

TEXAS CITY EOC AV UPGRADE

12/2/2020



VISIONALITY

DESIGNS THAT COMPUTE
1778 N. PLANO RD #211B
RICHARDSON, TX 75081

PREPARED FOR:

CITY OF TEXAS CITY
ROBERT TURNER

SETH LEVANEN
TECHNOLOGY CONSULTANT
SETH@VISIONALITY.COM
(214) 276-0124



THIS QUOTE IS VALID FOR 30 DAYS

THANK YOU FOR ALLOWING VISIONALITY TO SUBMIT THIS PROPOSAL

Visionality has over a quarter century of experience as a provider and integrator of audiovisual systems for business, education, government and healthcare. We take the time to consult with each customer to ensure that we are designing and implementing a custom solution to meet their needs. We also provide support and training to ensure that the systems are working properly, and the staff understands how to get the most out of them.

We carry all the major manufacturers including Cisco, Polycom, LifeSize, Crestron, Extron, AMX, Vidyo and many more. As a full system integrator we can create a custom collaborate environment designed to meet the needs and budget of our customers, such as displays, projectors, screens, furniture, etc.

We take our customers' needs seriously. We have tried to capture your needs in this proposal and turn those needs into a working system. If you have any questions or suggesting which would make our proposal more closely meet your needs, we are happy to work with you you.



Howard Barnett, President Visionality

STATEMENT OF CONFIDENTIALITY

This proposal is the work product of Visionality - Designs That Compute (DTC), and as a result remains the property of Visionality-DTC. This proposal has been given to **City of Texas City** for the express interest of offering products and services to **City of Texas City**. The particulars of this proposal must remain confidential between the personnel of **City of Texas City** and Visionality-DTC. This proposal may not be offered to others without the express written consent of Visionality-DTC.

CORPORATE MISSION

Visionality partners with its customers. Our goal is to enable a communication between the customer and DTC to enhance the relationship and produce a result which meets or exceeds the needs of our customers.

Visionality was founded in 1985 and has been at the forefront of technological development. We are an Audio Visual integrator with an emphasis on video communications. Visionality has aligned with the leading manufacturers in the industry, enabling us to provide our customers the latest advancements in the industry at competitive prices. Visionality primarily focuses on its customer's needs. We work closely with our customers to examine the particular need of each customer and then design the best possible solution for their application.

OUR VALUE PROPOSITION:

VISIONALITY OFFERS A UNIQUE SET OF SKILLS

LONGEVITY

Visionality was incorporated in 1985. We are seasoned providers and integrators of audiovisual technology with hundreds of customers.

DIVERSITY OF PRODUCTS

We offer numerous products that can provide unique value to our customers. We have a great understanding of the needs of City of Texas City. This allows us to contribute in a meaningful way to the overall design in this proposal.

CONVERGENCE OF A/V AND IT

Visionality knows that the converged AV/IT world is here to stay. We understand network philosophies, infrastructure, and enterprise-based IT. We know how to intelligently discuss IT AV requirements, concerns, and deployment with your IT staff.

INTEGRATION CAPABILITIES

We are an Infocomm certified provider, which means our personnel have passed industry standard certification tests in audio visual systems. Our personnel also hold certifications offered by our manufacturers' for implementation with their equipment.

HISTORICALLY UNDERUTILIZED BUSINESS

We are a women-owned business in the state of Texas.

CUSTOMER SERVICE

We excel at customer service and have programs in place to service our customers at all levels. We have many customers, some in the fortune 500 which use our tech support resources to assure that they have support for their existing equipment. Once your equipment is installed, we will provide the level of service that best meets your needs. Whether you require onsite support, phone support, remote diagnostics, or preventative maintenance, our tech support department will take care of you.

OUR PROCESS

FROM DESIGN TO IMPLEMENTATION, TRAINING, & SERVICE



CONSULTATION

Visionality believes that each customer is unique, and therefore each design should be unique. For this reason, Visionality conducts a thorough consultation with each customer to ensure that we understand their individual needs as well as the layout and properties of the location in which the audiovisual technology will be used.



DESIGN

Armed with the knowledge of the customer's needs and the environment in which it will be used, Visionality will create a tailored design that will allow for the optimal use of the technology. Our experienced designers hold manufacturer certifications and are Certified Technology Specialists, a prestigious industry designation.



