price for Stand-alone Services (as defined in this section), shall be billed as follows, subject to continuing credit approval: 50% down payment at time of order, 40% upon delivery at Seller; 10% upon project completion and Buyer sign-off or first beneficial use, whichever occurs first, payable net 30 from Buyer's receipt of invoice. For purposes of this Agreement, "Stand-alone Services" means any Services not attached to an installation project. Billing and payment terms for Stand-alone Services are set forth in the applicable Service Addendum(a). Unless otherwise specified in the Proposal, Products are sold F.O.B. origin-Buyer to pay all shipping charges. If this Proposal covers Products or Services for more than one system, room, suite, or location, for purposes of payment in accordance with payment terms stated on the face hereof each room, suite, or location shall be treated as if the subject of a separate sale and payment made accordingly. Unless otherwise specified in the Proposal, all pricing and amounts are in US Dollars and all billing and payment shall be made in US Dollars.

Link to AVI-SPL Terms and Conditions: https://avispl.com/terms-of-use/

Buyer Acceptance

_____
Buyer Legal Entity

_____   _____
Buyer Authorized Signature   Buyer Authorized Signatory Title

_____   _____
Buyer Authorized Signatory Name   Date

Room Summary - IUC 117 Teams Proof of Concept

Equipment List

Mfg	Model	Description	Qty	Unit Price	Extended Price
		DISPLAY TECHNOLOGY			
OPTOMA	OPTZK507W	PROJECTOR, 4K/UHD 5000 LUMEN 22LB LASER 300K:1 DLP WHITE	1	$4,572.94	$4,572.94
CHIEF	CHIRPAUW	MOUNT, UNIVERSAL "RPA" SERIES CEILING - WHITE (Owner Furnished Equipment)	1	OFE	OFE
DA-LITE SCREEN COMPANY	DAL88155	SCREEN, 58 X 104 ADVANTAGE DELUXE ELECTROL HDTV MATTE WHITE (Owner Furnished Equipment)	1	OFE	OFE
		VIDEO SOURCES/ROUTING EQUIPMENT/CABLING			
STARTECH.COM	STAKITBZDOCK	DOCKING STATION, IN-DESK W USB-C/USB-A, 4K HDMI	1	$407.98	$407.98
VISIONARY SOLUTIONS	VISDUETE2	ENCODER, A/V 4K UHD OVER IP	8	$1,052.94	$8,423.52
VISIONARY SOLUTIONS	VISDUETD2	DECODER, A/V 4K UHD OVER IP	3	$1,052.94	$3,158.82
VISIONARY SOLUTIONS	VISD4100	DECODER, A/V 4K OVER IP	2	$700.00	$1,400.00
VISIONARY SOLUTIONS	VISDUETEWP	ENCODER, A/V 4K UHD OVER IP WALL PLATE	1	$1,229.12	$1,229.12
NETGEAR	NETGSM4352PB100NES	SWITCH, M4300 48X1G POE+ STACKABLE MANAGED W/2X10GBASE-T	1	$2,924.63	$2,924.63
		CAMERA SYSTEMS			
PANASONIC	PANAWUE50WPJ	CAMERA, 4K 30P W/SDI AND HDMI, WHITE	3	$3,962.33	$11,886.99
PANASONIC	PANFEC40WMW	MOUNT, WALL FOR HE40 AND UE70 - WHITE	3	$166.94	$500.82
CANARE CABLE	CANCAL55CUHD250	CABLE, 250' 12G-SDI UDH 4K SINGLE CHANNEL BNC	3	$282.29	$846.87
		VIDEO PRODUCTION AND STREAMING			
ROLAND	ROLV60HD	SWITCH, 6-CHAN HD VIDEO	1	$2,730.59	$2,730.59
DECIMATOR DESIGN	DEC12GCROSS	CONVERTER, 4K CROSS CONVERTER W/SCALING & FRAME RATE CONVERS	3	$535.51	$1,606.53
EPIPHAN SYSTEMS INC.	EPIESP1151	RACKMOUNT, PEARL-2	1	$7,505.88	$7,505.88
EPIPHAN SYSTEMS INC.	EPIESP1199	RACKMOUNT, PEARL-2, 3YR SUPPORT PLAN+	1	$2,251.29	$2,251.29
SAMSUNG	SAMBE43TH	LCD, 43" 4K/UHD 250NIT 4700:1 CONT 16/7 LANDSCAPE TUNER TAA	1	$349.14	$349.14
SANUS	SANVSTV1B1	BASE, LARGE TV SWIVEL BASE	1	$164.69	$164.69
PANASONIC	PANAWRP60GJ5	CONTROLLER, OMPACT 3.5 LCD PTZ	1	$2,605.29	$2,605.29

