

AudioVisual Solutions Proposal For

City of Hollywood NEW CONSTRUCTION LIBRARY AV



A Digital Workplace Services Provider



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Proposal No: 359144-8

Corporate Overview

Your Digital Workplace Services Partner

AVI-SPL is a digital workplace services provider that helps organizations around the world improve their team collaboration and business value through collaboration solutions. From offices in North America, Europe and the Middle East, and through a worldwide network of engineering resources, we deliver transformative solutions and services vital to the success of your organization.

We design, deploy, manage and support the systems and environments that empower meaningful communication and collaboration. Through this transformation, we help you improve workflows and the user experience while also easing the manageability of your technology solutions.

AVI-SPL works diligently to be a single, reliable resource for improving your organization's ability to communicate and collaborate. Through partnerships with highly regarded collaboration companies, construction firms, architects, and consultants, we design, build, integrate, manage and support solutions, systems, and experiences that deliver state-of-the-art communications and collaboration. No other company can match our ability to handle every aspect of your integration project, from understanding your goals to providing ongoing support. When you partner with AVI-SPL, you're working with:

A Partner Working in Your Interests

- Experienced and financially stable technology contractor with a **global operational delivery model**.
- Providing **innovative, award-winning solutions** that are effective and aligned with your needs. Our solutions reflect the trends and technologies shaping professional collaboration and the workplace.

A Knowledgeable Collaborator

- Most **qualified team of engineers and technicians** in the industry.
- **In-house capabilities** to design, install and manage complex audio, video, collaboration and communication technologies.
- **Certified to implement collaboration solutions** from industry leaders like Microsoft, Poly, Cisco, NEC, and Crestron.

An Experienced Services Provider

- Wide-ranging **technical integration capabilities**, construction experience, and engineering resources to support projects of any scale and in environments as varied as stadiums, boardrooms, hospitals, and classrooms. Our experience spans over 40 years. We support our clients through our Global Service Operations Centers, which provide 24/7 help desk support.
- **Expert engineering** with the highest per capita number of technical employees of any AV solutions provider.
- **Award-winning conferencing services** that include customizable room and device monitoring, cloud-based scheduling and management for meeting rooms and the technology enabling them, and analytics reports that provide actionable business intelligence.

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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.

Our diverse portfolio features solutions in the corporate, education, and government sectors, including Fortune 500/Global 1000 boardrooms, military base operation centers, and education campuses. On most projects, we collaborate with architects, consultants, designers, and end users like you.

AVI-SPL's expertise includes partnerships with the industry's top technology providers, highly skilled and certified technicians, and comprehensive support that is setting the standard in the collaboration industry.

The hallmark of AVI-SPL's client success has been our ability to keep pace with the technology trends that drive the way businesses operate, and to innovate and improve upon them so that we can offer customers a standard of quality that no other company can match.

- **86% of Fortune 100** and **70% of Fortune 500** companies are AVI-SPL customers
- **120,000+ projects** completed in **80 countries**
- **12,000+ service contracts** with **1,500 ticketed cases resolved** each month
- **3,400+ employees** in **57 offices** across North America, Europe, and the Middle East
- Partnerships with the **leading technology providers** so we can craft the right solution for every client

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Project Implementation Process

Integration Process

AVI-SPL is dedicated to giving you with technically sound, well-integrated, and user-friendly solutions. To that end, AVI-SPL utilizes a six-step process that ensures seamless communication and transition from project conception to project completion.

The beginning of the process is essential to the success of the implementation and Customer Care Services that ensure acclimation, adoption, and continued use of the technology.

The scope of this Design Proposal is summarized in Phases I & II. Phases III – VI outline the process through to completion including implementation of the concierge level service requested by the client.

Phase I - Consultation

The consultation process is the foundation of the system design and capabilities. During this process, we meet with key personnel to gain a thorough understanding of needs, objectives, and issues:

- Architectural Criteria
- Style of Meeting
- Visual Media
- Computer Display
- Audio Systems
- Audio Conferencing
- Video Conferencing
- Control options
- Static Display
- Supplemental (Multi-room tie-in, connection type, network interconnection, existing equipment)
- Schedule (design/construction documents, construction, AV installation, occupancy)
- Contacts (client, architect/interior designer, general contractor, other)

Phase II - Engineering & Design

AVI-SPL appoints a Project Engineer, who will team up with your AVI-SPL Account Manager and follow your project through to completion. During this phase, the information acquired during the needs analysis is developed into a technically sound and functional system design. The Project Engineer and AVI-SPL Account Manager perform a feasibility study. This study includes an examination of the desired capabilities, architectural, environmental, and technical details of your system. During the engineering and design process, we select the appropriate equipment, hardware, and software. The result of the engineering and design process is a system designed specifically to meet the requirements and environmental conditions that are unique to your application.

The goals for this phase of the project are:

- Verify initial design concepts
- Verify location of all devices
- Validate the design's performance and concepts
- Provide any value engineering and performance enhancement recommendations
- Convert concept drawings to schematic, "build to" shop drawings
- Submit final shop drawings and hardware list for approval prior to procurement and construction.

The documents created by the Systems Group engineering team include but are not limited to:

- Rack elevations
- Patch bay elevations
- Lighting fixture locations
- Custom assembly details

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- Panel details
- Verification of conduit requirements
- Verification of junction box requirements
- Creation of fabrication documentation including wire numbers
- Verification of wire types
- Speaker cluster rigging design
- Creation of accurate hardware/bill of quantities (BOQ) list
- Create cut sheet books for hardware
- Items
- Provide other submittals as required

At the conclusion of Phase II, the project’s design is finalized, all areas of system performance have been optimized, and the hardware parts lists, as well as the engineering drawings, are given final approval. The on-site pre-wiring shall immediately begin.

Phase III: Pre-Installation

AVI-SPL’s senior procurement managers will begin procurement of the hardware required for the system.

Procurement is prioritized between:

- Items immediately required for the initial on-site pre-installation by our installation team
- Long lead items
- Custom panels and custom/project specific hardware items
- All other hardware items
- Engineering and development of custom control software

The procurement manager informs our project manager of any discontinued, new models or upgraded products on the hardware list. In these instances, AVI-SPL submits cut sheets on any new hardware items for approval and substitution into the system.

The fabrication process begins upon receipt of product. AVI-SPL’s fabrication team utilizes the approved engineering drawings to build the systems. All system fabrication work is performed at our fabrication facility.

AVI-SPL’s fabrication process includes:

- Quality control inspection of all hardware items prior to integration into the various systems
- Preparation of internal areas of the racks for installation of cabling
- Installation of internal rack power distribution systems
- Installation of hardware into the racks as shown on the rack elevation drawings
- Installation of internal rack wiring
- Verification of internal rack wiring and wire/cable numbering
- Installation of interconnection wiring between the racks
- Testing of individual racks
- Installation of control software
- Testing and operating of multiple racks as a complete system
- “Burn in” quality-control testing of multiple racks as a complete audio-visual system
- Initial modifications to show control software
- Acceptance of tested and “burned in” systems by the project manager and senior engineer
- Photographic documentation of racks and other hardware items
- Disassembly of racks in preparation for shipping and palletized as per AVI-SPL’s custom shipping standards
- Delivery of the racks to the site via dedicated air ride trucks

The careful testing and “burn in” of the completed systems in the fabrication shop will prevent the likelihood of discrepancies encountered during the onsite installation and testing.

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Phase IV: On-site Installation

The on-site installation effort is coordinated by project manager and lead installer. The lead installer will be on site directing the installation teams. Prior to delivery and installation of pre-assembled systems, AVI-SPL field verifies conformance of installed cabling and other conditions necessary to ensure efficient integration of systems and devices. The team of on-site personnel will vary in number depending on the task requirements for that day. The project manager determines the correct resources required for the specific installation tasks. The AVI-SPL lead installer, project manager, and engineer carefully supervise our subcontractor. Depending on the required tasks, our daily on-site installation crew will include:

- AVI-SPL Project Manager
- AVI-SPL Lead Installer
- Installation Personnel as necessary

When required, AVI-SPL provides:

- Senior Engineers
- Field Engineers
- Supplemental Field Technicians
- Test and Adjust Engineers
- Specialty Labor as required

Once the installation is complete, the systems are carefully checked and brought on line. The final phases of the project begin.

Phase V: Commissioning, Testing, and Adjustments

During this phase, the complete testing and final adjustments of the systems are made. Our project manager coordinates with the project team as required to complete successful testing and tuning of the system, including testing far-end Customer Care connections. Our factory-trained service engineers travel to the job site to commission the system. All installation work is thoroughly checked prior to 'turn on.' Errors or problems are corrected, and all equipment is adjusted for optimal performance in accord with the project specifications.

The test and adjustment team consist of:

- Owner's Technical Representatives
- AVI-SPL's Project Manager

The result of phase V is the shortest possible final punch list. Our projects typically have short punch lists thanks to:

- Adherence to our quality assurance program
- Correcting site-specific problems as they are detected
- Installation of fully tested and "burned in" electronic hardware
- Termination into fully tested and verified cabling and far end connections

By adhering to these engineering policies and standards, the final punch list for projects of this type is typically limited to just a few items.

Phase VI: Training – As Required

Training is available throughout the project. We recommend the owner's technical representative visit AVI-SPL's fabrication facility for initial familiarization with the system during the in-house testing phase. The fabrication manager will:

- Provide a comprehensive review of the system's hardware
- Review the system's cabling and wire numbering methods
- Discuss maintenance issues for the system
- Demonstrate initial operation of the system

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The owner's technical team may observe how the system interconnects to the building's pre-installed cabling during installation and commissioning. Once the system is operational, we provide three levels of "hands on" training to the onsite operational personnel.

Training is provided to:

- System Operators (personnel who are qualified to operate the various systems)
- System Technicians (personnel who provide on-site maintenance to the systems)
- System Assistants (personnel who assist the operators and technicians)

AVI-SPL produces operator manuals and other documentation to support the systems as required.

Process Control & Documentation

Reports and documentation are all standardized. Reporting and documentation for all project activities are stored in a centralized database for efficient access by integral departments (purchasing, distribution, systems integrations, account management etc.). All systems integration projects are overseen by AVI-SPL's Chief Operating Officer (COO). The COO is responsible for overseeing all documentation and daily operational activities throughout our national systems integration network. Documentation and purchase orders are reviewed regularly by the corporate office.

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Investment Summary

Prepared For:	Elisa Alexandra Iglesias City of Hollywood 2600 Hollywood Blvd. Suite-402 Hollywood, FL 33020-4807
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Prepared By:	Zoran Visnjic
Date Prepared:	11/09/2023
Proposal #:	359144-8
Valid Until:	12/10/2023

Total Equipment Cost	\$229,636.40
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Includes cable, connectors, hardware, switches, relays, terminal blocks, panels, etc., to ensure complete and operational system

Professional Integration Services	\$146,255.00
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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	\$533.00
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Includes non equipment or labor costs, such as travel expenses, per diem, lift and vehicle rentals

General & Administrative	\$13,347.67
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Includes all G & A expenses: vehicle mileage, shipping and insurance, as applicable

Services - Room Support and Maintenance	\$20,554.23
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Includes post-installation support and maintenance options selected for installed rooms

Services - Device Maintenance	\$3,160.85
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Includes post-installation maintenance options selected for installed devices

	Subtotal	\$413,487.15
	Tax	Exempt (*)
	Total	\$413,487.15

*** 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.

Signed	Printed	Date
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Room List Pricing Summary

Huddle Rooms 203, 204, 205, 213 and 214	\$33,432.19
Medium Conference Rooms 224 and 250	\$18,127.23
Boardroom 235	\$27,574.73
Training Room 206	\$125,482.98
Cafe 246 and 2 Huddle Booths	\$24,129.74
Workout Room 241	\$5,618.20
Offices 222, 223, 227, 252, 260 and 262	\$18,302.23
Sound Masking and Background Music System	\$54,500.49
Qless Queue Management System	\$23,150.78
IDF Telecom 256	\$70,402.34
CATV Distribution System	\$12,766.24

Pricing does not include applicable state sales tax.