IMPLEMENTATION AND PROGRAMMING

Once the design has received customer approval, our well-trained implementation team will make the design a reality. They will ensure that all of the equipment is installed according to the design specifications. Our programmers will make sure that the software works properly and to the customer's satisfaction.



TRAINING

Training is a very important component to the success of a project, and Visionality will ensure that the customer has the proper training needed to get the most out of their new equipment and software. We will answer any questions, and provide documentation and training guides when necessary.



SERVICE

Once your equipment is installed, we will provide the level of service that best meets your needs. Whether you require onsite support, phone support, remote diagnostics, or preventative maintenance, our tech support department will take care of you.

Statement of Work

This proposal responds with a solution upgrading A/V components for Texas City's newly renovated Emergency Operations Center:

Customer Request:

Request from customer elicited from in-person discussion between Visionality Sales and Texas DPS Staff:

1. 2 Conference Rooms:
 - a. Video Conferencing:
 - i. 1 x UC sound bar with built-in microphone, speakers, and camera.
 1. Will integrate with OFE client-based VTC system installed by customer on interactive displays' onboard PC.
 - b. Video System:
 - i. Inputs:
 1. 1 Video input from interactive display's onboard PC.
 2. 1 OFE CATV receiver.
 3. 1 HDMI wallplate with USB place for interactivity.
 4. 1 video feed from main display in EOC.
 - ii. Outputs:
 1. 1 ~85" interactive display with onboard PC running Windows 10.
 - a. Wall-mounted on a height adjustable mount.
 - b. Interactivity should include annotation features.
 - c. Audio System:
 - i. Audio input and output from UC soundbar.
 - d. Control:
 - i. 1 wireless touchpanel to control room's display, input selections, and audio.
 1. Include charging dock and tabletop docking station.
 - e. Podium or Room Rack:
 - i. Store equipment in height-adjustable mount's lower console storage bay.
2. Emergency Operations Center:
 - a. Video Conferencing:
 - i. 1 x A/V Bridge to provide client-based video teleconferencing.
 1. 1 wall-mounted HD PTZ camera for room video pickup.
 - b. Video System:
 - i. Inputs:
 1. Assume 1 x OFE CATV input for each video output (6 total).
 2. 1 Barco Clickshare wireless presentation device.
 3. 2 OFE PCs for interactive displays.
 4. 2 HDMI inputs with USB extension at the front floorbox locations.
 - ii. Outputs:
 1. 2 ~85" interactive displays on seating-arrangement front-wall.
 - a. Wall-mounted on a height adjustable mount.
 - b. Interactivity should include annotation features.
 2. Fill area above interactive displays with as many displays on one row.
 - a. 4 x 55" wall-mounted displays.
 3. Video feed to the two conference rooms mentioned above.
 - iii. Video Matrixing:
 1. Include video matrix routing system that allows any input to be routed to any output from control system.
 - c. Audio System:
 - i. Digital Signal Audio Processor:
 1. Provide capabilities to deliver client-based VTC over the OFE PC, via USB AV Bridging.

- 2. Provide ability for telephony conferencing.
 - a. Note, requires SIP integration; local phone system must be SIP capable.
- ii. Inputs:
 - 1. 4 x ceiling-mounted on-tile low-profile microphones.
- iii. Outputs:
 - 1. Ceiling-mounted speakers with 3 zones of audio (front, middle, rear of room).
- d. Control:
 - i. 1 9-10" wireless touchpanel providing full room control via a simple, intuitive end-user interface.
 - 1. Provide a charging wall dock and tabletop stand.
- e. Room Rack:
 - i. Place rack for storage of all A/V equipment in adjoining closet.
 - ii. Ensure rack holds a UPS for rack-mounted equipment.

Description of the project:

The project consists of following solution for the EOC AV Upgrade:

2 Conference Room Project Overview: Upgrade installs a Viewsonic 85" interactive display with built-in OPS slot PC running Windows 10. Display mounted on an electric height-adjustable mount for ADA compliance, and end-user accessibility. Additional inputs for the display are an HDMI wallplate with extended USB for interactivity, an OFE CATV receiver (must be present, activated, and operational at time of installation), and a video feed from any selected input from the EOC. Video teleconferencing achieved over a Crestron UC soundbar with built-in camera, microphone, and speakers, and integrates directly with the built-in PC over USB AV Bridging, natively. A wireless 9" touchpanel, stored within an in-wall docking station (which functions as a wall-mounted touchpanel until undocked), serves as the main control interface for the room, and includes a tabletop mount to be placed at any table or seat location when undocked.

