

Village of Orland Park

VOOP AV Update



AVI  **SPL**®

A Digital Workplace Services Provider

AVI  **SPL**®

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Proposal No: 351219-7

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:

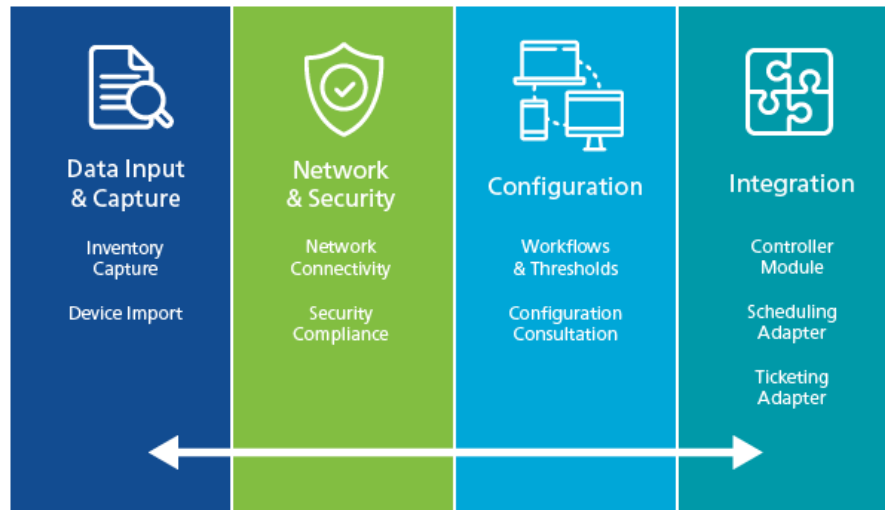
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- **Account Manager (AM)** – responsible for the overall customer relationship, the account manager ensures AVI-SPL solutions meet customer business needs. Account managers provide life cycle relationship management, working to ensure the solution 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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Investment Summary

Prepared For:	David Buwick	Prepared By:	Mark Thompson
	Village of Orland Park	Date Prepared:	10/08/2021
	14700 Ravinia Avenue	Proposal #:	351219-7
	Orland Park, IL 60462-3167	Valid Until:	12/08/2021

Total Equipment Cost \$303,289.04

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

Professional Integration Services \$155,181.00

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

Direct Costs \$15,313.26

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

General & Administrative \$17,963.13

Includes all G & A expenses: vehicle mileage, shipping and insurance, as applicable

Services - Room Support and Maintenance \$8,445.55

Includes post-installation support and maintenance options selected for installed rooms

Subtotal	\$500,191.98
Tax	Exempt (*)
Total	\$500,191.98

* 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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Services Summary

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Scope of Work

Village of Orland Park – Orland Park, IL – Village Center & Civic Center AV Update

Project Overview

Project addresses AV systems updates in two buildings on the same Village campus. Individual Design Narratives are provided for the spaces being updated. Renovations are updating outdated equipment and wiring along with improving the functionality of the spaces and simplifying the end user experience. An IP-based Video/Audio distribution system is being used to provide flexibility that older fixed switching systems had not provided. Audio Digital Signal processing is being used to provide better audio intelligibility in most of the spaces along with updating old speakers, wiring and audio amplifier channels. Control systems with easy to use touch panels or button panels are being provided to streamline and simplify the end user experience.

Village Center – Boardroom

Design Narrative

The Council Chambers is getting updates to its existing system that will improve the board meeting experiences for both participants in the space and residents at home. At this point, no new construction will be happening. The old projection system is being replaced by four 85" displays that will improve the viewing of presentations in the space. An increase in both wired and wireless laptop connectivity will make it easier for the board and staff to provide information visually during the meeting. New wired discussion system stations with gooseneck microphones and built-in speakers will be installed at the nine Dias and integrated into the audio system along with new wireless microphones and speaker locations so the audience and all in the room will be better able to hear the proceedings. Five new video cameras along with a production system located in the balcony will provide better coverage of board meeting for residents at home. There will be the opportunity to use an existing PC in the space for village provided soft codec applications. Two wired control system touch panels along with a wireless Apple iPad will help simplify use of the new features.

Scope of Work – Hardware Integration

Hardware installation and general functionality/specifications. Equipment to be provided and installed by AVI-SPL unless otherwise specified.

Display/Projection

- Remove the existing Epson projector off the east wall and the motorized projection screen off the west wall of the Council Chambers. Projector and projection screen to be turned over to designated village staff member for storage or disposal.
- Six wall-mounted flat panel displays will be installed.
 - Two 85" displays will be wall mounted just below the balcony at rear of the room.
 - Two 85" displays will be placed at the front of the room using a floor stand/mount.
 - Two 50" displays will be pole mounted from the ceiling, in the areas to the left/right of the main seating area.
 - An IP-based decoder will be connected behind each display that will allow the desired source/presentation signal to be viewed on the display.

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- The two front displays and two side displays will be wired to the owner furnished 2-post equipment rack located in the basement.
- The two rear displays will be wired to the new equipment rack in the balcony.
- A power protector will provide AC surge/filter protection for each of the four 85" displays.