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Room Summary - Huddle Rooms 203, 204, 205, 213 and 214

Equipment List

Mfg	Description	Qty	Unit Price	Extended Price
	*** HUDDLE ROOMS 203, 204, 205, 213 AND 214 ***			
AVISPL	TABLE CUBBY CONNECTIVITY HARDWARE	5	\$152.00	\$760.00
AVISPL	HDMI PASSTHROUGH KEYSTONE PORT W/ADAPTOR CABLE	5	\$17.32	\$86.60
AVISPL	USB-A M-F KEYSTONE PORT W/ADAPTOR CABLE	5	\$13.32	\$66.60
AVISPL	ULTRA SLIM POWER DISTRIBUTION ASSEMBLY W/2' CORD, 6 OUTLETS	5	\$34.21	\$171.05
AVISPL	9-WAY 10' CORD POWER SURGE STRIP	5	\$23.99	\$119.95
AVISPL	COILED MAGNETIC TETHER FOR DISPLAY REMOTE CONTROL	5	\$7.43	\$37.15
CHIEF	ULTRA SLIM MEDIUM FIXED THINSTALL UNIVERSAL WALL MOUNT	5	\$136.80	\$684.00
COMPREHENSIVE	15' ULTRA FLEXIBLE ACTIVE HDMI CABLE	5	\$58.65	\$293.25
COMPREHENSIVE	6' ULTRA FLEXIBLE HDMI CABLE	5	\$18.32	\$91.60
COMPREHENSIVE	6' ULTRA FLEXIBLE USB-C CABLE	5	\$29.32	\$146.60
COMPREHENSIVE	6' ULTRA FLEXIBLE USB A-B CABLE	5	\$7.70	\$38.50
LIBERTY	HDMI/USB-C AUTO SWITCHER	5	\$333.61	\$1,668.05
LOGITECH	10" ROOM SCHEDULING TOUCH SCREEN FOR MST, WHITE	5	\$645.04	\$3,225.20
PEERLESS	FASTENER, METAL STUD KIT, 4	5	\$10.67	\$53.35
POLY	VIDEO CONFERENCING BAR EXTENSION MICROPHONE W/25' CABLE	5	\$189.68	\$948.40
POLY	4K STUDIO USB VIDEO CONFERENCING BAR W/REMOTE CONTROL (WALL MOUNTED BELOW THE DISPLAY. 15' USB A-C CABLE AND WALL MOUNT ARE INCLUDED)	5	\$785.76	\$3,928.80
SONY	55" COMMERCIAL GRADE DISPLAY (3-YEAR ONSITE WARRANTY)	5	\$956.26	\$4,781.30
	Client Furnished Equipment			
OFE	CONFERENCE TABLE W/CONNECTIONS CABLE CUBBY (Owner Furnished Equipment)	5	OFE	OFE
OFE	SFF DESKTOP COMPUTER W/WIRELESS KEYBOARD AND MOUSE (MUST HAVE USB-C VIDEO OUTPUT) (Owner Furnished Equipment)	5	OFE	OFE
OFE	SFF DESKTOP COMPUTER UNDER DESK MOUNT (Owner Furnished Equipment)	5	OFE	OFE
	*** OMNIA PARTNERS Contract # 2019.001535 ***			

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Subtotal	\$17,100.40
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Room Support and Maintenance

Elite Maintenance Services - Room; 12-months **\$1,481.69**

Equipment Total	\$17,100.40
Installation Materials	\$1,108.50
Professional Services	\$12,530.00
Direct Costs	\$0.00
General & Administrative	\$1,211.60
Services - Room Support and Maintenance	\$1,481.69

Subtotal	\$33,432.19
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For informational purposes only – all Purchase Orders must match Investment Summary details.

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Room Summary - Medium Conference Rooms 224 and 250

Equipment List

Mfg	Description	Qty	Unit Price	Extended Price
	*** MEDIUM CONFERENCE ROOMS 224 AND 250 ***			
AVISPL	TABLE CUBBY CONNECTIVITY HARDWARE	2	\$151.52	\$303.04
AVISPL	HDMI PASSTHROUGH KEYSTONE PORT W/ADAPTOR CABLE	2	\$17.32	\$34.64
AVISPL	USB-A M-F KEYSTONE PORT W/ADAPTOR CABLE	2	\$13.32	\$26.64
AVISPL	ULTRA SLIM POWER DISTRIBUTION ASSEMBLY W/2' CORD, OUTLETS	2	\$34.21	\$68.42
AVISPL	9-WAY 10' CORD POWER SURGE STRIP	2	\$23.99	\$47.98
AVISPL	COILED MAGNETIC TETHER FOR DISPLAY REMOTE CONTROL	2	\$7.43	\$14.86
CHIEF	ULTRA THIN LARGE FIXED THINSTALL UNIVERSAL WALL MOUNT	2	\$149.63	\$299.26
COMPREHENSIVE	3' ULTRA FLEXIBLE HDMI CABLE	4	\$14.65	\$58.60
COMPREHENSIVE	6' ULTRA FLEXIBLE HDMI CABLE	2	\$18.32	\$36.64
COMPREHENSIVE	6' ULTRA FLEXIBLE USB-C CABLE	2	\$29.32	\$58.64
COMPREHENSIVE	6' ULTRA FLEXIBLE USB A-B CABLE	2	\$7.70	\$15.40
COMPREHENSIVE	50' CAT6 HDBASET CABLE, PLENUM RATED, BLUE	4	\$58.28	\$233.12
LIBERTY	HDMI/USB-C AUTO SWITCHER	2	\$333.61	\$667.22
LIBERTY	HDMI 2.0 4K60 AND USB 2.0 EXTENSION KIT	2	\$573.56	\$1,147.12
LOGITECH	10" ROOM SCHEDULING TOUCH SCREEN FOR MST, WHITE	2	\$645.04	\$1,290.08
PEERLESS	FASTENER, METAL STUD KIT, 4	2	\$10.67	\$21.34
POLY	VIDEO CONFERENCING BAR EXTENSION MICROPHONE W/25' CABLE	2	\$189.68	\$379.36
POLY	TABLETOP MICROPHONE EXTENDER KIT	2	\$76.20	\$152.40
POLY	4K STUDIO USB VIDEO CONFERENCING BAR W/REMOTE CONTROL (WALL MOUNTED BELOW THE DISPLAY. 15' USB A-C CABLE AND WALL MOUNT ARE INCLUDED)	2	\$785.73	\$1,571.46
SONY	65" COMMERCIAL GRADE DISPLAY	2	\$1,189.18	\$2,378.36
XFINITY	COMCAST TUNER BOX WITH RF REMOTE CONTROL (Owner Furnished Equipment)	2	OFE	OFE
	<u>Client Furnished Equipment</u>			
OFE	CONFERENCE TABLE W/CABLE CUBBY (Owner Furnished Equipment)	2	OFE	OFE
OFE	SFF DESKTOP COMPUTER W/WIRELESS KEYBOARD AND MOUSE (MUST HAVE USB-C VIDEO OUTPUT) (Owner Furnished Equipment)	2	OFE	OFE
OFE	SFF DESKTOP COMPUTER UNDER DESK MOUNT	2	OFE	OFE

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Mfg	Description	Qty	Unit Price	Extended Price
	(Owner Furnished Equipment)			
	*** OMNIA PARTNERS Contract # 2019.001535 ***			
Subtotal				\$8,804.58

Room Support and Maintenance

Elite Maintenance Services - Room; 12-months	\$822.89
Equipment Total	\$8,804.58
Installation Materials	\$622.40
Professional Services	\$7,275.00
Direct Costs	\$0.00
General & Administrative	\$602.36
Services - Room Support and Maintenance	\$822.89
Subtotal	\$18,127.23

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Room Summary - Boardroom 235

Equipment List

Mfg	Description	Qty	Unit Price	Extended Price
	*** BOARDROOM 235 ***			
	Conference Table Equipment			
AVISPL	HDMI AND USB-A TABLE CUBBY CONNECTIVITY (PLACE HOLDER ONLY - SUBJECT TO CHANGE BASED ON FURNITURE SELECTION)	1	\$152.00	\$152.00
AVISPL	HDMI PASSTHROUGH KEYSTONE PORT W/ADAPTOR CABLE	1	\$17.32	\$17.32
AVISPL	USB-A M-F KEYSTONE PORT W/ADAPTOR CABLE	1	\$13.32	\$13.32
AVISPL	6-WAY METAL POWER STRIP W/6' POWER CORD	1	\$28.19	\$28.19
COMPREHENSIVE	75' CAT6 SNAGLESS SOLID SHIELDED CABLE, WHITE, PLENUM	1	\$58.65	\$58.65
COMPREHENSIVE	12' 4K NANOFLEX HDMI CABLE	1	\$51.32	\$51.32
INOGENI	USB 3.0 SWITCHER	1	\$439.44	\$439.44
LOGITECH	SWIVELING ADAPTOR FOR 10" CONTROL SCREEN (REQUIRES CUTTING INTO THE TABLE CLOSEST TO THE CABLE CUBBY WITH AV CONNECTIVITY)	1	\$98.41	\$98.41
LOGITECH	RALLY MIC POD HUB	1	\$246.08	\$246.08
LOGITECH	ADDITIONAL TABLETOP MICROPHONE W/MUTE LED	1	\$344.51	\$344.51
LOGITECH	MST ROOMS KIT W/10" CONTROL SCREEN, PTZ CAMERA AND 2 MICS (2 ON-WALL SPEAKERS INCLUDED - TO BE PLACED BELOW THE DISPLAY)	1	\$5,513.05	\$5,513.05
XFINITY	COMCAST TUNER BOX WITH RF REMOTE CONTROL (Owner Furnished Equipment)	1	OFE	OFE
	Wall Mounted Equipment			
AVISPL	3' ULTRA LOW PROFILE POWER STRIP W/3 OUTLETS	1	\$34.21	\$34.21
LOGITECH	10" ROOM SCHEDULING TOUCH SCREEN FOR MST, WHITE	2	\$645.04	\$1,290.08
PEERLESS	FLAT WALL MOUNT FOR DISPLAY	1	\$200.11	\$200.11
PEERLESS	FASTENER, METAL STUD KIT, 4	1	\$10.67	\$10.67
VIEWSONIC	98" COMMERCIAL GRADE 4K UHD DISPLAY W/3-YEAR WARRANTY	1	\$7,161.54	\$7,161.54
	Client Furnished Equipment			
OFE	WEBEX AND MICROSOFT TEAMS LICENSES (Owner Furnished Equipment)	1	OFE	OFE

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Mfg	Description	Qty	Unit Price	Extended Price
OFE	CONFERENCE TABLE CABLE CUBBIES AND CONNECTIVITY (Owner Furnished Equipment)	3	OFE	OFE
OFE	LAPTOP SOURCE WITH HDMI OUTPUT (Owner Furnished Equipment)	1	OFE	OFE
	*** OMNIA PARTNERS Contract # 2019.001535 ***			
Subtotal				\$15,658.90

Room Support and Maintenance

Elite Maintenance Services - Room; 12-months **\$1,338.37**

Equipment Total	\$15,658.90
Installation Materials	\$811.24
Professional Services	\$8,470.00
Direct Costs	\$266.50
General & Administrative	\$1,029.72
Services - Room Support and Maintenance	\$1,338.37

Subtotal	\$27,574.73
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Room Summary - Training Room 206

Equipment List

Mfg	Description	Qty	Unit Price	Extended Price
	*** TRAINING ROOM 206 ***			
	Ceiling Mounted Equipment			
ATLONA	POE NETWORK OCCUPANCY SENSOR	2	\$292.00	\$584.00
CHIEF	CPA CUSTOM CUT COLUMN, EXACT LENGTH TBD	2	\$157.32	\$314.64
CHIEF	OFFSET CEILING PLATE, CPA STYLE	2	\$63.84	\$127.68
CHIEF	DECODER UNIVERSAL CLAMP ACCESSORY	2	\$42.56	\$85.12
CHIEF	WIRING CLIPS FOR THE CEILING DISPLAY MOUNT	2	\$9.51	\$19.02
CHIEF	CEILING POLE SINGLE DISPLAY MOUNT	2	\$532.00	\$1,064.00
CHIEF	DECORATIVE TRIM RING, WHITE	2	\$14.44	\$28.88
COMPREHENSIVE	3' ULTRA FLEXIBLE HDMI CABLE	2	\$14.65	\$29.30
COMPREHENSIVE	14' CAT6 CABLE	4	\$6.59	\$26.36
CRESTRON	4" IN-CEILING 70V SPEAKER ASSEMBLY, WHITE	18	\$92.40	\$1,663.20
JBL	4' LONG TILE BRIDGE, PACK OF 12 RAILS	4	\$241.81	\$967.24
LIBERTY	23/4P STP CAT6A CABLE, SPOOL OF 1000', WHITE, PLENUM	2000	\$0.81	\$1,620.00
LIBERTY	RJ45 SHIELDED CONNECTOR, BULK OF 25	1	\$115.49	\$115.49
LUMENS	VISCA CONTROL CABLE	2	\$40.00	\$80.00
LUMENS	PTZ CAMERA, 20X W/NDI	2	\$1,538.46	\$3,076.92
LUMENS	ACOUSTICAL CEILING TILE PTZ CAMERA FLUSH MOUNT	2	\$117.33	\$234.66
PANASONIC	WIRELESS MICROPHONE DECT 1.9GHz DIGITAL ANTENNA	2	\$215.00	\$430.00
SHURE	CEILING MICROPHONE MOUNTING HARDWARE KIT	3	\$49.40	\$148.20
SHURE	CEILING ARRAY BEAMFORMING DIGITAL MICROPHONE, WHITE	3	\$3,991.27	\$11,973.81
SONY	85" 4K/UHD COMMERCIAL GRADE DISPLAY (3-YEAR ONSITE WARRANTY)	2	\$2,881.01	\$5,762.02
WYRESTORM	4K HDMI AND 2.0 USB OVER IP DECODER	2	\$737.80	\$1,475.60
	Wall Mounted Equipment			
AVISPL	ULTRA SLIM POWER DISTRIBUTION ASSEMBLY W/3' CORD, 3 OUTLETS	3	\$34.21	\$102.63
COMPREHENSIVE	3' ULTRA FLEXIBLE HDMI CABLE	1	\$14.65	\$14.65
CRESTRON	10.1" WALL MOUNTED CONTROL TOUCH SCREEN, WHITE	1	\$2,117.50	\$2,117.50
CRESTRON	2-PORT USB OVER CAT6 CABLE EXTENDER, WHITE	1	\$396.00	\$396.00