EOC Project Overview: System revolves around Digital Media matrix switching and control system, which provides a scalable, modular, future-proofed design for the Emergency Operation Center, and this solution provides a multitude of both audio and video inputs, matrix routing, and audio signal processing, via modular cards easily interchanged within switcher's chassis, which also future-proofs the room from major upgrades to this critical component, as only the satellite input transmitters or receivers would require an upgrade should industry standards change in the future. Video inputs for room are 2 HDMI wallplates with USB extension at the front of the room, 2 HDMI OFE rackmounted desktop inputs, and 6 OFE CATV receivers (must be present, activated, and operational at time of installation), and one Barco Clickshare wireless presentation system. Video outputs are 2 Viewsonic 85" interactive displays, mounted on an electric height-adjustable mount for ADA compliance, and end-user accessibility. Above these displays is a row of 4 55" wall-mounted displays to provide additional video output, and two additional system outputs feed the two conference room displays. All video inputs are matrix-routable to any display within the room. Audio inputs are an array of 4 on-tile low-profile ceiling-mics that provide pristine audio coverage within each room, and enable both client-based VTC and audio conferencing via the room's digital signal processor. Audio outputs via 6 ceiling-mounted speakers and an amplifier, outputting in front, middle, and rear zones. All audio managed via a digital signal processor with high-end conferencing acoustic echo cancellation, and SIP telephony built-in. Client-based video teleconferencing enabled by an A/V bridge, fed by one wall-mounted HD PTZ camera; this signal as well as the audio DSP's signal will be fed to one OFE rackmounted PC, which can then operate client-based VTC over numerous platforms such as Zoom, MSTeams, WebEx, GotoMeeting, etc. Room's equipment stored in the adjoining closet with a full-height rack. Lastly, the room receives a control system that's centralized; controlling both the EOC's system, and the two conference room systems in order to reduce costs. Control interface for the room is from a wall-docking wireless 9" touchpanel that allows for administration of the room's system from any location within room. Room's equipment stored in the adjoining closet with a full-height rack.

Content Video System: From a video perspective, video inputs for room are 2 HDMI wallplates with USB extension at the front of the room for native interactivity with the two interactive displays, 2 HDMI OFE rackmounted desktop inputs with interactivity extended to the 2 interactive displays, 6 OFE CATV receivers (must be present, activated, and operational at time of installation), and one Barco Clickshare wireless presentation system with 1 USB step-in puck. Video can be matrix-routed to any output within the room. Of note, the HDMI cable-whip input cables include an attached universal digital input adapter ring, allowing virtually any device brought into room to connect to system, converters included on ring are: Mini Display Port (newer Dells and all Mac laptops), Micro HDMI, Mini HDMI, DVI, Display Port, and USB-C; ensuring that nearly any digital input used as of 2019 may be connected to the system.

Room Video Outputs: Primary video output along the primary wall comes from 2 Viewsonic 86" interactive displays, mounted on an electric height-adjustable mount for ADA compliance, and end-user accessibility. Displays have interactivity components extended to the 2 front-of-room HDMI inputs as well as the two OFE rackmounted PCs. An additional set of 4 NEC 24/7 55" displays, wall-mounted above the 86" displays. Routing is managed from the touchpanel where desired matrix-routing via individual source selection occurs from a subpage on the touchpanel.

Audio System: Room audio pickup occurs an array of 4 in-tile/on-tile flat ceiling microphones that utilize a beamforming mic-array technology delivering exceptional participant pickup matching that of tabletop microphones, as well as cleanly integrate directly into Biamp's digital signal processors. From an output perspective, audio outputs from 6 ceiling-mounted speakers in zones (front, middle, rear, or single), ensuring proper audio coverage without the creation of hot spots/dead zones, and delivering a superior audio output with comfortable audio levels for any use within the room. Audio functions/tuning/feedback suppression all controlled a Biamp Tesira FORTE AVB VT, which includes SIP telephony integration (SIP telephony requires a SIP-enabled telephone system, SIP extension and configuration information to be present at the time of installation, and IT/Telephony personnel availability during commissioning). Commissioning includes pinking, tuning, balancing, and feedback suppression of room to ensure pristine audio that "just works".