Mfg	Model	Description	Qty	Unit Price	Extended Price
SENNHEISER ELECTRONICS	SENHD300PRO	HEADPHONE, MONITORING, BLACK	1	$169.41	$169.41
TRIPPLITE	TRIIBAR1220T	SURGE SUPPRESSOR, ISOBAR 20 AMP/12 OUTLET, 15' CORD	1	$219.14	$219.14
		AUDIO			
QSC	QSCCXQ2K4	AMPLIFIER, 4 CHANNEL 500W Q-SYS NETWORKED, LO-Z, 100V	1	$2,088.24	$2,088.24
QSC	QSCADC6TWH	SPEAKER, 6.5" CEILING 2-WAY SURFACE, WHITE (ORDER IN PAIRS)	16	$185.88	$2,974.08
WILLIAMS AV	WF SYS3C	WIFI LISTENING ASSIST SYSTEM WITH 12 RECEIVERS	1	$4,663.47	$4,663.47
WHIRLWIND	WHIPRESSMITE	PRESSBOX, ACTIVE MIC IN/ 12 MIC + 2 LINE OUT	1	$1,073.39	$1,073.39
SENNHEISER ELECTRONICS	SENTEAMCONNECTCEILING2WIT	MICROPHONE, TEAMCONNECT CEILING 2, W/ EXTENSION BRACKETS	4	$3,255.88	$13,023.52
SENNHEISER ELECTRONICS	SENSLCMFB	BRACKET, CEILING FIXING FOR SL CEILING MIC	4	$164.12	$656.48
SENNHEISER ELECTRONICS	SENSLCMEBUS	BRACKET, CEILING MIC EXTENSION	4	$70.94	$283.76
SENNHEISER ELECTRONICS	SENSLTS153GNLSETDW4US	MICROPHONE, WIRELESS TABLE MIC SET	12	$1,304.47	$15,653.64
SENNHEISER ELECTRONICS	SENMEG1440LIIB	MICROPHONE, CARDIOID CONDENSER GOOSENECK W/LIGHT RING	12	$206.47	$2,477.64
SENNHEISER ELECTRONICS	SENCHG2W	CHARGER BASE QI	6	$322.94	$1,937.64
SENNHEISER ELECTRONICS	SENEWDXEM2Q19	RECEIVER, WIRELESS DIGITAL (470-550 MHZ)	6	$888.35	$5,330.10
SENNHEISER ELECTRONICS	SENEWDASAQRS	ACTIVE ANTENNA SPLITTER, DUAL 1:4	2	$549.53	$1,099.06
SENNHEISER ELECTRONICS	SENASP212	DUAL TWO-WAY BNC PASSIVE SPLITTER BOX WITH DC PASS THROUGH	1	$254.12	$254.12
SENNHEISER ELECTRONICS	SENGA4	RACKMOUNT SET FOR EVOLUTION WIRLESS D1 EM RECEIVER	3	$42.35	$127.05
SENNHEISER ELECTRONICS	SENGA3	RACKMOUNT KIT FOR G3 1/3/500 SERIES	1	$33.35	$33.35
CABLES TO GO	CAB03189	CABLE, 50' RG58 BNC THINNET COAX	2	$20.53	$41.06
LIBERTY WIRE AND CABLE	LIBISKBNCWH	**INSERT, BNC JACK WHITE	2	$1.26	$2.52
LIBERTY WIRE AND CABLE	LIBWPN4WH	PLATE, 4 PORT FACE PLATE (WHITE)	1	$0.55	$0.55
LIBERTY WIRE AND CABLE	LIBISKWH	INSERT, BLANK - WHITE	2	$0.38	$0.76
RADIO DESIGN LABS	RDLDXLR3M	ADAPTER PLATE, XLR 3-PIN MALE JACK SOLDER TYPE	1	$18.15	$18.15
		CONTROL			
QSC	QSCZQ03264V2A	**PROCESSOR, Q-SYS CORE 110f-NA, 100-240V- QUOTE# Q-03264 v.2	2	OFE	OFE