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Mfg	Description	Qty	Unit Price	Extended Price
LEGRAND	3-GANG SCREWLESS DECORA STYLE WALL PLATE, WHITE	1	\$13.29	\$13.29
LG	1-DAY FACTORY CALIBRATION SUPPORT, ONSITE	1	\$2,857.14	\$2,857.14
LG	1.56MM 1080P 500NIT 136" DIAGONAL VIDEO WALL DISPLAY (INCLUDES WALL MOUNT)	1	\$38,571.43	\$38,571.43
LOGITECH	10" ROOM SCHEDULING TOUCH SCREEN FOR MST, WHITE (WALL MOUNTED VIA 2-GANG BOX. REQUIRES POE PROVIDED BY OTHERS. GLASS MOUNTING OPTION IS AVAILABLE)	2	\$645.04	\$1,290.08
WYRESTORM	2-GANG 4K HDMI/USB-C WALL PLATE ENCODER, WHITE (FRONT OF THE ROOM ONLY)	1	\$1,012.07	\$1,012.07
WYRESTORM	4K HDMI AND 2.0 USB OVER IP DECODER	1	\$737.80	\$737.80
	Wireless Microphones			
PANASONIC	HANDHELD WIRELESS MICROPHONE DIGITAL TRANSMITTER	3	\$318.20	\$954.60
PANASONIC	LAVALIERE WIRELESS MICROPHONE DIGITAL TRANSMITTER	1	\$329.67	\$329.67
PANASONIC	WIRELESS MICROPHONE DUAL BAY CHARGER	2	\$258.00	\$516.00
PANASONIC	WIRELESS MICROPHONES RECHARGEABLE BATTERIES, SET	1	\$44.86	\$44.86
	Client Furnished Equipment			
TBD	WEBEX AND MICROSOFT TEAMS LICENSES	1	\$0.00	\$0.00
TBD	PRESENTATION PODIUM	1	\$0.00	\$0.00
	*** OMNIA PARTNERS Contract # 2019.001535 ***			
Subtotal				\$78,783.86

Room Support and Maintenance

Elite Maintenance Services - Room; 12-months

\$7,107.64

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Equipment Total	\$78,783.86
Installation Materials	\$4,770.15
Professional Services	\$30,065.00
Direct Costs	\$266.50
General & Administrative	\$4,489.83
Services - Room Support and Maintenance	\$7,107.64
Subtotal	\$125,482.98

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Room Summary - Cafe 246 and 2 Huddle Booths

Equipment List

Mfg	Description	Qty	Unit Price	Extended Price
	*** CAFE ***			
AVISPL	ULTRA SLIM POWER DISTRIBUTION ASSEMBLY W/2' CORD, 6 OUTLETS	2	\$34.21	\$68.42
CHIEF	ULTRA SLIM FLAT WALL MOUNT FOR LARGE DISPLAY	2	\$159.60	\$319.20
COMPREHENSIVE	6' ULTRA FLEXIBLE HDMI 4K CABLE	2	\$18.32	\$36.64
CRESTRON	7" WALL MOUNTED SYSTEM CONTROL TOUCH SCREEN, WHITE	1	\$1,423.75	\$1,423.75
LIBERTY	23/4P 10G STP CAT6A CABLE, SPOOL OF 1000', WHITE, PLENUM	1000	\$1.00	\$1,000.00
PEERLESS	METAL STUD FASTENER KIT	2	\$10.67	\$21.34
SONY	75" COMMERCIAL GRADE DISPLAY (3-YEAR ONSITE WARRANTY)	2	\$2,100.49	\$4,200.98
WYRESTORM	2-GANG 4K HDMI/USB-C WALL PLATE ENCODER, WHITE	1	\$1,012.07	\$1,012.07
WYRESTORM	4K HDMI AND 2.0 USB OVER IP DECODER	2	\$737.80	\$1,475.60
	*** 2 HUDDLE BOOTHS ***			
AVISPL	ULTRA SLIM POWER DISTRIBUTION ASSEMBLY W/2' CORD, 6 OUTLETS	2	\$34.21	\$68.42
AVISPL	HDMI PASSTHROUGH KEYSTONE PORT W/ADAPTOR CABLE	2	\$17.32	\$34.64
AVISPL	COILED MAGNETIC TETHER FOR DISPLAY REMOTE CONTROL	2	\$7.43	\$14.86
CHIEF	ULTRA SLIM FLAT WALL MOUNT FOR SMALL DISPLAY	1	\$136.80	\$136.80
COMPREHENSIVE	6' ULTRA FLEXIBLE HDMI CABLE	4	\$18.32	\$73.28
COMPREHENSIVE	HDMI WALL ACCESS PLATE, DECORA STYLE, WHITE	2	\$26.12	\$52.24
OFE	HUDDLE TABLE W/CABLE CUBBY AND HDMI CONNECTION (FURNISHED BY THE CLIENT)	2	\$0.00	\$0.00
PEERLESS	METAL STUD FASTENER KIT	2	\$10.67	\$21.34
SONY	43" 4K/UHD COMMERCIAL GRADE DISPLAY	2	\$641.59	\$1,283.18
XFINITY	COMCAST TUNER BOX WITH RF REMOTE CONTROL (Owner Furnished Equipment)	2	OFE	OFE
	*** OMNIA PARTNERS Contract # 2019.001535 ***			
			Subtotal	\$11,242.76

Room Support and Maintenance

Elite Maintenance Services - Room; 12-months

\$1,317.51

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Equipment Total	\$11,242.76
Installation Materials	\$1,141.20
Professional Services	\$9,440.00
Direct Costs	\$0.00
General & Administrative	\$988.27
Services - Room Support and Maintenance	\$1,317.51
Subtotal	\$24,129.74

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Room Summary - Workout Room 241

Equipment List

Mfg	Description	Qty	Unit Price	Extended Price
	*** WORKOUT ROOM 241 ***			
AVISPL	COILED MAGNETIC TETHER FOR DISPLAY REMOTE CONTROL	3	\$7.43	\$22.29
CHIEF	UNIVERSAL ULTRA SLIM PROFILE TILT WALL MOUNT	3	\$213.56	\$640.68
COMPREHENSIVE	3' ULTRA FLEXIBLE HDMI CABLE	3	\$14.65	\$43.95
PEERLESS	FASTENER, METAL STUD KIT, 4	3	\$10.67	\$32.01
SONY	55" COMMERCIAL GRADE DISPLAY	3	\$956.26	\$2,868.78
XFINITY	CABLE TV BOX W/RF REMOTE CONTROL (EXISTING EQUIPMENT FURNISHED BY THE CLIENT) (Owner Furnished Equipment)	3	OFE	OFE
	*** OMNIA PARTNERS Contract # 2019.001535 ***			
Subtotal				\$3,607.71

Room Support and Maintenance

Elite Maintenance Services - Room; 12-months

\$422.77

Equipment Total	\$3,607.71
Installation Materials	\$44.30
Professional Services	\$1,305.00
Direct Costs	\$0.00
General & Administrative	\$238.42
Services - Room Support and Maintenance	\$422.77
Subtotal	\$5,618.20

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Room Summary - Offices 222, 223, 227, 252, 260 and 262

Equipment List

Mfg	Description	Qty	Unit Price	Extended Price
	*** OFFICES 222, 223, 227, 252, 260 and 262 ***			
AVISPL	COILED MAGNETIC TETHER FOR DISPLAY REMOTE CONTROL	6	\$7.43	\$44.58
CHIEF	ULTRA SLIM MEDIUM FIXED THINSTALL UNIVERSAL WALL MOUNT	6	\$136.80	\$820.80
COMPREHENSIVE	3' ULTRA FLEXIBLE HDMI CABLE	12	\$14.65	\$175.80
COMPREHENSIVE	3' CAT6 SNAGLESS ETHERNET BLACK CABLE	6	\$6.08	\$36.48
PEERLESS	FASTENER, METAL STUD KIT, 4	6	\$10.67	\$64.02
SONY	55" COMMERCIAL GRADE DISPLAY (3-YEAR ONSITE WARRANTY)	6	\$956.26	\$5,737.56
WYRESTORM	4K HDMI AND 2.0 USB OVER IP DECODER	6	\$737.80	\$4,426.80
XFINITY	COMCAST TUNER BOX WITH RF REMOTE AND RECEIVER (Owner Furnished Equipment)	6	OFE	OFE
	*** OMNIA PARTNERS Contract # 2019.001535 ***			
			Subtotal	\$11,306.04

Room Support and Maintenance

Elite Maintenance Services - Room; 12-months		\$1,159.33
	Equipment Total	\$11,306.04
	Installation Materials	\$124.60
	Professional Services	\$5,250.00
	Direct Costs	\$0.00
	General & Administrative	\$462.26
	Services - Room Support and Maintenance	\$1,159.33
	Subtotal	\$18,302.23

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Room Summary - Sound Masking and Background Music System

Equipment List

Mfg	Description	Qty	Unit Price	Extended Price
	SOUND MASKING			
ATLAS/IED	SOUND MASKING PROCESSOR, 2X4 DSP	1	\$1,232.03	\$1,232.03
ATLAS/IED	400W 4CH 70V POWER AMPLIFIER	2	\$1,204.04	\$2,408.08
ATLAS/IED	POWER CONDITIONER FOR DISTRIBUTED AUDIO SYSTEM	1	\$163.14	\$163.14
ATLAS/IED	MULTIFUNCTION SOUND MASKING SPEAKER ASSEMBLY, WHITE, PAIR	62	\$228.99	\$14,197.38
WINDY CITY	18/2 SPEAKER CABLE, SPOOL OF 1000', PLENUM, WHITE	5000	\$0.27	\$1,350.00
	*** OMNIA PARTNERS Contract # 2019.001535 ***			
			Subtotal	\$19,350.63

Room Support and Maintenance

Elite Maintenance Services - Room; 12-months		\$2,267.69
	Equipment Total	\$19,350.63
	Installation Materials	\$2,411.37
	Professional Services	\$29,170.00
	Direct Costs	\$0.00
	General & Administrative	\$1,300.80
	Services - Room Support and Maintenance	\$2,267.69
Subtotal		\$54,500.49

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Room Summary - Qless Queue Management System

Equipment List

Mfg	Description	Qty	Unit Price	Extended Price
	*** DIGITAL SIGNAGE SYSTEM ***			
AVISPL	ULTRA SLIM POWER DISTRIBUTION ASSEMBLY W/3' CORD, 3 OUTLETS	9	\$34.21	\$307.89
CHIEF	UNIVERSAL SLIM PROFILE TILT WALL MOUNT	2	\$144.40	\$288.80
COMPREHENSIVE	3' NANOFLEX 4K HDMI CABLE	6	\$14.65	\$87.90
OFE	QUEUE MANAGEMENT SYSTEM RECEIVER (FURNISHED BY THE CLIENT - HDMI PLUG-IN TYPE STICK) (Owner Furnished Equipment)	9	OFE	OFE
PEERLESS	MEDIUM FIXED WALL MOUNT FOR DISPLAY	5	\$62.32	\$311.60
PEERLESS	ARTICULATING CORNER WALL MOUNT FOR 65" DISPLAY	2	\$341.59	\$683.18
SONY	65" 4K/UHD COMMERCIAL GRADE DISPLAY	9	\$1,189.18	\$10,702.62
XFINITY	CABLE TV SET TOP BOX W/RF REMOTE CONTROL (Owner Furnished Equipment)	6	OFE	OFE
	*** OMNIA PARTNERS Contract # 2019.001535 ***			
Subtotal				\$12,381.99

Room Support and Maintenance

Elite Maintenance Services - Room; 12-months	\$1,269.65
Equipment Total	\$12,381.99
Installation Materials	\$731.20
Professional Services	\$7,870.00
Direct Costs	\$0.00
General & Administrative	\$897.94
Services - Room Support and Maintenance	\$1,269.65
Subtotal	\$23,150.78