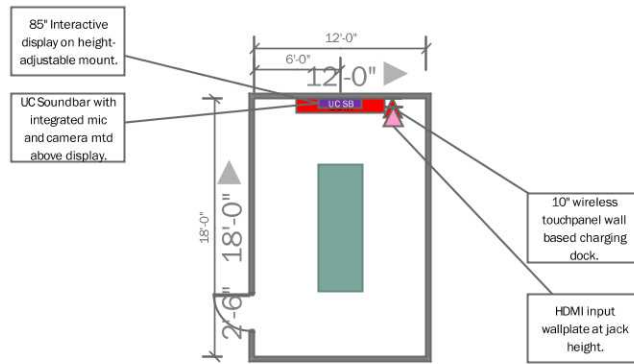
Video and Telephone Conferencing System: For video conferencing, and A/V bridge provides camera pickup over 1 wall-mounted HD PTZ camera as well as the room's audio, to one of the OFE rackmounted PCs, for use on a client-based VTC system, as mentioned above. Voice conferencing achieved via the audio DSP's microphone and SIP telephony integration, with an end-user dialer interface provided on the touchpanel.

Control System: Control achieved through the previously mentioned wireless touchpanel. A wireless 9" touchpanel, wall-docked in a charging-dock at a location near the front of the room, provides untethered control for a presenter, or for room administration at any of the table locations within the room, and includes a tabletop dock for placement when used at other stations. The control interface's primary page provides a simple, intuitive easy-to-use interface for room control via fully automated system on/off macros, content selection inputs and control, as well as output display control. System on features places the room in a known-good startup configuration with all inputs, microphones, and audio reset to a pre-arranged standard so that the system "just works" when turned-on. A secondary touchpanel page delivers a matrix-routing page allowing content sources to be separately sent to the wall-mounted displays. Another secondary page provides teleconferencing control, and camera controls.

Approach:

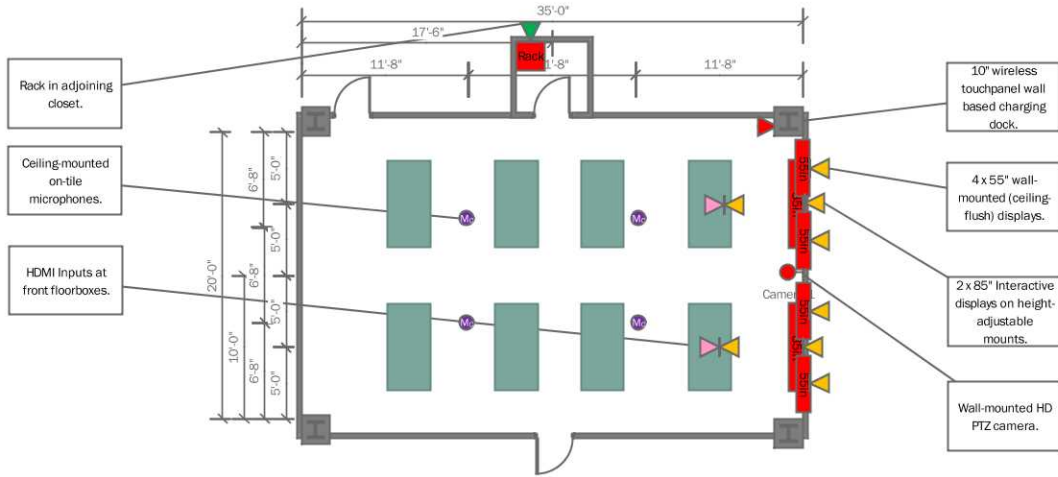
Installation: Turnkey installation provided for project, with a professional project manager guiding pre-installation tasks, installation tasks, commissioning tasks, and handover to the service team. All cabling and system mounts included in pricing, with directly requested hardware, software, and licenses also delivered during installation. Visionality will place a lead technician onsite during the project, who along with Visionality's project manager, will manage communication, project progress, and issues. Project expected to take 1 week of installation with an overlapping 4-5 days to commission and train.