Mfg	Model	Description	Qty	Unit Price	Extended Price
		(Owner Furnished Equipment)			
QSC	QSCSLDAN32P	SOFTWARE LICENSE, Q-SYS DANTE 32x32 CHANNEL, PERPETUAL	1	$649.41	$649.41
QSC	QSCSLMST110P	SOFTWARE LICENSE, Q-SYS CORE 110 MS TEAMS	1	$490.00	$490.00
NIVEO PROFESSIONAL	NIVNWA300	CEILING WIRELESS POWER ACCESS POINT, POE 11AC 12000MBPS	1	$263.53	$263.53
QSC	QSCTSC101G3	CONTROLER, 10.1" TOUCH PANEL FOR IN-WALL MOUNT, BLACK	1	$2,235.29	$2,235.29
QSC	QSCTSC710TG3	TABLE TOP MOUNTING ACCESSORY FOR TSC-70-G3 / TSC-101W-G3	1	$321.18	$321.18
APPLE COMPUTER	APPMK2K3ABA	TABLET, 10.2" IPAD, 64GB, WIFI - SPACE GREY	1	$387.06	$387.06
IPORT	SON71015	LX CASE PRO 10.5 BLACK	1	$273.82	$273.82
IPORT	SON71003	LX WALLSTATION BLACK	1	$312.94	$312.94
		HARDWARE HOUSING			
MIDDLE ATLANTIC	MIDERK4028	RACK, 40 SPACE 70" H X 28" DEEP STAND ALONE RACK (Owner Furnished Equipment)	1	OFE	OFE
TRIPPLITE	TRIIBAR1220T	SURGE SUPPRESSOR, ISOBAR 20 AMP/12 OUTLET, 15' CORD	2	$219.14	$438.28
LIBERTY WIRE AND CABLE	LIBUWGD0000WH	PLATE, 2 GANG ECONO BULK WIRE W/REVERSIBLE NOSE (WHITE)	1	$2.41	$2.41
MIDDLE ATLANTIC	MIDL5TURFR33LDW	LECTERN, L5 TURRET FRAME, LD, LW33W	1	$2,166.88	$2,166.88
MIDDLE ATLANTIC	MIDL5KBB2SEHB3ZP001	TRIM KIT, L5 WOOD KIT	1	$1,737.53	$1,737.53
MIDDLE ATLANTIC	MIDL5TASKLIGHT18	LIGHT, L5 TASK GOOSENECK, 18" W/ DIMMER	1	$212.29	$212.29
MIDDLE ATLANTIC	MIDL5CLOCKTIMER4	L5 CLOCK AND TIMER, PANEL MOUNT 4 IN, RIGHT CUT	1	$393.35	$393.35
				Subtotal	**$114,576.20**

Room Support and Maintenance

Elite Maintenance Services - Room; 12-months   **$8,456.05**

AVI-SPL Solution Scope of Work

After careful and deliberate consideration of your requirements, we are pleased to provide the following audiovisual solutions scope of work. The scope of work noted is based on sound engineering principles, reliable technology, and have been formulated specifically to meet your requirements.

Project Overview

The City of Independence, Missouri will be making technical improvements to and expanding the functionality of Utility Center Room 117 in pursuit of a Proof of Concept multipurpose audio visual and streaming facility. Integration services will include the removal of an existing camera, projector, microphones, and controllers. The new equipment to be installed will consist of multiple cameras, a laser projector, beam forming microphones, wireless push-to-mute microphones, a network standards-based video transport system, broadcast switcher, broadcast encoder, multi-zone amplifier and necessary peripherals. Existing equipment, including Digital Signal Processors, will be tuned, and integrated into the new system.

Room Name or Type

Applies to: Independence Utility Center Room 117

Design Narrative

The City of Independence, Missouri will develop the audio-visual systems in Utility Center Room 117 to function as a multipurpose conferencing, meeting, and broadcast space. Equipment will be deployed to provide both ease of use for non-technical community members and city employees, as well as manual control of system components by qualified technical personnel. The current projector will be replaced with a sealed, laser projector requiring minimal maintenance. Microphones will provide both in-room amplification of participants and signal input for software-based video conferencing platforms like Microsoft Teams. A broadcast control booth will be configured to provide the control of cameras, switchers, and audio for live video streaming to popular, publicly accessible platforms like YouTube and Facebook. Broadcasts and meetings can likewise be recorded for archival and public records needs.

** Please see the "**Environmental Considerations**" and "**Customer Responsibilities**" sections of this document for required room properties and deployment best practices. **

Scope of Work – Hardware Integration

This section describes hardware installation and general functionality or specifications. All equipment provided and installed by AVI-SPL unless otherwise specified.

Display(s)

The following display devices will be integrated into the system:

- 1 laser video projector for displaying video content within the space. The projector shall have a native resolution of 3840x2160 pixels, and a manufacturer rated brightness of 5000 ANSI lumens.

Note: The projector will be focused on a 104"x58" owner furnished motorized screen. The existing customer owned Sharp LC-80LE661U LCD display will also remain in its current location and will be connected to the AVISPL installed video transport system.