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Room Summary - IDF Telecom 256

Equipment List

Mfg	Description	Qty	Unit Price	Extended Price
	*** IDF TELECOM 256 ***			
	AV Rack Equipment			
AUDINATE	DANTE AUDIO TO USB ADAPTOR	1	\$182.58	\$182.58
AUDINATE	DANTE TO BALANCED AUDIO ADAPTOR	1	\$211.25	\$211.25
AVPRO EDGE	SINGLE MODE FIBER EXTENDER KIT W/HDMI, CONTROL AND AUDIO	1	\$1,198.67	\$1,198.67
COMPREHENSIVE	3' CAT6 SNAGLESS ETHERNET BLACK CABLE	7	\$6.08	\$42.56
COMPREHENSIVE	7' CAT6 SNAGLESS ETHERNET BLACK CABLE	7	\$8.28	\$57.96
COMPREHENSIVE	3' NANOFLEX 4K HDMI CABLE	7	\$14.65	\$102.55
COMPREHENSIVE	6' NANOFLEX 4K HDMI CABLE	7	\$18.32	\$128.24
CRESTRON	SUBNET ISOLATION CONTROL ADAPTOR	1	\$48.00	\$48.00
CRESTRON	WIRELESS PRESENTATION GATEWAY (REQUIRES CITY OF HOLLYWOOD LAN ACCESS)	1	\$990.00	\$990.00
CRESTRON	70V POWER AMPLIFIER	1	\$937.50	\$937.50
CRESTRON	SYSTEM CONTROL PROCESSOR W/SUBNET	1	\$1,925.00	\$1,925.00
CRESTRON	HDMI TO USB CONTENT INGEST	1	\$618.75	\$618.75
CRESTRON	USB OVER CAT6 TRANSMITTER, LOCAL	1	\$330.00	\$330.00
CRESTRON	OFFLINE CONTROL LICENSE USB DONGLE	1	\$90.00	\$90.00
CYBERPOWER	2200VA UPS W/RACK MOUNT FOR AV EQUIPMENT	1	\$620.94	\$620.94
EXTRON	AUTO SUMMING ADAPTER	1	\$51.25	\$51.25
GLOBAL CACHE	CONTROL SYSTEM INTERFACE	1	\$719.60	\$719.60
LIBERTY	23/4P STP CAT6A CABLE, SPOOL OF 1000', WHITE, PLENUM	3000	\$0.81	\$2,430.00
LIBERTY	RJ45 SHIELDED CONNECTOR, BULK OF 25	2	\$115.49	\$230.98
LUMENS	CAMCONNECT PRO INTERFACE	1	\$1,076.92	\$1,076.92
LUMENS	CONVERTER, RS232 TO RJ45	2	\$40.00	\$80.00
MIDDLE ATLANTIC	SET OF RACK ACCESSORIES	1	\$813.95	\$813.95
MIDDLE ATLANTIC	VENTILATED RACK SHELF, 1RU	6	\$45.31	\$271.86
NETGEAR	FIBER GBIC TRANSCEIVER	4	\$119.78	\$479.12
NETGEAR	48-PORT L-3 MANAGED SWITCH W/POE+, 1Gb, 480W	1	\$2,143.63	\$2,143.63
NETGEAR	24-PORT L-3 MANAGED SWITCH W/POE+, 1Gb, 480W	1	\$1,179.97	\$1,179.97
PANASONIC	4-CHANNEL WIRELESS MICROPHONE RECEIVER W/DANTE AUDIO	1	\$2,509.76	\$2,509.76
QSC	AEC DSP W/DANTE AUDIO	1	\$3,157.50	\$3,157.50

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Mfg	Description	Qty	Unit Price	Extended Price
QSC	SOFTWARE LICENSE, Q-SYS DANTE 32X32 CHANNEL, PERPETUAL	1	\$690.00	\$690.00
QSC	SOFTWARE LICENSE, Q-SYS CORE 110 UCI DEPLOYMENT, PERPETUAL	1	\$176.26	\$176.26
QSC	SOFTWARE LICENSE, Q-SYS CORE 110 SCRIPTING, PERPETUAL	1	\$348.75	\$348.75
SONOS	PORT WIRELESS AUDIO STREAMING GATEWAY (REQUIRES CITY OF HOLLYWOOD LAN ACCESS)	1	\$477.06	\$477.06
XANTECH	IR FLASHER FOR SET TOP BOX CONTROL	3	\$11.15	\$33.45
WYRESTORM	4K HDMI AND 2.0 USB OVER IP ENCODER W/DANTE	7	\$975.33	\$6,827.31
WYRESTORM	RACK MOUNT FOR 12 VERTICAL ENCODER/DECODER DEVICES, 6RU	1	\$250.80	\$250.80
WYRESTORM	4K HDMI AND 2.0 USB OVER IP DECODER	3	\$737.80	\$2,213.40
WYRESTORM	4K AV OVER LAN CONTROLLER, 1Gb	1	\$618.76	\$618.76
	Client Furnished Equipment			
TBD	SFF DESKTOP COMPUTER W/WEBEX AND MST APPS (NEW EQUIPMENT FURNISHED BY THE CLIENT - USED FOR ALL VIDEO CONFERENCING - INCLUDES WIRELESS KEYBOARD AND MOUSE)	1	\$0.00	\$0.00
TBD	WEBEX AND MICROSOFT TEAMS LICENSES (FURNISHED BY THE CLIENT)	1	\$0.00	\$0.00
TBD	CCTV PC W/REMOTE VIEWING AND CONTROL SOFTWARE (Owner Furnished Equipment)	1	OFE	OFE
TBD	FLOOR STANDING EQUIPMENT RACK (FURNISHED BY THE CLIENT)	1	\$0.00	\$0.00
XFINITY	CABLE TV BOX (NEW EQUIPMENT FURNISHED BY THE CLIENT) (Owner Furnished Equipment)	3	OFE	OFE
	*** OMNIA PARTNERS Contract # 2019.001535 ***			
			Subtotal	\$34,264.33

Room Support and Maintenance

Elite Maintenance Services - Room; 12-months

\$3,123.09

Device Maintenance

Mfg	Description	Months	Qty	Unit Price	Extended Price
CISCO SYSTEMS	1-YEAR SERVICE, ESS 8X5XNBD WEBEX ROOM KIT PRO PTZ	0	1	\$3,160.85	\$3,160.85
				Subtotal	\$3,160.85

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Equipment Total	\$34,264.33
Installation Materials	\$2,944.30
Professional Services	\$25,050.00
Direct Costs	\$0.00
General & Administrative	\$1,859.77
Services - Room Support and Maintenance	\$3,123.09
Services - Device Maintenance	\$3,160.85
Subtotal	\$70,402.34

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Room Summary - CATV Distribution System

Equipment List

Mfg	Description	Qty	Unit Price	Extended Price
AVISPL	6' QUAD SHIELDED BRAIDED RG6 COAXIAL CABLE, F-TYPE, 2 PACK	30	\$21.52	\$645.60
BLONDER TONGUE	2-WAY DIGITAL SPLITTER	2	\$52.59	\$105.18
BLONDER TONGUE	32-WAY RACK MOUNTED SPLITTER	1	\$195.69	\$195.69
BLONDER TONGUE	42dB DISTRIBUTION RACK MOUNTED AMPLIFIER	1	\$927.14	\$927.14
BLONDER TONGUE	3dB FIXED ATTENUATOR, FAM, KIT	1	\$41.65	\$41.65
BLONDER TONGUE	10dB FIXED ATTENUATOR, FAM, KIT	1	\$41.65	\$41.65
BLONDER TONGUE	20dB FIXED ATTENUATOR, FAM, KIT	1	\$41.65	\$41.65
CYBER POWER	RACKBAR SURGE SUPPRESSOR	1	\$80.13	\$80.13
	*** COMCAST TO BRING THE CABLE TV SERVICE FEED INTO THE IDF BY THE AV RACK *** QUALITY WIRING TO DELIVER AND TERMINATE AT THE F-TYPE TERMINAL PATCH BLOCK ALL QUAD SHIELD RG6 COAX RUNS AT THE BACK OF THE AV RACK	0	\$0.00	\$0.00
	*** <u>OMNIA PARTNERS Contract # 2019.001535</u> ***			
		0	\$0.00	\$0.00
			Subtotal	\$2,078.69

Room Support and Maintenance

Elite Maintenance Services - Room; 12-months

\$243.60

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Equipment Total	\$2,078.69
Installation Materials	\$347.25
Professional Services	\$9,830.00
Direct Costs	\$0.00
General & Administrative	\$266.70
Services - Room Support and Maintenance	\$243.60
Subtotal	\$12,766.24

For informational purposes only – all Purchase Orders must match Investment Summary details.

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Services and Support

Global Support and Maintenance

AVI-SPL’s Global Support and Maintenance offerings provide world-class services designed to help you achieve the most uptime and the best return on investment (ROI) from your technology. We apply our 40 years of experience with 700+ manufacturer technologies to be the services partner you can count on.

Our offering provides positive business outcomes by ensuring your collaboration technology solutions work as expected for end users. Support minimizes system downtime and maximizes system performance, meeting your organization’s collaboration objectives.

AVI-SPL provides 24x7 support and certifications in a diverse set of competencies that cover your entire organization. With 800+ full-time employees dedicated to service delivery distributed between our four GSOCs and local offices around the world, we have the ability to meet your local and global needs.

Service Levels Available:

	Essential (T&M)	Enhanced	Elite
Unlimited Remote Help Desk, 24x7		●	●
Unlimited Onsite Support, 8x5			●
In Manufacturer-Warranty Hardware	●	●	●

Support Services are provided on a per-room or per-project basis.

Essential (Time and Materials)

Full suite of Global Support offerings available in a noncontract form, all billable at standard AVI-SPL rates.

Billable Offerings:

- Remote Help Desk, 24x7 Specialist Remote Support
- On-site Technical Dispatch
- Parts Repair and Replacement

Enhanced

- Offers unlimited remote help desk support – available 24x7x365.
- Facilitates the repair or replacement of manufacturer programs for applicable hardware.
- Access to software updates and upgrades for hardware covered by manufacturer program.
- Use of online incident reporting tool for easy ticket awareness.
- Eligibility for discounted hourly rates when other Global Support services not included in the Enhanced offering are requested.

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Elite

- Repair or replacement programs of manufacturer programs for applicable hardware.
- Access to software updates and upgrades for manufacturer program covered hardware.
- Insight into an online incident reporting tool for easy ticket awareness.
- Eligibility for discounted hourly rates when other Global Support services not included in the Enhanced offering are requested

AVI-SPL Global Support and Maintenance PLUS Options

Plus Options are available at an additional cost.

Our Global Support and Maintenance PLUS Options are additions to the standard offering, customized to your unique environment. PLUS options allow us to take on more of the risk associated with aging equipment, help prevent unexpected expenses, and provide an accelerated on-site response time to get spaces up and running. Add one or multiple options to enable the flexibility needed.

Extended Hardware Warranty	Corrective Maintenance Visit
Accelerated Onsite Response: 4 Hour or Next Business Day	Loaner Equipment
Preventative Maintenance Check	Consumable Replacement

Extended Hardware Warranty*

We cover repair or replacement cost of malfunctioning equipment. Unforeseen expenses drop significantly as we assume the risk of replacement parts of aging equipment.

*Owner Furnished Equipment not Included

Enhanced On-site Response

Optional Next Business Day or four-hour on-site response (each purchased separately) provide the fastest response possible to keep mission-critical situations from escalating.

*Not available in all areas. Subject to AVI-SPL approval

Preventative Maintenance Check

Discover a potential issue before a meeting. On-site visits work around scheduled use of space to ensure equipment is kept in optimal operating conditions. On-site technicians complete a standard checklist and make recommendations to enhance reliability, features, and security.

- **New Offering:** Add a sanitizing deep clean to your preventative maintenance visit. Our manufacturer-approved sanitizing methods ensure your surfaces are safe while not damaging your technology.

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Corrective Maintenance Visit

On-site maintenance visits can be purchased up-front and scheduled after a fault has been found to resolve a hardware or software issue and bring the room back to operating specifications.

Consumable Replacement

Proper maintenance is essential to ensuring equipment reaches its maximum lifespan. Mitigate unknown expenses by including high-volume points of failure (examples include: lamps, bulbs, filters, fuses, batteries).

*Not available in all areas. Subject to AVI-SPL approval

Managed Services

AVI-SPL’s Managed Services provides technical know-how and purpose-built management tools that **improve the user experience, increase reliability, and reduce IT administrative cost** for collaboration environments of all sizes and complexity.