Room Layout for Conference Rooms:



1 Room Layout
N.T.S., for notation only.

Room Layout for EOC:



1 Room Layout
 25.000 N.T.S., for notation only.

Notes:

Here is the quote you requested.

Qty	Manufacturer Part Number	Description	Unit List Price	Discount Price	Total Price
This Quote is produced for the The Interlocal Purchasing System					
This Quote is produced for the Texas DIR Contract DIR-TSO-3889 (Visionality)					DIR
2.00	*****A/V Equipment for CR138 and 149*****		\$19,177.64	\$13,063.74	\$26,127.48
		<i>*Video Conference System*</i>			
		<i>1 x UC Video Conf. Soundbar with Built-In Camera, Mics, and Speakers</i>			
		<i>*Video Inputs*</i>			
		<i>1 x Built-In PC on Interactive Display</i>			
		<i>1 x HDMI with USB Wallplate Input</i>			
		<i>1 x OFE CATV Rcvr</i>			
		<i>1 x EOC Primary Video Input</i>			
		<i>*Video Outputs*</i>			
		<i>1 x 86" Interactive Display on Height-Adjustable Mount with Built-In PC</i>			
		<i>***All-In-One A/V Switching and Control System***</i>			
		<i>1 x Shared Building Control Processor from EOC</i>			
		<i>1 x Video Extension Kit for Room</i>			
		<i>1 x 9" Wireless Control Touchpanel, Wall-Dock and Tabletop Mount Included</i>			
2.00	*CR139 and 149 Rack, Display Mounts, and Wallplates*		\$2,824.20	\$2,026.37	\$4,052.74
2.00	*CR139 and 149 Room Cabling and Materials*		\$1,562.18	\$967.41	\$1,934.82
		<i>USB Extenders</i>			
1.00	*****A/V Equipment for EOC*****		\$81,708.28	\$54,973.87	\$54,973.87
		<i>*Video Conference System*</i>			
		<i>1 x AV Bridging Client-Based VTC System</i>			
		<i>*Video Conference Cameras*</i>			
		<i>1 x HD PTZ Wall-Mounted Camera</i>			
		<i>*Video Inputs*</i>			
		<i>2 x OFE PCs for Interactivity and Client-Based VTC</i>			
		<i>6 x OFE CATV Receivers</i>			
		<i>1 x Barco Clickshare CSE-100 With USB Step-In Puck</i>			
		<i>2 x HDMI Floorplate Inputs at Front of Room</i>			
		<i>*Video Outputs*</i>			
		<i>2 x 86" Interactive Display on Height-Adjustable Mounts</i>			
		<i>4 x 55" Wall-Mounted Displays</i>			

Qty	Manufacturer Part Number	Description	Unit List Price	Discount Price	Total Price
		<i>*Multichannel Digital Signal Processor*</i>			
		<i>1 x Multichannel Digital Signal Processor</i>			
		<i>*Audio Inputs*</i>			
		<i>4 x Ceiling-Mounted On-Tile Low Visibility Microphone Arrays</i>			
		<i>*Audio Outputs*</i>			
		<i>6 x 6.5" Ceiling-Mounted In-Tile Speakers</i>			
		<i>1 x Modular Power Amplifier - 3 Channel</i>			
		<i>***All-In-One A/V Switching and Control System***</i>			
		<i>1 x All-In-One A/V Switching and Control System</i>			
		<i>1 x Video Extension Kit for Room</i>			
		<i>1 x 9" Wireless Control Touchpanel, Wall-Dock and Tabletop Mount Included</i>			
		<i>1 x Rackmounted UPS for A/V Rack</i>			
		<i>1 x USB Switcher Input Kit for Interactive Displays</i>			
1.00		Rack, Display Mounts, and Wallplates	\$12,349.00	\$8,236.06	\$8,236.06
1.00		Room Cabling and Materials	\$7,218.64	\$4,463.13	\$4,463.13
		<i>USB Extenders</i>			
1.00		Project Professional Services and Programming	\$11,400.00	\$7,410.00	\$7,410.00
1.00		Installation, Integration, and Comissioning	\$34,440.00	\$22,386.00	\$22,386.00
Service					
1.00	VS-SLS-1	Silver level provides the coverage needed to fulfill a customer's basic service requirement. See attached descriptions. (1 Year)	\$2,706.92	\$2,571.57	\$2,571.57
		<i>***Options Below are NOT Included in Total***</i>			
0.00		<i>*Option Converting Conference Rooms from UC Soundbars to Client-Based VTC Bridged System with HD PTZ Camera, and Audio Integration into Telephony System*</i>	\$10,259.72	\$8,752.34	\$0.00

Total List	\$196,950.88
Total Discount Price	\$132,155.67
Shipping	\$0.00
Sales Tax	\$0.00
Grand Total	\$132,155.67

Notes:

Please contact me if I can be of further assistance.