Source Equipment and Interfaces

The following sources will facilitate end user laptop connections:

- 1 USB-C connection located at the lectern for laptop connectivity.
- 1 HDMI connection located at the lectern for laptop connectivity.
- 1 HDMI connection located at the wall for laptop connectivity.

The following owner furnished source devices will be integrated into the system:

- A cable or satellite TV receiver with HDMI output, located at the credenza.
- A dedicated PC with HDMI output, located in the equipment rack.

Routing and Switching

The following video routing and switching devices will be integrated into the system:

- An IP-based video distribution system that will route all video sources throughout the system.
  - AVI-SPL will provide and install the network to handle all video routing and device communication.

Audio

The following audio devices will be integrated into the system:

- Two customer supplied digital signal processors (DSP) will support all audio sources. All microphones used for conferencing shall utilize a dedicated acoustical echo canceling (AEC) channel per microphone element in the DSP. See the Conferencing section for more detailed information regarding audio or video conferencing.
- Microphones will support conferencing and other system features. The following microphone(s) will be used to provide speech audio to conference calls. The microphone(s) will support local voice reinforcement within the room in a 'mix-minus' configuration.
  - 12 Gooseneck wireless microphone(s). The microphone(s) will be black in color. One of these gooseneck microphones will be designated as the Lectern microphone, and configured in such a way that allows it to perform properly in 4 separate user configurations.
  - 4 Ceiling mounted array microphone(s). The microphone(s) will be white in color.
- 16 ceiling speakers will support playback of program and conferencing audio in 4 zones configured in a mix-minus format. The speakers will be white in color.

Conferencing

The following conferencing devices will be integrated into the system:

- USB audio and video connections will facilitate Bring Your Own Device (BYOD) conferencing for a dedicated owner furnished room PC. The signals for these devices will be connected to a USB hub that accepts USB 2.0 to provide a single USB connection to the room PC.
  - One high-definition video camera will be mounted at the front of the room to view the participants in the location specified in the project drawing package.
  - Two high-definition video cameras will be mounted at the rear of the room to view the presenter in the location specified in the project drawing package.
  - Audio for BYOD conferencing will utilize the audio DSP's USB output.

Equipment Rack and Accessories

Equipment will be installed in the following locations:

- An OFE equipment rack will be shared with other customer IT hardware.
  - Customer shall provide the required minimum rack units needed to hold all equipment.
  - A surge protector will be installed in the A/V rack to protect all racked A/V equipment.

A control processor will be installed to enable various functions throughout the system. Please refer to the <u>Software Integration</u> section for more detailed information about system control.

- The control processor will be located in the equipment rack.
- A wireless touch screen interface with a 10" screen size will be located at the wall. The touch screen case will be black in color.
- A wired touch screen interface with a 10" screen size will be located at the table in the broadcast control booth. The touch screen will be black in color.

Scope of Work – Software Integration

A control system will be provided to activate many necessary user needs. This greatly reduces the complexities of operating an integrated A/V system and facilitates greater system utilization and an enhanced meeting experience.

User Experience

Developing a unique system based upon the end users' needs and an understanding of how the space will be utilized has led AVI-SPL to identify three styles of user and room interactions: Autopilot, Co-Pilot, and Pilot. These styles range from the user who wants to use technology transparently, to the person who wants to control every aspect of collaboration. Based on the design requirements, AVI-SPL has selected the following user experience for this room. The room can be run automatically as described in the Autopilot section below, or manually, as described in the Pilot section below. The system will require manual selection of the Pilot interface.

Autopilot

This is a highly automated room experience. User interaction is plug-and-play with little or no interaction requirements. Use and function for this experience commonly includes pre-schedule meeting spaces and public meeting spaces without an interface. While a touch interface is not required, if one is present it will reflect the current state of the room.

The goal of this automation level is for end users to be able to begin their meeting with ease, quickly sharing content or having calls automatically answered.

Pilot

This is a fully user driven room experience. User interaction is required for most system features, and a user interface is required. Automation in this experience is minimal, and typically limited to core events to shut down the room to reduce power consumption and preserve equipment life. Use and function for this experience commonly includes spaces designed for mixed use, training rooms, and control rooms.

The goal of this automation level is for end users to be in control. The user will direct the room when to present, dial a call, and control a device.

For more specific information about the chosen automation design and use cases, please refer to the User Experiences section of the *AVI-SPL Programming Functionality Statements* document.

User Interface

A user interface will facilitate advanced system operation. The following user interface(s) will be used for this system:

- The touch screen graphical user interface will be a custom solution specifically for this project. This custom solution will require coordination meetings with AVI-SPL to design, submit and approve prior to completing all control code creation. Please reference the *Custom User Interface* scope of work document for specific details on this option.

  o AVI-SPL will provide the layout and the functionality of each button for each user page of the touch screen to the Customer prior to implementation for client input and final client approval.
- All specified equipment in the proposal will be incorporated into the control system.