Collaboration technologies are rapidly evolving. Demands for easy-to-use and reliable communication tools are increasing exponentially. IT teams struggle to support a landscape of platforms, cloud services, room technologies, and solution-based management tools that continuously change. AVI-SPL’s Managed Services solves these IT team challenges, providing the technical specialists and a holistic management tool. This streamlines management, improves support responsiveness, and aligns the specific technical expertise needed to ensure your business communications tools are available when you need them.

AVI-SPL’s Managed Services is a cloud-based solution with Global Service Operations Centers (GSOC) distributed across the globe. Our team of audio-visual and UCC-certified technicians operate 7x24x365 and follow ITIL best practices. Powered by AVI-SPL Symphony, this team supports the world’s largest and most complex collaboration environments.

Symphony is AVI-SPL’s proprietary user experience management application. Architected from its core to be extendable, scalable, vendor agnostic, and secure, Symphony is the dynamic management application that responds to the collaboration challenges of today and tomorrow. Combining our 40+ years of collaboration experience with the power of single-pane insight enables AVI-SPL to improve the collaboration experience and deliver the reliable business benefits expected from your investment.



All of this with a year-over-year customer satisfaction rating average of 94%.

Managed Services Starter Package

AVI-SPL’s Managed Services solution includes **device monitoring and control, reporting, analytics, and technical incident management support services**. Because it is a cloud-based solution, deployment is both easy and flexible. The Symphony

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platform allows for configurable parameters to accommodate workflow, environment, interface, and incident management processes to meet your desired experiences and environments.

Inherently scalable, Managed Services is offered as a comprehensive starter package consisting of the core technical support services and software-based toolsets necessary for a successful collaboration experience. The starter package, available with flexible term options, supports up to 25 rooms inclusive of all audio-visual and video conferencing room devices. Our Managed Services can easily scale to support additional rooms, infrastructure devices, third-party integration, third-party cloud administration services, and full-featured video conferencing support and conference automation.

Symphony monitors all IP-enabled room devices, including AV and video conferencing devices, persistently verifying equipment is ready for use and operating within desired parameters.

When a threshold-based condition is detected, Symphony generates an alert and corresponding ticket. The global AVI-SPL technical help desk performs its investigation and manages the incident through resolution.

Symphony provides management reporting and analytics for real-time insights into inventory, users, incidents, and usage. Our services managers work directly with customer-service owners and stakeholders to foster continual improvement in their management philosophy, and proactively identify experience, environment, and cost optimization opportunities.

Starter Package Included Services

- Room monitoring and control – up to 25 rooms
- Alerting, ticking and incident management
- Portal reporting and analytics
- Symphony cloud connector
- Remote connectivity services

Included Customizations

- Customized portal and email logos
- User registration process
- Monitoring thresholds and restrictions
- LDAP integration for single sign on

Service with Insight

AVI-SPL's Managed Services Service includes a robust suite of online analytics and reporting available on a 7x24 basis. Access to reports is controlled by individual user account, and permissions can be granted by the AVI-SPL help desk or by any customer user who is set up as an account administrator.

- **Analytics** – display data in a dashboard format, providing a visual representation of the data in chart/graph format. Flexible date ranges are supported. Each chart is dynamically customizable, with options to change visualization type, filtering, and, where applicable, drill down/drill up features. Full dashboards or individual dashboard charts can be copied or printed.
- **Reports** – display data in a traditional report tabular format. Data can be manipulated within the report to sort, filter, and change date range criteria. Data can be copied from the interface or exported into a .xlsx or .csv format.

Service Management Support

The AVI-SPL Account team is responsible for assuring customer satisfaction and provides the following account team resources:

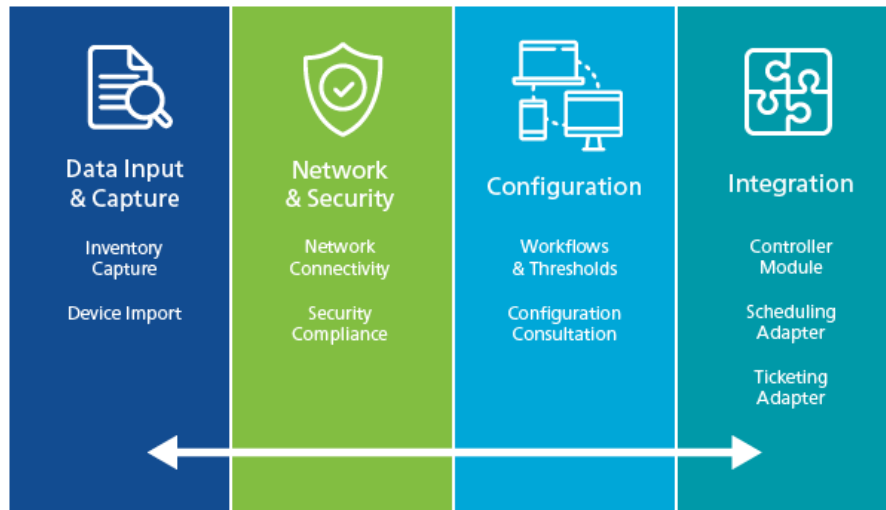
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- **Account Manager (AM)** – responsible for the overall customer relationship, the account manager ensures AVI-SPL solutions meet customer business needs. Account managers provide life cycle relationship management, working to ensure the solution evolves with changing environments as well as with customer collaboration support strategies.
- **Service Delivery Manager (SDM)** – responsible for ongoing service quality assurance, the SDM provides direct customer support for service billing inquiries, subscription monitoring, Symphony release and maintenance notifications, service performance monitoring, reporting, and end-user web-based training.

Symphony - Simple from the Start

Every Symphony subscription service is assigned an AVI-SPL project manager and service readiness engineer to ensure your success during the first 90 days of service transition.

The project manager will provide you with expert guidance. They will assist you with gathering the required service



information and with configuring your Symphony environment so that it aligns with your business rules.

Our project management team is your single point of contact for data, network and security, and configuration. Our complete integration management ensures our project resources are coordinated and aligned with your project stakeholders.

Managed Services: Available Options

Private Cloud

Managed Services Private Cloud provides an exclusive cloud environment dedicated to the subscribed customer. Hosted in AWS, Managed Services Private Cloud offers enhanced security, flexibility, and data control. Based on customer need, private cloud instances may be hosted in North America or EMEA.

Additional Rooms

Symphony scales to any size environment. Room subscriptions can be added at any time, with package options for an additional 25, 100 or 250 rooms.

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Infrastructure Monitoring and Support

Add infrastructure devices for monitoring and support and control to the Starter Package subscription. The infrastructure license provides monitoring and support services for up to 10 infrastructure devices, including video bridge and call control devices.

Ticket Adapter License

Integrate your support workflow seamlessly with the Symphony Ticket Adapter License (TAL). TAL provides bi-directional synchronization of tickets between Symphony and third-party ticketing systems like ServiceNow and Salesforce.com.

Scheduling Adapter License

Simplify room and conferencing scheduling with the Symphony Schedule Adapter License (SAL). SAL provides uni-directional calendaring integration between Symphony and third-party scheduling systems, including Office 365.

Automated Conferencing

Symphony delivers a robust suite of conference automation capabilities, including web-based reservations and automated conference launching that includes special handling rules for VIP conferences.

Producer Attended Conferencing

For solutions that include video bridging infrastructure, the customer can schedule a live AVI-SPL conference producer for a setup meet-and-greet, or to be present throughout your entire conference.

Conference Recording Services

Conference recording is available on a conference-by-conference basis for any scheduled producer-attended conferencing. Conference recording is enabled from the AVI-SPL cloud with no hardware or software requirements for the customer. Recording fees are based on a pay-as-you-go hourly basis. Recordings are hosted for 30 days, during which time they are available for streaming and downloading.

Cloud Video Bridging Services

Cloud Video Bridging Services is ideal for customers who do not wish to invest in video infrastructure or who are looking migrate to Infrastructure as a Service (IaaS) solutions. Managed Services customers who subscribe to Cloud Video Bridging Services can elect from a usage or flat rate billing program. Conference support options include fully automated or high-touch attended conference on a conference-by-conference basis. Either conference experience is supported on a 7x24 basis by a live technical help desk for in-conference assistance.

Connectivity and Security Options

While going to the cloud is a significant business trend, not all organizations allow connectivity over the public internet. AVI-SPL offers a variety of secure connectivity options, including IPSec VPN connections or network termination services for customer-supplied dedicated circuits.

End-User Training

Remote end user training is an available option for purchase by SYaaS customers. End-user training is delivered via webinar for up to 25 participants.

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Leasing Through AVI-SPL

With the power of [AVI-SPL's Global Financial Services](#) on your side, you'll reduce the total cost of ownership of the technology solutions you rely on for business success. By financing your technology through our leasing program, you minimize costs while conserving capital for daily business needs and other strategic investments.

Your hardware, software, support, and services can be combined into one convenient, predictable monthly payment. And you can refresh to new technology that matches your future business needs while avoiding expensive support renewals.

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AVI-SPL Symphony: User Experience Management Application

AVI-SPL Symphony is a User Experience Management Application for collaboration technologies that simplifies user engagement, improves meeting success, and enables business outcomes. It is a multi-tenant cloud-based application, focused on monitoring, controlling, scheduling, ticketing, and analyzing of the supporting meeting technology estate within your organization. Deploying Symphony provides an integrated end-to-end collaboration workflow, a single-pane view into the supporting technology estate, and actionable business intelligence. This drives the desired user experience and adoption.

Symphony's simple, clean interfaces provide in-depth looks into the system to easily identify problems and troubleshoot and resolve system issues. Proactive management enables you to save the meeting before end users are impacted. Analytics enable problem management, root cause analysis, and other actionable business intelligence to enable your organization to make improvements with confidence.

Providing the deepest look into complete environments, Symphony natively integrates with a variety of devices to provide rich monitoring, ticketing applications, and scheduling applications.

Highlights of the Symphony application include:

Integrated Workflow



Activate services from your native workflow. Symphony combines trouble tickets, scheduling, and cloud video service launching into a centralized operation. Integrating with third-party applications and platforms delivers a global lens into your investments and provides a seamless meeting experience.

Single-Pane View



View your entire environment – not just a piece of it – from one portal. With the vast number of manufacturers being deployed in a collaboration environment, management of technologies is resulting in technical resources and administrators operating different tools depending on the technologies in place. With a single portal to see the health, scheduling, and ticketing of rooms, you can proactively monitor and resolve before meetings and users are impacted.

Actionable Business Intelligence



Technology investments are targeted to enable business success. It's important that you know where your teams are engaging with technology, how your technology is fairing, and that you're maximizing technology and real estate investment. Symphony provides the data behind your environments – you'll be able to see if your teams prefer huddle spaces in San Diego or conference rooms in Boston.

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Technology Training

When investing in technology, you need to ensure adoption and utilization by your workforce to maximize ROI. We want your deployment to be a success and engagement an enjoyable experience for your end user. Each company has unique needs and workforce composition, so each training approach will be custom designed to your company.

Trainings utilize a variety of methods, including:

- In-Person Trainings
- Video Trainings
- Post-Training Video Refreshers
- Assessment and Feedback Surveys
- Quick Reference Guides

Collaboration Services

AVI-SPL's Cloud Collaboration Services empower the people in your organization to work effectively together by providing useful, reliable, and intuitive communication tools. This goal is made even easier through collaboration services that do away with the need to purchase infrastructure and that put the power of collaboration in the hands of your team members.

These services include:

- Hosted Infrastructure Services (registration and call control)
- Concierge scheduling and production of your video conferencing calls through our Symphony® user experience management application
- Virtual Meeting Room, a self-service video collaboration solution

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Addendum to General Terms and Conditions - Support and Maintenance Services

The following terms supplement and modify the General Terms and Conditions as they apply to Seller's provision of support and maintenance services as more particularly described in this Addendum and the Support and Maintenance Services Description (collectively, the "Services"). Any capitalized terms not otherwise defined herein shall have the meanings ascribed to them in the General Terms and Conditions.

1. Definitions

This Addendum contains defined terms and acronyms. The following definitions shall apply:

"Help Desk" means Seller's 24x7 global help desk as described in the Support and Maintenance Services Description and this Addendum;

"In-Warranty Hardware" means the covered equipment has an active, Manufacturer or third-party sponsored warranty program that can be exercised by the Buyer or by the Seller on behalf of the Buyer;

"Manufacturer" means an entity that produces hardware and / or software;

"Out-of-Warranty Hardware" means the covered equipment does not have an active, Manufacturer or third-party sponsored warranty program that can be exercised by the Buyer or by the Seller on behalf of the Buyer;

"Software Options" means optional functionality or features of software that may be selected at the time of purchase or later, and for which separate charges are assessed;

"Software Update" means software for which the Manufacturer has provided fixes or minor revisions to correct errors or defects in the existing operation of the software in accordance with the published product specifications, and which is limited to those updates that the Manufacturer generally provides to its customers at no charge. Software Updates do not include Software Upgrades or Software Options;

"Software Upgrade" means new releases of the software which contains enhancements improving the functionality or capabilities of the software, which Manufacturer may make available to its customers. Software Upgrades do not include Software Options; and

"Support and Maintenance Services Description" means that portion of the Proposal detailing the Services being purchased by Buyer.