Visionality
1778 N. Plano Rd. #211b

SL110520M-01
Richardson, TX 75081

(214) 276-0124

Qty	Manufacturer Part Number	Description	Unit List Price	Discount Price	Total Price
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Responsibilities *(Unless otherwise specified above)*

Visonality Obligations

Visonality will be responsible for the following:

- Testing new system and making sure all is properly operational from both the hardware and software perspective.
- Visonality will provide drawings that call out power and network locations, which must be installed prior to installation.
- Note Drawings supplied are not-to-scale and often are estimates of actual room measurements.

Company/Customer Obligations

The following items shall be provided by the Company and are not part of this scope or proposal:

- All 120V Electrical provisions must be present and hot at time of installation (Specifications and call-outs will be provided by Visonality after acceptance of the proposal).
- All conduit and raceway as required by local code.
- Conveyance (pathway) for AV cabling- includes any core drilling or structural modifications.
- "Hard Points" for mounting of equipment and structural supports will be provided and installed by the Company prior to Visonality deployment. The customer is responsible to ensure current structures can sustain the weight any mounted equipment or displays. When in doubt the Company should contact a certified Structural Engineer for safety factors.
 - For Displays other than video walls, Visonality will provide backing and blocking.
- Custom millwork, construction, or trim. Includes ceiling, floor and structural amendments or repairs.
- Required Local Permits and/or plan approvals.
- Required local inspection and compliance procedures.
- Hazardous material discovery and/or abatement.
- Ready Access to room. Unless otherwise stated, installation and commissioning are quoted as a single, contiguous period of days with unimpeded access 8 A.M – 5 P.M. daily. Monday through Friday at a minimum.
- Security and Safety
 - Prior to installation, if equipment is to be shipped in advance, the customer is responsible for receiving and storing this equipment in a safe location.
 - During installation, customer is responsible for making sure rooms can be secured and equipment is safe.
- Rooms are clean and ready for installation. All equipment, furniture, debris, or other objects need to be removed from the room for access or safety, prior to onset of installation.
- Sufficient on-site support, persons readily available to answer questions
- Prior to Visonality installation, Telephony, Computer and other Network connections are to be installed configured and tested.
 - Computer Network jacks are to be tested with information for connection readily available.
 - Firewalls and routers will be configured with proper ports opened .
 - Switchports must be patched-in and correct VLAN, with network IP addresses, subnet mask, and gateway provided for specified equipment.
 - Adequate bandwidth will be provided for the equipment chosen.
- IT staff will be available during the installation process if there is a connectivity issue
- Customer will assure that any customer furnished equipment is in working order.
- For maintenance purposes, customer will work with Visonality to create a mutually acceptable method that will allow remote access to installed equipment.

Visonality

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Project Management Procedures

Each entity will appoint one designee as the prime project manager. These two people will ensure that the products are installed the way the project was envisioned. Any problems need to be funneled through these persons. For example, if there is a change in the room layout, this should be discussed between the two project managers and a change order written.

Status Reviews. Project implementation is taken seriously at Visionality. A weekly status meeting with management is held during all phases of the implementation to address issues early. Visionality Project Management is available to the customer for regular status meetings (via telephone or video) prior to the onset of installation. During the installation process, Visionality Project management will be available daily to discuss the status and needs of the installation with the customer designated representative.

Payments. Payment for the goods delivered is due when goods are shipped to site. If customer delays installation after goods have been ordered, customer will pay for goods and any shipping charge required to get goods to site, or customer will pay for goods and storage fee. Payment for installation is due when the installation is substantially complete. That is all work has been done and the equipment is operational. However there may be some tasks remaining (e.g. bug list).

Change Orders. All change orders must be submitted in writing from the customer designee to the Visionality project manager. If such a change is a material change of scope either in parts or labor, the project manager will provide an estimate of the change in price. Visionality will proceed with this change when the change order has been completed and approved by both parties.