As part of the programming process, AVI-SPL will provide the layout and the functionality of each button to the Customer prior to implementation for input and final approval.

System Events
As part of the control system programming, many system level events can be monitored and acted upon. The following system events will be included in this system:

Mute Synchronization
It is often necessary to synchronize the state of many devices. The control system will be utilized to synchronize the mute states between the conference system(s) and the microphones. If the microphone has visual indicators, such as an LED, those indicators will change to reflect mute state.

For more specific information about the chosen system events, please refer to the System Events section of the *AVI-SPL Programming Functionality Statements* document.

Environmental Controls
As part of the control system programming, any available environmental controls can be incorporated into the control system. The following environmental controls will be included in this system:

No Environmental Controls
Additional environmental controls will not be provided by the control system. Control of lighting, shades, or HVAC will be provided by the original equipment manufacturer.

Network and Network Security

The integration of Audio-Visual hardware can consist of many different devices and systems, each with varying network requirements, impacts to traffic and routing, and unique management and security processes. AVI-SPL will work with City of Independence identified stakeholders to properly assess network requirements and deployment considerations.

AVI-SPL will design the system to meet identified network requirements and will provide construction drawings and a list of devices before installation on site. At the time of installation, AVI-SPL will connect devices according to the documented system design and identified network requirements. The following network design is being followed for this project:

Hybrid AV/Client Network
Hardware that does not require integration to the client network can be completely isolated from the client network.

- The control system, touch panel, and audio video transport devices that carry Ethernet control reside in their own wired network.
- Hardware that requires integration with the owner network will be connected directly to the owner network. Examples: control system for monitoring, video conference codec, 3rd party SIP device.
- Systems for monitoring, control, scheduling, and other, is provided by services residing in the "Cloud", external to the owner's network. In this type of deployment data will need to traverse the owner network.

** Please see the "**Customer Responsibilities**" and "**Software Licenses and Service Accounts**" sections of this document for deployment best practices and installation requirements. Additional information regarding specific applicable processes and procedures can be referenced in the "**AVI-SPL Network and Security**" addendum to this document. **

Customer Responsibilities

These are items that AVI-SPL is dependent upon to complete the project scope of work on time, however, these requirements and responsibilities are not provided by AVI-SPL. For a complete list of exclusions, please refer to the Integration Inclusions and Exclusions section of this proposal.

These requirements must be provided by the owner or other 3rd parties and may fall under the responsibility of an Architect, General Contractor, Electrical Contractor, Data Contractor, Security Contractor, Furniture/Millwork Contractor, IT departments, Facilities or Real Estate groups.

- All required backing and any other wall reinforcement required to safely accommodate displays. Any display wall shall be properly backed to withstand the weight of the display with a safety factor of at least 5:1.
- All AC power at the equipment locations, including hardwired power connections.
- All required conduit for low voltage cable paths to AV equipment.
- All ceiling work required to accommodate the projectors, projection screens, or other equipment.
- All required millwork modifications to tables or other millwork.
- Proper heat dissipation venting for the equipment in this system. Where convection cooling is not possible, a powered venting system with thermostatically controlled quiet fans.
- All required network configuration for any network connection to the client network.
- All software or hardware licenses not specifically provided in this scope of work or associated bill of materials.
- All software or hardware configuration for owner furnished equipment.
- Where VoIP is utilized, all required configuration information prior to installation.
- All cable/satellite/over-the-air TV connections and all associated hardware.
- All necessary table/work surfaces for broadcast control booth.
- All necessary racks and shelves for broadcast control booth and main AV closet.

Site Readiness
The minimum acceptable site conditions of the project site for the installation of electronic equipment are as follows.

- The rooms and directly adjacent areas into which the equipment will be installed must be dust-free with floor, ceiling, and wall finishes to be completely installed in the rooms affected by the equipment.
- The rooms into which the equipment will be installed must be secure.
- All Electrical power, conduit systems, HVAC systems, IT requirements (wired or wireless services), communication circuits, and or other services required by the systems and equipment should be fully installed, energized, and configured for use.
- All furniture into which components of the equipment will be installed shall be present at the time of staging and/or installation.
- All telephone, POTS, VOIP, modem, PRI, data, LAN, and telecommunications connections are installed, fully tested, and active.
- Configuration of OFE networks, applications, servers, and services to provide interoperation with installed systems.
- Coordination and timely IT support and documentation (such as providing IP addresses or account credentials).
- Customer will provide 16 ceiling tiles to cut in new speakers throughout the room.