2. Services Description

The Services purchased by Buyer are detailed in the Support and Maintenance Services Description.

3. Services Orders

Following Seller's order confirmation, Buyer agrees to provide a contact name, contact email address, and telephone number at the service location(s). Standard response times and service level agreements are not guaranteed until such information is received by the Help Desk.

Products specifically identified in the proposal will be eligible for Services. If Buyer elects to purchase any additional or optional services or features, additional fee(s) will be invoiced separately with payment terms as specified for such services.

4. Services Term

The Services shall commence upon installation project completion or, for Stand-alone Services, upon Seller's confirmation of Buyer's order, and shall continue for the term

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specified in the Proposal, unless earlier terminated. Installation projects containing multiple phases or being performed over extended periods may include multiple completion milestones / service commencement dates. The Services shall expire at the conclusion of the term specified in the Proposal, unless earlier terminated. Notwithstanding anything to the contrary in the Terms and Conditions, Seller reserves the right to postpone commencement of the Services, upon written notice to Buyer, in the event of any delays that prevent Seller from commencing the Services on the original commencement date. In such case, Seller will provide a new Services commencement date and the term of the Services will commence as of that date and continue for the term specified in the Proposal, notwithstanding any specific dates contained in the Agreement or any other purchase documents. Invoicing and payment will be adjusted to align with the new commencement date of the Services.

5. Services Availability

Help Desk remote support is available on a 24x7 basis.

Unless otherwise noted in the Support and Maintenance Services Description, the Seller's field service technicians are available Monday through Friday from 8 AM to 5 PM local standard time, excluding legal holidays. For Buyers with service locations in the United Arab Emirates, the Seller's field service technicians are available Sunday through Thursday from 8 AM to 5 PM local standard time, excluding legal holidays.

Requirements to provide Services prior to or after the agreed upon hours of support must be agreed to by both Parties in advance and in writing and additional fees may apply.

6. Third Party Services

Seller may make third party services available to Buyer. Seller offers no guarantees and assumes no responsibility or liability of any kind with respect to third party services.

7. Software Updates, Upgrades, and Options

The Help Desk will assist with the provision of Software Updates, Upgrades, or Options when necessary to resolve a reported issue and when made available by the Buyer or Manufacturer. Depending on Services elected, additional charges may apply for proactive management of Software Updates, Upgrades, or Options and when specialist or onsite support of these activities is requested or required. Seller will not be liable for any issues, damages or disruption arising from a Software Update, Upgrade, or Option released by a third party.

8. Replacement Parts

Standard program: In-Warranty Hardware will be eligible for repairs or replacement parts and the use of advanced replacement programs in accordance with the Manufacturer's published warranty program.

Replaced parts will become the property of Seller or the Manufacturer. If replacement activity is performed by Buyer, the replaced parts must be returned per the Seller's direction within five (5) business days of receipt of the replacement part; otherwise,

Buyer will be invoiced the full list price for the replaced part.

Depending on Services elected, additional charges may apply for onsite support of In-Warranty Hardware parts repair or replacement. Out-of-Warranty Hardware or other parts repair or replacement deemed to be out-of-warranty will be considered billable activity.

Optional program: Buyers who elect an extended hardware warranty as a component of their Services are eligible for repairs or replacement parts for Out-of-Warranty Hardware. The inclusion of this coverage must be incorporated into the Support and Maintenance Services Description and is further described therein.

9. Service Level Agreement

Help Desk response: Seller's Help Desk will provide an average speed of answer of sixty (60) seconds for support calls and will respond to new service requests made via email or web portal to its Help Desk within four (4) hours with case assignment notification.

Upon the Help Desk's determination that a dispatch is required, Seller's field service technicians will provide the onsite response aligned to the service level elected in the Support and Maintenance Services Description. The ability to meet this service level may be impacted by the Buyer's room availability, the requirement for replacement parts, and the reliance on a Buyer's third-party.

When a case is opened, the Help Desk will classify the case in accordance with the following incident priority classifications:

Priority 1 – core business or technology functionality unavailable resulting in work stoppage or significant impact to user experience

Priority 2 – a loss in functionality that compromises but does not prevent work completion or have significant impact to user experience

Priority 3 – issue that does not compromise work completion and therefore does not require immediate attention

Priority 4 – issue that can be scheduled such as a maintenance activity or scheduled replacement

10. Services Exclusions

Unless otherwise specified in the Support and Maintenance Services Description, Services do not cover any of the following: (i) electrical work and / or in-house cabling; (ii) repair or replacement resulting from natural disaster, fire, accident, neglect, misuse, vandalism, water, corrosion, power surges, unconditioned or fluctuating power, Buyer-provided network, or failure of the installation site to conform to Manufacturer specifications; or resulting from use other than intended purposes; or resulting from use with items not provided or approved by Seller; or resulting from the performance of maintenance or the attempted repair by persons other than Seller's employees or persons authorized by Seller; (iii) repair or replacement excluded by or no longer covered by the Manufacturer's repair and replacement program; (iv) furnishing supplies or accessories including consumables such as projection lamps, bulbs, filters, fuses, batteries and the labor to replace these items; (v) relocation services, or the addition or removal of items from or to other devices not furnished by Seller; (vi) damage to displays caused by screen burnout or image "burn-in"; and (vii) Services in connection with computer viruses or conflicts involving software that is not installed or introduced by Seller including coverage for Buyer-furnished product unless specifically listed as covered product.

Any modifications and / or additions made without Seller's prior written approval are

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at Buyer's sole risk and expense. If, in Seller's reasonable discretion, such modifications and / or additions cause defects, disruptions and / or malfunction, and Buyer requests Seller's assistance to correct the issue, Seller's assistance will be billable at Seller's then-current time and material rates.

11. Charges and Payment Terms

Unless otherwise specified in the Proposal, payment terms are net 30 days from Buyer's receipt of invoice. Unless otherwise specified in the Proposal, Stand-alone Services will be billed upon Seller's confirmation of Buyer's order. Any services provided that are not included in the Services will be billable as incurred.

12. Termination

Seller may immediately terminate the Services upon written notice in whole or in part for cause if any person other than a Seller employee or designated service representative alters covered equipment rendering it unsafe.

In the event of Buyer's early termination for cause, a pro-rated refund will be issued to the Buyer for the unused term of Services, except Buyer shall remain liable for (i) all non-refundable third-party fees incurred by Seller for prepaid expenses and (ii) all services performed during Services term. Services may not be terminated for convenience.

Seller reserves the right to terminate or modify available Services at any time in its sole discretion; provided, however, that any such termination or modifications will not affect any Services already ordered by Buyer and confirmed by Seller prior to such termination or modifications except as mutually agreed by both Parties.

13. Buyer Obligations

(a) Buyer shall provide Seller with all information, cooperation and access that Seller reasonably requests for remote diagnosis of the reported issue. Parts replacement and onsite service may not become available until the Help Desk is provided the appropriate information or support to diagnose the issue.

(b) If applicable, Buyer shall provide Seller personnel with timely access to service location and adequate working space at no charge to Seller.

(c) Buyer shall provide Seller's onsite managed services personnel with adequate working conditions that comply with all applicable labor, safety and health laws and regulations.

(d) Buyer will provide the necessary utility services for use in accordance with the Manufacturer's applicable published specifications.

(e) Buyer will be responsible for payment of parts and services provided by Seller that are not covered by the Services. Seller will obtain Buyer's written consent prior to providing the parts and / or services, which will be billable at Seller's then-current time and material rates.

(f) Seller strongly recommends that Buyer install and use a current, reputable anti-virus program in connection with any PC-based, open-architecture product, and that Buyer regularly updates and runs such anti-virus program, especially in connection with the emergence of any new viruses.

(g) Buyer is solely responsible for backing up its data. Seller will not under any circumstances have a duty to back up Buyer's data or to restore data that is lost in the course of Seller's provision of Services, or otherwise. Seller will not be liable for the loss of Buyer's data, whatever the reason for the loss, including without limitation as a result of Seller's negligence. The preceding limitation applies to any cause of action,

whether based in contract, tort, or any other theory.

14. Solicitation

At no time during the term of the Services or for one (1) year thereafter, will Buyer directly or indirectly offer employment to any Seller employees who performs Services on behalf of Seller without Seller's express prior written consent. In the event that Buyer is in breach of this provision, Seller shall have the right to invoice Buyer, and Buyer agrees to pay, a sum equal to twelve (12) months' salary in respect of the hired individual. The foregoing restrictions shall not apply to solicitation through any general recruitment advertisement in the normal course of business, without specifically targeting or approaching the other Seller's employees.

15. Warranty and Limitation of Liability

SELLER WARRANTS FOR NINETY (90) DAYS FROM THE PERFORMANCE OF ANY SERVICES HEREUNDER THAT SUCH SERVICES SHALL BE PERFORMED IN A WORKMANLIKE MANNER CONSISTENT WITH GENERALLY ACCEPTED INDUSTRY STANDARDS. SELLER MAKES NO OTHER WARRANTY, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE OR OF MERCHANTABILITY. SELLER MAKES NO WARRANTY THAT OPERATION OF THE PRODUCT SERVICED WILL BE UNINTERRUPTED OR ERROR FREE. BUYER MUST PROMPTLY REPORT IN WRITING ANY BREACH OF THIS WARRANTY TO SELLER NO LATER THAN FIFTEEN (15) DAYS AFTER EXPIRATION OF THE ABOVE WARRANTY PERIOD, AND BUYER'S EXCLUSIVE REMEDY AND SELLER'S ENTIRE LIABILITY FOR ANY BREACH OF SUCH WARRANTY SHALL BE FOR SELLER TO RE-PERFORM THE SERVICES OR, IF SELLER IS UNABLE TO RE-PERFORM THE SERVICES AS WARRANTED, BUYER SHALL BE ENTITLED TO RECOVER THE PRORATED FEES PAID TO SELLER FOR THE NONCONFORMING SERVICES. SUBJECT TO THE EXCLUSION OF DAMAGES PROVISION CONTAINED IN THE GENERAL TERMS AND CONDITIONS, SELLER'S MAXIMUM LIABILITY FOR ALL OTHER DAMAGES WILL BE LIMITED TO ONE (1) YEAR'S SERVICE CHARGES. THIS LIMITATION OF LIABILITY IS CUMULATIVE AND NOT PER INCIDENT. SOME STATES OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES AND IN SUCH EVENT, THE FOREGOING EXCLUSIONS AND LIMITATIONS SHALL ONLY APPLY TO THE EXTENT PERMITTED BY APPLICABLE LAW.

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Integration Inclusions & 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 regards 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 work forces 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.

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General Terms and Conditions

1. Applicability of Terms

1.1 These General Terms and Conditions (together with any addenda attached hereto and incorporated herein by this reference, the "Terms and Conditions") and the accompanying Audiovisual Solutions Proposal (the "Proposal") are the only terms and conditions which govern the sale of the equipment and any related software (the "Products") and services (the "Services") specified in the Proposal by AVI-SPL LLC ("Seller") to the buyer/customer identified in the Proposal ("Buyer"). Seller and Buyer may be individually referred to as a "Party" and collectively as "Parties."

1.2 The Terms and Conditions and the Proposal (collectively, the "Agreement") comprise the entire agreement between the parties, and supersede all prior or contemporaneous understandings, agreements, negotiations, representations and warranties, and communications, both written and oral. In the event of a conflict or inconsistency between the General Terms and Conditions and any addendum, the addendum shall prevail to the extent of such conflict or inconsistency. In the event of a conflict between the Terms and Conditions and the Proposal, the Terms and Conditions shall prevail to the extent of such conflict or inconsistency. Notwithstanding anything herein to the contrary, if a master services agreement signed by both Parties is in effect covering the sale of the Products and Services that are the subject of the Proposal, the terms and conditions of said agreement shall prevail to the extent they conflict or are inconsistent with these Terms and Conditions.

2. Acceptance and Modification of Terms

2.1 This Agreement shall not be binding upon Seller until accepted by Buyer as set forth in this sub-Section 2.1 and the earlier of Seller's confirmation in writing of Buyer's order and Seller's performance under the applicable Proposal. Buyer's signed acceptance of the Agreement, issuance of order against the Agreement, payment for any of the Products or Services contained in the Agreement, or receipt of the Products or Services contained in the Agreement, whichever occurs first, shall constitute Buyer's acceptance of this Agreement.