Integration, Commissioning, and Sign-Off:

Prior to Visionality programming, Visionality will meet with the customer's designated personnel to review the touchpanel and system operation. Additional feature requests beyond those scoped in this document and accepted during this meeting will require a change order.

A required walk-through with the customer's designated personnel will occur the day before commissioning completion, to evaluate system performance, create bug lists, and establish a final sign-off punchlist.

A final walk-through with customer's designated personnel will occur upon completion for final sign-off. Inability of key personnel attendance will not affect invoicing or signoff timelines, and additional walkthroughs will incur trip and/or change charges.

Terms and Conditions

Disclaimers

Visionality - Designs That Compute (DTC) is a reseller of electronic equipment. Warranty and liability for use of any product sold is limited to what is stated by the manufacturer of these products. DTC creates no warranties express or implied beyond the manufacturer's warranty.

Limitations

The express obligation stated above is in lieu of all liabilities or obligations of DTC for damages, including but not limited to any liability due to or associated with infringement of a third party's intellectual property rights or any loss, damage, or injury, direct or consequential (including any loss of profits, use, business or the like, even if DTC has been advised of the possibility of same), arising out of or in connection with the delivery, use or performance of products resold by DTC, and it is agreed that repair or replacement, in accordance with the foregoing warranty, is DTC's sole liability and buyer's sole remedy for such liability, loss, damage, or injury. This limitation of DTC's liability will apply regardless of the form of action, whether in contract or tort (including negligence) or based on a warranty. Any action against DTC must be brought within 12 months after the cause of action arises. The parties expressly agree that the products are not consumer goods.

To the extent any limitation of liability contained herein is construed by a court of competent jurisdiction to be a limitation of liability in violation of state law, such limitation of liability shall be void, however the validity of the remaining parts, terms or provisions shall not be affected thereby, and said illegal or invalid part, term or provision shall be deemed not to be a part of this limitation of liability.

At times, the goods and services in this proposal may be purchased by a government entity under a specific purchasing contract and that contract may have a clause which conflicts with this clause. In that case the terms of the purchasing contract will take precedence.

Statement of Confidentiality

This proposal is the work product of DTC and as a result remains the property of DTC. This proposal has been submitted for the express interest of offering products and services. The particulars of this proposal must remain confidential between the receiving agency and DTC unless otherwise required by law. This proposal may not be offered to others without the express written consent of DTC. Where applicable, confidentiality is to be consistent with the Texas Public Information Act (TPIA) and the Freedom of Information Act. If there is a request for this document the customer will take all necessary steps to defend the confidentiality of the document, including an appeal to the Office of the Attorney General and also make a good faith attempt to inform DTC that their proprietary information is being requested from the governmental body.

Installation (if applicable)

Installation prices are estimated based on the customers stated requirements. Unless otherwise noted, the customer is responsible for standard installation preparation and assistance; this include but is not limited to: Site security before and during the installation; fee access to perform installation during business hours while scheduled on site; customer furnished installation or materials are ready prior to Visionality installation; and resources are available quickly to resolve issues. A full list of these requirements is in the proposal above. If these conditions are not met, additional charges may apply.

Product Returns

DTC does not accept product returns unless defective and only for replacement.

Non-Solicitation.

Customer agrees that for a period of twelve (12) months immediately following the Effective Date of this Agreement or Last Date of Service on this Agreement, whichever comes later, Customer shall not either directly or indirectly solicit, induce, recruit or encourage any of Design That Compute's employees to leave their employment, or take away such employees, or attempt to solicit, induce, recruit, encourage, take away or hire employees of the Designs That Compute, either for the customer or any other person or entity. Should the Customer infringe on this, it will be seen as a referral of the employee and the client agrees to pay Designs that Compute a one-time referral fee of two hundred (200) percent of the candidates total annual starting compensation with a minimum referral fee of fifty-thousand dollars (\$50,000). Should the employee be hired as an hourly their annual compensation will be calculated at two thousand (2,000) times their hourly rate. Referral Fees will be invoiced immediately upon hiring of an employee by the Customer and will be due net thirty (30).