- Customer will provide a PC which AVISPL will install in the existing equipment rack and connect to new audio-visual hardware.

Software Licenses and Service Accounts

Supervised or direct access to systems must be provided as needed for a properly provisioned and licensed account where appropriate. Examples include Zoom Rooms activation codes, Microsoft Teams accounts, calendar service account, and more.

- The customer may decide not to provide credentials to AVI-SPL, and to provision the installed hardware themselves. In this case AVI-SPL will be unable to fully test the system before receiving sign-off for the installation. All system components will be tested individually to ensure proper stand-alone function, and project sign-off will be requested before technicians leave site.
- If AVI-SPL is unable to properly commission and test the system at the time of installation due to issues with access, an additional site visit may be required. Any additional visits will be billed at the standard contracted labor rate, provided Customer is at fault and approves additional cost in advanced and in writing, scheduling will be done on a best effort basis.

Room Environmental Considerations

To maximize the user experience in a conferencing room, the following parameters should be observed:

- The room should have a measured ambient noise level of no more than NC35. For new spaces, the design parameters for the mechanical engineering within the room should have a target NC of 35 or less. Ambient noise includes noise from the air handling systems, mechanical systems and noises outside the building. Noise levels above this specification adversely affects the meeting environment and may degrade the overall audio quality and intelligibility of a conference call. This is especially important when ceiling microphones are utilized. If a problem is identified with ambient noise levels, AVI-SPL can work with your mechanical engineer to identify possible solutions to lower the NC rating and improve the meeting experience.
- Reverberation time (T60) for typical conference rooms should be less than 0.6 seconds in the 125 - 4000 Hz octave bands to provide an optimum meeting experience and acceptable audio quality in a conference call. A significant number of hard surfaces in a room (glass, drywall or other surfaces) can adversely affect audio intelligibility and the meeting experience overall. Acoustic treatment is advised for rooms with higher T60 levels. If the room requires acoustically treatment, AVI-SPL can provide direction and solutions to overcome this issue and enhance the meeting experience for the participants.
- Evenly distributed lighting is important for videoconferencing applications. Lighting on the faces of the participants should be at least 40-foot candles and should be evenly distributed throughout the camera's field of view. Where the camera's field of view includes windows, recommended window treatment should be employed to provide an acceptable background for the camera to view the participants.
- When microphones are used for local voice reinforcement, the amount of available gain before feedback is dependent on the microphone's location within the room. Placement of the microphone immediately below a ceiling speaker may adversely affect the overall required audio level and cause feedback. Care should be taken to reduce the volume level of the microphone or locate the microphone(s) correctly to minimize the possibility of feedback.

Our Integration Process

| Initiate | Plan | Execute | Monitor | Close |

World-class approach to defining client needs and delivering with consistent approach to execution.

Detailed Operations Playbook = Consistent, High Quality Project Outcomes

- **Each step defined and documented:** based on AVI-SPL best practices & globally recognized standards

- **Standardized documents, forms & instructions:** a cadence for reporting & communications methods

- **Companywide adoption & training:** measurable deliverables

- **Full range of engagement types:** small & simple to large & complex

- **Continuous improvement:** CSAT/NPS focus w/ root cause analysis & action-oriented outcomes

AVI-SPL provides innovative solutions seamlessly integrated with simple but effective user experiences. To that end, AVI-SPL utilizes a five-step process to provide you with consistent communication and flawless execution from project conception to completion.

Phase I   Initiate

- The initiate phase is critical to the success of both the solution implementation and post deployment services to ensure acclimation, adoption and continued use of the technology.

- During this phase, your project team is selected based on the size, scope and complexity of the solutions to be implemented. All details and information are successfully transitioned to the internal project team via a comprehensive kick-off meeting.

- External kick-off discussions are organized and conducted with your key stakeholders to formally discuss project parameters of scope, schedule and communication strategy along with any other key topics to ensure proper alignment. The output of these discussions initiates engineering finalization, equipment procurement & programming services.

Our Integration Process

Phase II — Plan

- The planning phase begins with development of the project schedule including detailed work breakdown tasks identifying key deliverables, dependencies and both internal and external milestones required to successfully execute the project.

- Detailed communication plans are developed to provide your key stakeholders with project progress reporting to indicate status against the project schedule along with any identified risks.

- Acceptance test plan procedures are developed and communicated to ensure agreed upon scope and functionality requirements are achieved.

Phase III — Execute

- During the execution phase, all engineering, programming, fabrication and on-site installation activities are completed in accordance with the agreed upon project scope and schedule.

- Daily progress reports are completed, sent back to our Project Management staff and consolidated into weekly progress reports that you will receive.