2.2 Any modification, addition to, or waiver of any of this Agreement shall not be effective unless in writing and signed by an authorized representative of Seller, and any different or conflicting terms appearing in Buyer's purchase order or other documents are expressly rejected by Seller. No relaxation, forbearance or indulgence by a Party in enforcing any of the terms and conditions of this Agreement or the granting of any time to the other Party shall prejudice or restrict the rights and powers of a Party hereunder, nor shall waiver of any breach hereof operate as a waiver of any subsequent or continuing breach hereof.

3. Delivery

3.1 Seller will use its best efforts to deliver the Products in accordance with the Buyer requested delivery date, subject to receipt of all necessary information from Buyer and Buyer's compliance with Seller's reasonable instructions for site readiness. Shipping and installation dates are approximate only, and Seller shall not be liable for failures of or delays in manufacture, delivery or installation resulting from any cause or causes beyond its reasonable control and without its fault or negligence.

3.2 Any delay due to causes beyond Seller's reasonable control and without Seller's fault or negligence shall extend delivery and installation dates to the extent caused thereby. Seller will use reasonable efforts to timely notify Buyer in the event of a delay. Buyer shall reimburse the Seller its reasonable additional expenses resulting from any Buyer-caused delay. When delivery of the Products is delayed at the request of the Buyer and the Products have already been shipped by Seller's vendor, Seller will place the Products in storage and invoice Buyer the price of such Products, which will be promptly paid. Seller shall not be liable, and the Buyer shall have no right to cancel or rescind this Agreement, in the event of any delay due to causes beyond Seller's reasonable control and without Seller's fault or negligence, and Buyer shall accept such delayed performance by Seller. The Buyer's receipt of the Products shall constitute a waiver of any claims for delay.

4. 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. 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.

5. Buyer in Arrears or Default

In the event Buyer is in arrears with any payment due from it to Seller at any time, whether in respect of the Proposal price or any other amount due from the Buyer to the Seller under the terms of this Agreement, the amount in arrears shall bear interest at the rate of 1.5% per month or the maximum rate permitted by applicable law, whichever is less, as from the date each amount falls due, pending actual payment thereof in full, without prejudice to any relief or remedy available to Seller. Upon notice to Buyer and without waiving any other rights or remedies to which it may be entitled, Seller shall have the right to suspend or terminate performance of the Services or delivery of the Products until payment of the amount in arrears is received, decide not to fulfill additional orders from Buyer and/or seek collection of all amounts due. Seller shall have no liability to Buyer for any such suspension or termination. In the event of any action by Seller to collect any amount not paid when due, Buyer will reimburse Seller for its costs of collection (including, without limitation, any reasonable attorneys' fees). In the event of Buyer's default, Seller may also, without notice, peaceably enter any premises in which the Products are located and remove, hold and sell them in accordance with applicable law, to satisfy in whole or in part Buyer's obligations.

6. Title and Risk of Loss

6.1 Title to the Products shall pass to Buyer upon delivery, subject to the manufacturer's or Seller's software license (if applicable) and a purchase money

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security interest retained by Seller in the Products sold and the proceeds thereof until payment of all amounts then due to Seller. Seller shall be entitled to remove the Products from the Buyer's premises if all payments are not made when due. Buyer agrees to reasonably cooperate with Seller in the execution and filing of financing statements under the Uniform Commercial Code or other documents as Seller reasonably requests to protect its security interest.

6.2 Risk of loss or damage to the Products or any part thereof shall pass to the Buyer upon delivery.

7. Installation and Site Preparation

7.1 Installation (e.g. field assembly, interconnection, equipment calibration and checkout) is to be performed by the Seller's trained technical employees. The Seller shall be entitled to employ subcontractors and/or agents to assist in or carry out, in whole or in part, the installation. In the event installation by Seller employees is prevented by trade unions, the Buyer shall arrange with the trade unions at its own expense to complete installation. The Seller is thereafter liable only for engineering supervision of installation.

7.2 The Seller shall reasonably coordinate and cooperate with other trades to facilitate satisfactory work progress. If the Seller's work in progress is impeded by other trades and/or contractors (excluding the Seller's own subcontractors) or by scheduling delays due to the Buyer, time delays in the final installation as well as additional charges, including labor, travel and other reasonable expenses, may result.

7.3 The Buyer shall be responsible for preparing, at its own expense, the installation site in accordance with the Seller's reasonable instructions, including the requirements specified in the Proposal. In no event shall the Seller be responsible for any high voltage electrical work, ceiling modifications, structural modifications, or mechanical systems modifications. Unless otherwise agreed in writing in the Proposal, Buyer shall provide the Seller with source code for any non-Seller programmed remote control system required to be modified under the terms of this Agreement.

8. Access to Project Site

8.1 The Buyer shall provide the Seller with reasonable access to the installation site before delivery, for purposes of determining site readiness for installation, and shall designate an individual on Buyer's staff to serve as a contact person for all site preparation and installation issues. Buyer shall provide the Seller with free access to the installation site for the purpose of preparation for installation.

8.2 Buyer shall obtain at its expense and keep effective all permissions, licenses, and permits whenever required in connection with the installation and/or use of the Products and the premises where the Products shall be situated.

9. Warranty

9.1 Seller warrants that:

(a) Immediately prior to delivery, it had good title to the Products, free from any lien or encumbrance unless otherwise specified;

(b) For a period of ninety (90) days from delivery and acceptance of the Products and Services, or, with respect to Products manufactured by a third party, such longer period of time provided by such manufacturer, the Products and Services will (i) be free from defects in materials or workmanship and (ii) conform to the requirements of the Proposal, including any instructions, specifications and documentation incorporated therein;

(c) It is in compliance with all applicable federal, state and local laws, regulations and standards relating to the sale and transportation of the supplies or items, and provision of the Products including all applicable U.S. and foreign anti-corruption laws, including without limitation, the U.S. Foreign Corrupt Practices Act ("FCPA"); and

(d) With respect to Services, Seller's personnel shall possess the requisite level of training, skill and experience to address the requisite tasks efficiently and will perform the Services provided hereunder in a professional and workmanlike manner consistent with generally accepted industry standards.

9.2 Seller shall not be liable for nor have any warranty obligations with respect to Products that are in any way misused, altered and/or repaired by someone other than a representative of the Seller which, within the sole, reasonable judgment of the Seller, results in an adverse effect, including effects upon performance or reliability of the Products.

9.3 In order to make a warranty claim, Buyer shall promptly notify Seller in writing and Seller will, subject to the applicable manufacturer's warranty policy, repair or replace such defective Product at no cost to Buyer. Seller will attempt to reply to warranty claims received from Buyer prior to 1:00 p.m. within forty-eight hours. Normal working hours are 8 a.m. to 5 p.m., Monday through Friday, excluding legal holidays. Buyer shall reasonably and promptly cooperate with Seller's request for information regarding the claim and with return of the defective Product if required.

9.4 Except as otherwise specified in this Agreement, no warranty whatsoever is provided by the Seller hereunder as to Products manufactured by anyone other than the Seller, including but not limited to, cables, lamps, batteries, glassware, and evacuated devices (including valve, cathode ray tubes, and other special electron tubes). Seller's sole obligation with respect to Products manufactured by someone other than Seller shall be to pass through the applicable warranties, if any, provided by the manufacturer. THE WARRANTIES SET FORTH IN THIS AGREEMENT ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, WHETHER WRITTEN OR ORAL, IMPLIED OR STATUTORY. NO IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE SHALL APPLY.

10. Buyer Responsibilities

Buyer or any user of the Products shall (i) notify Seller as soon as any unusual operating peculiarity appears, and (ii) operate the Products in a safe and competent manner in strict compliance with the Product specifications and operating procedures and applicable laws and government regulations. In the event the Buyer or any user of the Products fails to comply with this Section 10, Seller's warranties and its obligations hereunder shall terminate without notice to Buyer.

11. Limitation of Liability and Exclusion of Damages

TO THE FULLEST EXTENT ALLOWED BY APPLICABLE LAW, IN NO EVENT WILL EITHER PARTY BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL, SPECIAL, EXEMPLARY, OR INDIRECT DAMAGES, LOST BUSINESS PROFITS, OR LOSS, DAMAGE OR DESTRUCTION OF DATA, ARISING OUT OF OR IN ANY WAY RELATED TO THIS AGREEMENT AND THE RELATIONSHIP AND/OR DEALINGS BETWEEN BUYER AND SELLER, REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE), BREACH OF WARRANTY OR OTHERWISE, EVEN IF SUCH PARTY HAS BEEN ADVISED AS TO THE POSSIBILITY OF SAME. EXCEPT FOR SELLER'S GROSS NEGLIGENCE, WILLFUL MISCONDUCT OR FRAUD, SELLER'S AGGREGATE LIABILITY ARISING OUT OF OR RELATED TO THIS AGREEMENT SHALL NOT EXCEED THE TOTAL AMOUNT PAID OR PAYABLE BY BUYER UNDER THIS AGREEMENT. THE ABOVE LIMITATION WILL APPLY WHETHER AN ACTION IS IN CONTRACT OR TORT AND REGARDLESS OF THE THEORY OF LIABILITY.

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12. Taxes

12.1 Any and all taxes levied or based on the prices in this Agreement, or the Products being sold hereunder, exclusive of any taxes based on net income, shall be added to the purchase prices set forth in the Proposal, except to the extent the Buyer provides the Seller with a valid tax exemption certificate approved by Seller.

12.2 All payments to be made hereunder shall be made in cleared funds, without any deduction or set-off and free and clear of and without deduction for or on account of any taxes, levies, imports, duties, charges, fees and withholdings of any nature now or hereafter imposed by any governmental, fiscal or other authority save as required by law. If Buyer is compelled to make any such deduction, it will pay to Seller such additional amounts as are necessary to ensure receipt by Seller of the full amount which Seller would have received but for the deduction.

13. Confidentiality

13.1 Each Party may from time to time during the Agreement, in the course of discussions or dealings with each other, receive or learn, orally, visually or through any tangible medium, certain information regarding the other Party's business, including but not limited to, its products, inventions, operations, methodologies, systems, processes, product development plans or intentions, know-how, designs, trade secrets, market opportunities, business or financial affairs, and technical, marketing, financial, employees, planning, intellectual property and other confidential or proprietary information ("Confidential Information"). Confidential Information does not include, and the restrictions in this Agreement shall not apply with respect to, information (i) possessed by or independently developed by the receiving Party prior to any disclosure, (ii) obtained from sources other than the disclosing Party, which sources had no obligation of confidentiality to disclosing Party with respect to the Confidential Information, or (iii) which is within the public domain when disclosed or becomes part of the public domain after disclosed to the receiving Party without fault on the part of the receiving Party. Seller's Confidential Information also includes the terms of this Agreement.

13.2 The Confidential Information of a Party belongs to that Party. The receiving Party will not disclose the Confidential Information of the disclosing Party to any third party without the disclosing Party's prior written consent. The receiving Party will not use the Confidential Information of the disclosing Party for any purpose not expressly permitted by this Agreement or to carry out the Services or the sale of Products, and will disclose the Confidential Information of the disclosing Party only to the employees or contractors of the receiving Party who have a need to know such Confidential Information for purposes of carrying out the Services or the sale of Products and who are under a duty of confidentiality no less restrictive than the receiving Party's duty hereunder. Receiving Party will protect the disclosing Party's Confidential Information from unauthorized use, access, or disclosure in the same manner as the receiving Party protects its own confidential or proprietary information of a similar nature and with no less than reasonable care.

13.3 Receiving Party will, upon completion or termination of this Agreement or promptly upon request from the disclosing Party, return or destroy all Confidential Information of the disclosing Party, including any documents or materials that contain any Confidential Information of the disclosing Party. Notwithstanding anything to the contrary in this Agreement, the receiving Party (i) may retain one (1) copy of the disclosing Party's Confidential Information solely for archival, audit, disaster recovery, legal or regulatory purposes and (ii) will not be required to search archived electronic back-up files of its computer systems for the disclosing Party's Confidential Information in order to purge the disclosing Party's Confidential Information from its archived files; provided, however, that the receiving Party must (i) maintain its confidentiality under this Agreement as if it were still in effect, and

(ii) not use the retained Confidential Information of the disclosing Party for any other purpose.

13.4 The Parties recognize that a violation of this Section 13 can cause irreparable harm to the business of the disclosing Party that could not be adequately compensated by the payment of money damages and agree that the disclosing Party may seek injunctive relief against any actual or threatened breach of this Section 13 in addition to any other available legal and equitable remedies. The prevailing Party in any action to enforce this Section 13 shall be entitled to recover from the non-prevailing Party reasonable attorneys' fees in addition to other relief granted in such action.