Payment Terms

Prepayment may be required. If terms are extended, payment is due immediately upon receipt of goods. Any objections to delivery or installation by the customer that may delay payment must be submitted to DTC in writing with 15 day of delivery of invoice to purchasing. When DTC resolves the problem they will resubmit invoice to purchasing. At that time customer must respond within 15 days if there is a further problem. DTC fully expects any invoice to be paid within 30 days of submittal. Failure to pay in a timely manner will constitute charges at the rate of 2% per month from date of invoice submittal.

Products delivered for an installation, are billed and due at the time of delivery. Installation will be billed and due when substantial completion has occurred. DTC will work with the customer to assure the highest quality products and services are delivered and installed. At the customer's request a payment schedule can be designed that withholds a percentage of the invoice based upon successful installation.

Some equipment has service or warranty that starts at the time of delivery. If installation is delayed this may affect the time coverage of those products is in effect after installation.

At times, the goods and services in this proposal may be purchased by a government entity or under a specific purchasing contract. In the cases where be a law or contract has conflicts with the above terms, the terms of a purchasing contract or law will take precedence.

Non-Taxable Entities

Please include a copy of your Sales Tax Exemption Form along with any Purchase Order sent to Designs That Compute dba Visionality

 **VISIONALITY**
DESIGNS THAT COMPUTE

SILVER SERVICE

prepared for:

City of Texas City

Keep your equipment operational with a Visionality Service

- **Longevity.** Visionality has been serving the public for three decades.
- **Experience.** Visionality understands traditional AV integrations as well as networks. We have been putting in networks solutions for over twenty years and have touched hundreds of backbone appliances as well as cloud integration.
- **Service Support.** Our dedicated support staff can take your call quickly. Many times problems can be solved over the phone. We also provide technicians that can come on site to service your product.
- **Certifications.** Visionality believes in training. We have certifications from most of our vendors as well as the primary industry certification center, AVIXA.
- **Speed.** Visionality can take the headache out of working with the manufacturer on an issue. Our expert team will pinpoint the proper piece of equipment that is causing the problem. If we need to engage the manufacturers, our experience and credentials with that manufacturer often shorten that process.
- **Industry knowledge.** As an independent reseller, we have a deep knowledge of many products from many manufacturers across the industry. This enables us to better service our customers who may have legacy or unusual products.
- **Focus.** Since our support staff focuses on Audio Visual and Videoconferencing technologies, the technician who answers the phone is trained to solve your problem. This ends the service queue headache in many companies where much of your time is spent just finding the proper support staff.
- **Call Management.** We employ technology in our call center to efficiently track your ongoing service concern. Visionality uses technology to keep logs on ongoing service issues and we use our service database to reduce time in verification of service programs.



 **VISIONALITY**
DESIGNS THAT COMPUTE

SILVER SERVICE

Visionality offers several levels of service

- **Silver Service** provides unlimited remote technical support for your new system. Our trained professionals can work with our customers to diagnose problems. If there is a problem with a component, they can arrange for the repair or replacement of that component.

- **Gold Service** is available within 30 miles of one of our facilities. Gold Service provides all the same benefits as Silver Service as well as adding unlimited on-site support for repairing the system.

- **Gold Limited Service** is available outside the Dallas/Fort Worth and San Antonio areas. It offers the same benefits as Gold service however we limit the number of calls that we can dispatch for service. This allows us to offer Gold service to some customers who are not in our coverage areas.



This Proposal is for Visionality Silver Service which includes:

- Unlimited telephone support during normal business hours.
- On-site support can be provided at an additional charge on a per visit basis.
- Replacement parts are covered using standard Manufacturer's Warranty
- Some part maintenance has been enhanced with extended service as specified.
- Assistance with software upgrades.
- Reported Visionality software problems addressed
- Feature requests addressed with engineering options
- Visionality will handle servicing failed components through factory repair.
- Visionality software is warranted free from defects for the term of the contract.



VISIONALITY
DESIGNS THAT COMPUTE

SILVER SERVICE

Service Summary

Service Level	Silver Service
Customer	City of Texas City
Location	1801 9th Avenue North Texas city TX
Start Date	2/1/2000
End Date	1/31/2001

COVERAGE

The contract covers the following locations and equipment

Service Object	Location	Description	Price
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EXTENDED SERVICE ITEMS.

These items have additional services such as software upgrades from the factory or next day parts.

Service Item	Serial Number
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