- Upon completion of on-site installation activities, test and commissioning takes place in accordance with the agreed upon test plan procedures to ensure fully functional solutions.

- Final inspection and walk-through of the project is conducted in coordination with your key stakeholders to administer acceptance of the deployed solutions.

Our Integration Process

Phase IV	Monitor

- The monitor phase is ongoing throughout the entire project lifecycle.

- All project work activities are consistently reviewed to ensure alignment with the approved schedule and milestones, adjusting resource planning as required. All changes to scope, schedule and budget are closely controlled to eliminate or minimize change management.

- Quality assurance is adhered to through checks and balances along with consistent testing at specified intervals in the project lifecycle. Risk management plans are constantly reviewed, and risk mitigation strategies deployed to ensure scope and schedule remain on track.

- External reporting is critical to this phase to align your key stakeholders to both internal and on-site status of our progress.

Phase V	Close

- The final phase is focused on completion of all contractual and operational activities to obtain sign-off for the completed project. This includes demonstration and training on use of the installed solutions.

- All final project documentation for future warranty and service work is gathered and submitted to your key stakeholders as well as to our internal service team for onboarding purposes.

- Automated Customer Satisfaction Score (CSAT) and Net Promoter Score (NPS) surveys are deployed to obtain your feedback regarding our performance and leveraged as part of our continuous improvement practice.

Global Support and Maintenance

AVI-SPL's Global Support and Maintenance services relieve you of the day-to-day burden of maintaining your collaboration technology estate, keeping your teams connected, and concentrated on delivering business value.

Elite Support

Our Elite services give you an extra level of onsite responsiveness and support with:

- **Unlimited onsite support M-F, 8am-5pm***

- **Unlimited remote help desk support – available globally 24x7x365**

- Facilitation of manufacturer repair or replacement programs – **let us navigate your warranty terms**

- **Software and firmware updates** managed remotely for covered assets
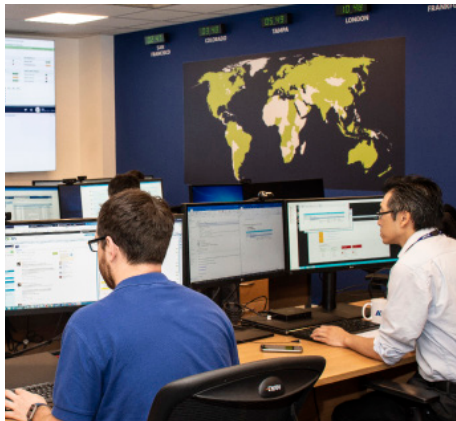
Global Support Operations Centers

- AVI-SPL's Global Support Operations Centers (GSOCs) deliver live help desk support 24x7x365.

- Offering quick and efficient email, phone, and portal communications options.

- The GSOCs will diagnose a problem, implement a repair remotely, or escalate to a specialist.

Repair/Replacement Facilitation – Some equipment may be repairable or replaced at no charge under the manufacturer's warranty. The help desk will assist in arranging the return of the defective equipment to the manufacturer for service/replacement as applicable.

Software Updates and Upgrades – access to the help desk for software updates and upgrades remotely available per manufacturer recommendation. Updates are provided on an as needed basis. Once an issue is reported, the remote help desk coordinates with you and the manufacturer to determine the best course of action. If a programmer is required, additional charges may apply at the applicable rate for those services.

Unlimited Onsite Support – available Monday through Friday, 8 a.m. - 5 p.m.*, excluding holidays, with travel included. Where applicable, AVI-SPL will provide a two-business day onsite response following the help desk's determination that an onsite dispatch is needed.

*Local standard time excluding AVI-SPL holidays.

Integration Inclusions and Exclusions

Inclusions

The following items are **included** in this proposal unless **specifically noted otherwise** within this proposal document or scope of work statement:

- All equipment, wire, and accessories required for a fully functional audio/visual system per the agreed upon scope of work.

- Non-union labor associated with audio/visual system engineering, installation, programming, and testing.

- Documentation package including complete as-built AV system diagrams, and manufacturer's operation manuals.

- Coordination and cooperation with the construction team in regard to installing the system.