14. Force Majeure

Except for payment for amounts due under the Agreement, neither Party will be liable to the other for delays or failures to perform occasioned by causes beyond its reasonable control and without its fault or negligence. Such acts or events shall include but not be limited to, acts of God, civil or military authority, civil disturbance, riot, fire, strikes, lockouts or slowdowns, factory or labor conditions, inability to obtain necessary labor, materials or manufacturing facilities, and delayed issuance of export control licenses. In the event of such delays or failures to perform, any dates or times by which either Party is otherwise scheduled to perform shall be extended automatically for a period of time equal in duration to the additional time required because of the delay or failure to perform. The Party claiming force majeure shall promptly inform the other Party of any event of force majeure, and its expected duration and cessation. The Party claiming force majeure shall use its best efforts to mitigate such effects to the extent reasonably practicable.

15. Return/Cancellation Policy

In the event Buyer wishes to return, cancel, exchange or terminate any Products based on reasons outside of Seller's control, including but not limited to Buyer's cancellation or termination of this Agreement or any portion thereof for its convenience, Buyer agrees, in addition to any other amounts due under this Agreement, to reimburse Seller at cost for (i) any and all third party cancellation/restocking fees incurred by Seller and (ii) where applicable, return shipping costs. Buyer understands and agrees that Seller may be unable to return certain Products to the manufacturer for a full refund or payment of a cancellation/restocking fee, including but not limited to Products that are custom or semi-custom, Products that have been removed from their original packaging and Products that have been in the possession of Buyer or stored by Seller for Buyer for an extended period of time. If Buyer wishes to return, cancel, exchange or terminate a Product due to reasons outside of Seller's reasonable control and Seller is unable to return the Product to the manufacturer for refund of full Product price or payment of a cancellation/restocking fee, Buyer shall be responsible for paying Seller the full Product price. If the non-returnable Product is in Seller's possession or is in transit from Seller's manufacturer, Seller will, if requested by Buyer within ten (10) days of Buyer's notice of return/cancellation/exchange/termination, deliver the Product to Buyer within a reasonable period of time following Buyer's payment of the full Product price and shipping costs.

16. Termination

16.1 Seller may, without prejudice to any rights or remedies available to Seller under this Agreement, at law or in equity, terminate this Agreement immediately for cause in the event Buyer breaches a material term of this Agreement (it being understood that Buyer's payment obligations shall constitute a material term) and such breach is not cured within thirty (30) days after written notice thereof. Seller may also, without prejudice to any rights or remedies available to Seller under this Agreement, at law or in equity, terminate this Agreement immediately for cause upon written

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notice if Buyer: (i) breaches a material term of this Agreement and such breach is incapable of cure, (ii) fails on multiple occasions to pay any amounts when due, (iii) is declared insolvent or adjudged bankrupt by any court of competent jurisdiction, or (iv) makes an assignment for the benefit of creditors, or a petition in bankruptcy or reorganization or an arrangement with creditors is filed by or against Buyer and not dismissed within thirty (30) days. Upon Seller's termination of this Agreement for cause, without waiving or otherwise limiting any other remedies available to Seller under this Agreement, at law or in equity, Buyer shall become immediately liable for any outstanding charges for Products delivered and/or Services performed up to the date of termination, any third party restocking/cancellation fees incurred by Seller, and any interest on any and all past due charges as set forth in this Agreement.

16.2 Buyer may, without prejudice to any rights or remedies available to Buyer under this Agreement, at law or in equity, terminate this Agreement immediately for cause in the event Seller breaches a material term of this Agreement and such breach is not cured within thirty (30) days after written notice thereof. Buyer may also, without prejudice to any rights or remedies available to Buyer under this Agreement, at law or in equity, terminate this Agreement immediately for cause upon written notice if Seller: (i) breaches a material term of this Agreement and such breach is incapable of cure, (ii) is declared insolvent or adjudged bankrupt by any court of competent jurisdiction, or (iii) makes an assignment for the benefit of creditors, or a petition in bankruptcy or reorganization or an arrangement with creditors is filed by or against Buyer and not dismissed within thirty (30) days.

16.3 Buyer may, upon written notice to Seller, terminate this Agreement for its convenience provided, however, that Seller shall be paid for all Products delivered and Services performed up to the effective date of termination (less amounts already paid) plus reimbursed at cost for any third party restocking/cancellation fees and, where applicable, return shipping costs, in accordance with Section 15. For any non-returnable items, Buyer shall pay Seller for the full Product price and, where applicable, shipping costs, in accordance with Section 15.

16.4 Upon any expiration or termination of this Agreement, in addition to any other provisions of this Agreement that state survival after termination or expiration of this Agreement, and notwithstanding expiration, completion or termination of this Agreement, the Parties shall continue to be bound by the provisions of this Agreement that, by their nature, shall survive such completion or termination, including without limitation provisions relating to warranties, governing law and jurisdiction, and confidentiality.

17. Governing Law and Jurisdiction

17.1 This Agreement shall be interpreted in accordance with and governed in all respects by the laws of the State of Florida without giving effect to its conflicts of law rules. Any dispute related to, arising out of, or in connection with this Agreement shall be subject to the exclusive jurisdiction of the courts in Hillsborough County, Florida and the United States District Court for the Middle District of Florida. In the event of legal proceedings arising out of or relating to this Agreement, the prevailing Party, as determined by the court, shall be entitled to recover, from the non-prevailing Party, reasonable costs suffered or incurred in connection with such proceedings including, but not limited to, court fees, attorneys' fees, expenses and costs of investigation and court.

17.2 TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAWS, SELLER AND BUYER EACH WAIVE ANY RIGHTS WHICH EITHER MAY HAVE TO TRIAL BEFORE A JURY OF ANY DISPUTE ARISING FROM, OR RELATED TO, THIS AGREEMENT. SELLER AND BUYER FURTHER STIPULATE AND CONSENT THAT ANY SUCH LITIGATION BEFORE A COURT OF COMPETENT JURISDICTION SHALL BE NON-JURY.

18. Miscellaneous

18.1 The Proposal shall be firm for the period shown on the face of the Proposal, subject to withdrawal or change by the Seller upon notice at any time prior to Buyer's acceptance. Notwithstanding the foregoing, the Seller shall have the right to amend the price of the Products to reflect current conditions that affect the price, including increase in raw material prices, and tariffs that had not been imposed at the time this Agreement was submitted to Buyer.

18.2 In providing the Products, Seller shall be deemed to be an independent contractor and its personnel and representatives shall not act as nor be Buyer's agents or employees. Seller shall have complete charge and responsibility for personnel employed or engaged by Seller.

18.3 Buyer may not assign any of its rights or obligations under this Agreement, including by purchase, merger or operation of law, without the prior written consent of Seller, which consent shall not be unreasonably withheld or delayed. Seller may assign this Agreement to any of its affiliates or any successor of all or substantially all of its business. Any attempted assignment or transfer in violation of this sub-Section 18.3 shall be null and void.

18.4 If any provision of this Agreement shall be held to be invalid, illegal, or unenforceable, the remaining terms of this Agreement shall in no way be affected or impaired.

Buyer Acceptance

Signed Name

Company Name

Printed Name, Title

Date

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Addendum to General Terms and Conditions – Software License

The following terms supplement and modify the General Terms and Conditions as they apply to Seller's provision of control system integration and programming as more particularly described in this Addendum and the Proposal. Any capitalized terms not otherwise defined herein shall have the meanings ascribed to them in the General Terms and Conditions.

1. License Grant and Ownership

1.1 Seller hereby grants to Buyer a worldwide, perpetual, non - exclusive, non - transferable license to all Software for its use in connection with the establishment, use, maintenance and modification of the control system implemented by Seller. The term "Software" for the purposes of this Software License shall refer to all source code, executable object code, and the patches, scripts, modifications, enhancements, designs, concepts or other materials that constitute the software programs necessary for the proper function and operation of the control system as delivered by Seller and accepted by Buyer.

1.2 Except as expressly set forth in this paragraph, Seller shall at all times own all intellectual property rights to the Software. Any and all licenses, product warranties or service contracts provided by third parties in connection with the Software or control system in which such Software is implemented shall be delivered to Buyer for the sole benefit of Buyer.

1.3 Buyer may supply to Seller or allow Seller to use certain proprietary information, including service marks, logos, graphics, software, documents and business information and plans that have been authored or pre-owned by Buyer. All such intellectual property shall remain the exclusive property of Buyer and shall not be used by Seller for any purposes other than those associated with delivery of the control system.

2. Copies, Modification and Use

2.1 Buyer may make copies of the Software solely for archival purposes and as required for modifications to the control system in which such Software is implemented. All copies and distribution of the Software shall remain within the direct control of Buyer and its representatives.

2.2 Buyer may make modifications to the source code version of the Software, if and only if the results of all such modifications are applied solely to the control system in which the Software is implemented. In no way does this Software License confer any right in Buyer to license, sublicense, sell, or otherwise authorize the use or distribution of the Software, whether in executable form, source code or otherwise, by any third parties, except in connection with the use of the control system for Buyer's internal business needs.

2.3 All express or implied warranties relating to the Software shall be deemed null and void in case of any modification to the Software made by any party other than Seller or Seller's authorized personnel.

3. Warranties and Representations

3.1 the Software and all intellectual property therein, are original to Seller or its third party licensors; and

3.2 the Software, as delivered by Seller as part of the control system, will not infringe or otherwise violate the intellectual property rights of any third party.

4. Indemnification

4.1 Seller hereby indemnifies and shall defend and hold harmless Buyer, its parent companies and its and their subsidiaries, affiliates, officers, directors, employees, agents and subcontractors from and against all liability, damages, loss, cost or expense, including but not limited to reasonable attorneys' fees and expenses, arising out of or in connection with any third party claims that the Software as delivered by Seller or any intellectual property therein infringes or otherwise violates any rights of any such third party. In no event will Seller have any obligations under this provision in the event such infringement results from (i) use of the Software or control system in which it is implemented in violation of this Software License, (ii) modification or alteration of the Software or the control system in which it is implemented by someone other than Seller or Seller's authorized personnel, (iii) content or specifications provided by Buyer, or (iv) use of the Software or control system in which it is implemented in combination with any other software, hardware, services or other materials other than as provided by Seller or authorized in the applicable manufacturer specifications.

4.2 Buyer hereby indemnifies and shall defend and hold harmless Seller, its parent companies and its and their subsidiaries, affiliates, officers, directors, employees, agents and third party licensors from and against all liability, damages, loss, cost or expense, including but not limited to reasonable attorneys' fees and expenses, arising out of or in connection with any third party claims that Buyer's use of the Software in contravention of the grant of rights in this Software License infringes or otherwise violates any rights of any such third party.

4.3 Upon the assertion of any claim or the commencement of any suit or proceeding against an indemnitee by any third party that may give rise to liability of an indemnitor hereunder, the indemnitee shall promptly notify the indemnitor of the existence of such a claim and shall give the indemnitor reasonable opportunity to defend and to settle the claim at its own expense and with counsel of its own selection. The indemnitee shall cooperate with the indemnitor, shall at all times have the full right to participate in such a defense at its own expense and shall not be obligated, against its consent, to participate in any settlement which it reasonably believes would have an adverse effect on its business.

5. Term and Termination

This Software License will automatically terminate upon the disassembly of the control system in which the Software is implemented, unless the control system is reassembled in its original configuration in another location. Seller may terminate this Software License upon notice for Buyer's failure to comply with any of the terms set forth in this Software License. Upon termination, Buyer is obligated to immediately destroy the Software, including all copies and modifications.

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Addendum to General Terms and Conditions – Government and Education

The following terms supplement and modify the General Terms and Conditions as they apply to Seller's provision of Products and Services to federal, state and local government and education customers. Any capitalized terms not otherwise defined herein shall have the meanings ascribed to them in the General Terms and Conditions.

1. Modification to Section 5 of General Terms and Conditions

Section 5 of General Terms and Conditions is hereby deleted in its entirety and replaced with the following:

"In the event Buyer is in arrears with any payment whatsoever due from it to Seller at any time, whether in respect of the Proposal price or any other amount due from the Buyer to the Seller under the terms of this Agreement, the amount in arrears shall bear interest at the rate of 1.5% per month or the maximum rate permitted by applicable law, whichever is less, as from the date each amount falls due, pending actual payment thereof in full, without prejudice to any relief or remedy available to Seller."

2. Modification to Section 6 of General Terms and Conditions

Sub-Section 6.1 of General Terms and Conditions is hereby deleted in its entirety and replaced with the following: "Title to the Products shall pass to Buyer upon delivery, subject to the manufacturer's or Seller's software license (if applicable)."

3. Modification to Section 13 of General Terms and Conditions

A new sub-Section 13.5 is added at the end of Section 13 of the General Terms and Conditions:

"Nothing in this Section 13 shall be construed so as to restrict the right of access to public records in contravention of applicable federal or state public records laws."

4. Modification to Section 17 of General Terms and Conditions

Sub-Section 17.2 is hereby deleted in its entirety.

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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 _____, 20__.

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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

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