- User demonstration of full AV system operation for final sign-off.
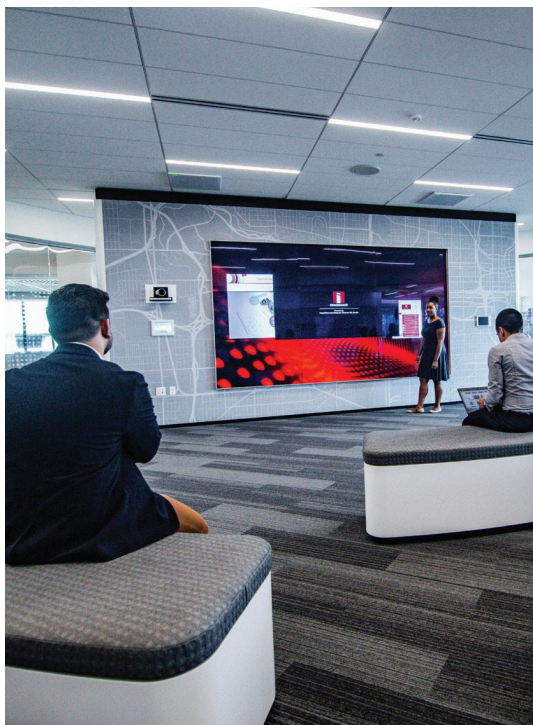
Any additional trips, labor, or materials due to failure of the other workforces to have the audiovisual system rough-in work completed as anticipated and previously confirmed, will be added to the project billing as required.

Unless otherwise agreed in writing by AVI-SPL, all work performed by AVI-SPL will take place between the hours of 8:00 a.m. and 6:00 p.m. local time, Monday through Friday, excluding public and bank holidays. If AVI-SPL is required to perform work outside of these hours, customer will be charged AVI-SPL's standard overtime rates. Any changes in the hours or days of performance must be agreed to in writing by AVI-SPL.

Where applicable, the owner's architect will provide AVI-SPL's engineering department with all required architectural floor, reflected ceiling, building elevation, and section plans in AutoCAD® format at no charge to AVI-SPL.

Exclusions

The following items are **excluded** from this proposal **unless specifically identified otherwise** within this proposal document or scope of work statement.

- All conduits, high voltage wiring panels, breakers, relays, boxes, receptacles, etc. Any related electrical work including, but not limited to, 110VAC, conduit, core drilling, raceway, and boxes.

- Voice/data cabling, IE analogue phone lines, ISDN lines, network ports, etc.

- Network connectivity, routing, switching, and port configuration necessary to support audiovisual equipment.

- Concrete saw cutting and/or core drilling.

- Fire wall, ceiling, roof and floor penetration, patching, removal, or fire stopping.

- Necessary sheet rock replacement, ceiling tile, T-bar replacement, and/or wall/ceiling repair.

- Any and all millwork (moldings, trim, etc.). All millwork or modifications to project millwork/furniture to accommodate the AV equipment is to be provided by others.

- Painting, patching, or finishing, of architectural surfaces.

- Permits (unless specifically provided for elsewhere in this proposal document or scope of work statement).

- Engineered (P.E.) seals and/or stamped structural/system details.

- HVAC and plumbing relocation.

- Rough-in, bracing, framing. or finish trim carpentry for installation.

- Cutting, structural welding, or reinforcement of structural steel members required for support of assemblies, if required.

- Owner furnished equipment or equipment furnished by others that is integrated into the systems (as described above) is assumed to be current, industry acceptable, and in good working order. If it is determined that this equipment is faulty upon installation, additional project charges may be incurred.

- Additional or specific manufacturer's "User Adoption" training.

- Additional costs for union labor.

Addendum to General Terms and Conditions – Equipment Ordering

Due to global supply chain constraints, Seller is experiencing longer than normal lead times on equipment. As a result, Seller cannot guarantee lead times on equipment and will not be liable for any delays in equipment delivery to the extent caused by such constraints. However, as the supply chain continues to improve, we will not be ordering equipment for jobs that start more than 120 days from when the contracted site is ready unless lead times are greater than 90 days.

In order for Seller to appropriately plan and coordinate its resources, Buyer must commit to a **site readiness for installation date**, (subject to timely delivery of equipment) on or about __November 7_____, 2023_.

JRC
AVI-SPL LLC Initials

Should Buyer elect to purchase equipment immediately upon placement of order or greater than 120 days prior to the above readiness date, to mitigate delays, Buyer agrees to receive the equipment at their designated location and Seller will immediately bill Buyer upon placement of such order. Buyer shall pay for such equipment within the payment terms (e.g. net 30) specified herein, regardless of any other agreed upon billing terms or billing terms specified herein. Warranty on such equipment shall commence upon delivery of the equipment to Buyer's designated location, notwithstanding any other agreed upon warranty terms or warranty terms specified herein.

By initialing next to this sentence, Buyer elects to purchase equipment immediately upon placement of order in accordance with the terms of this Addendum.

Buyer Initials

Buyer Acceptance

_____   _____
  Signed Name   Company Name

_____   _____
  Printed Name, Title   Date