Switching & Interfacing

- An IP-based Video/Audio distribution system will route all video sources throughout the system. This will provide connection of this room to signals that originate in this room or elsewhere in the building.
 - Sources into the system typically use an encoder while decoders are used for outputs from the system like displays.
- Five encoders to accommodate five laptop connection points at the Dias. Under-table encoder boxes will route a compatible video signal into the system. Laptop connectivity to three encoders will be via a grommet provided by others. There will be a center location and a location on the both the east and west sides of the Dias. There will be HDMI wall plates for two inputs, located on the front wall of the Dias.
 - These encoders will be wired to the owner furnished 2-post equipment rack located in the basement.
- There will be an encoder to accommodate a laptop connection point at the lectern location. The encoder box will be installed inside the lectern to route a compatible video signal into the system. Laptop connectivity to this encoder will be via a cable pathway within the lectern provided by the lectern manufacturer.
 - Floor track will be installed between the Dias and the lectern to provide a cable pathway for the system cabling.
 - Power can be added to the floor track as well but will require an electrician to perform this work and is not included in this scope of work.
 - This encoder will be wired to the owner furnished 2-post equipment rack located in the basement.
- There will be an encoder to accommodate an owner furnished PC with wireless keyboard and mouse near the Dias area. The encoder box will be located with the PC and will route a compatible video signal into the system.
 - This encoder will be wired to the owner furnished 2-post equipment rack located in the basement.
- There will be an encoder to accommodate a Barco ClickShare system to be used in the Council Chambers as a wireless presentation device. The encoder box will be located with the main ClickShare unit and will route a compatible video signal into the system.
 - This encoder will be wired to the owner furnished 2-post equipment rack located in the basement.
- An encoder in the AV booth(balcony) will be connected to the program output of the production system so that a signal can be routed as needed.

Source Equipment

- An owner furnished HDMI laptop computer input will be available at five Dias locations.
 - Cables of adequate length to support the inputs at the specified laptop location will be provided.
 - An HDMI adapter ring will be attached to the user end of the connection cable to allow connection of laptops with other digital output connections. (Mini DisplayPort, USB "C", and Apple USB "C" to HDMI)
 - HDMI wall plates will be installed for two of the inputs, to be installed on the front of the Dias.
- An owner furnished HDMI laptop computer input will be available at the lectern location.
 - Cables of adequate length to support the inputs at the specified laptop location will be provided.
 - An HDMI adapter ring will be attached to the user end of the connection cable to allow connection of laptops with other digital output connections. (Mini DisplayPort, USB "C", and Apple USB "C" to HDMI)
- An owner furnished PC with wireless keyboard and mouse will be located near the Dias area.



- A wireless video presentation device, located in the Council Chambers, will be an available video source. Correct provisioning of the network connection is the responsibility of the client if they would like the device on their network.
 - Laptop computer input will be via USB button to the wireless presentation device. Two USB buttons are provided with this system.

Audio/Audio Conferencing

- The following microphones will provide speech audio for source audio for any broadcast or recording from the space and local voice reinforcement. A combination of wireless microphones and discussion system stations will be used in the space as needed for the different types of meetings that can occur.
 - Two Handheld wireless microphones.
 - Two Lavalier wireless microphones.
 - Two Gooseneck microphones on wireless bases.
 - One Lectern gooseneck wired microphone installed with a shock mount assembly.
 - Nine wired discussion system stations with gooseneck microphones and built in speakers for the Dias locations.
- Rechargeable batteries and networked docking stations will be provided for each of the wireless microphones.
- A discussion system central control unit will be installed that will interface the discussion system microphones with the other room sound system components. The discussion unit will be installed in an owner furnished 2-post equipment rack located in the basement.
- A digital sound processor, located in a new equipment rack, located in the balcony, will support all audio sources. Microphones used for conferencing shall utilize the echo canceling component of the DSP.
 - A connection will be made between the audio DSP and a telephone system interface, to be provided by others. The interface will be configured for VoIP based calls, the client must provide AVI-SPL with the interface specifications prior to installation.
 - An existing analog POTS line interface may need to be integrated into the new audio system depending on the integration timeline of this AV project and the new phone system installation timeline.
- A secondary digital sound processor will be installed in an owner furnished 2-post equipment rack located in the basement.
- A USB bridge will be installed at the OFE PC location at the Dias. The USB bridge will provide audio between the audio system and the PC for soft codec conferencing.
 - The USB bridge will be wired to the owner furnished 2-post equipment rack located in the basement.
 - Soft codec application on the OFE PC is to be provided and configured by the client. Capabilities will depend upon the soft codec application and the licensing features that the client has provided.
- A network SD/USB audio recorder with Dante 2 x 2 interface, located in the new equipment rack in the balcony, will replace the existing Marantz network audio recording device.
- A two-channel amplifier located in the owner furnished 2-post equipment rack located in the basement will power the room speakers.
- Two line array speakers will provide coverage of the main audience area of the Council Chambers.
- Assistive Listening will be provided in the Council Chambers by utilizing the Village's existing Wi-Fi network services in the space and stream directly to users through a free mobile app that they download on their own cellphone or tablet. DSP would be set up to provide a signal to the Assistive Listening streaming device when the meeting is in session and can be set to stop streaming when microphones are all muted if desired. Device will be installed in the new equipment rack in the balcony.



Video Production

- Five PTZ cameras will be installed in the Council Chambers to cover participants at the Dias, Staff east and west locations, Lectern, and the general audience. The cameras will be wall mounted, three in the front of the room and two in the rear. Final locations to be determined based on site conditions and potential cable pathways.
 - The two rear cameras will be wired directly to the equipment rack in the balcony.
 - The three front cameras will be wired to the owner furnished 2-post equipment rack located in the basement. The cameras will connect to video over IP encoders in the basement rack.
- A small production system will be installed in the AV Booth.
 - The system includes an AV Bridge MatrixMix, an 8x2 video mixer designed specifically for live production applications. Audio mixing, graphics mixing, and streaming are additional features.
 - The included production controller is designed to integrate video switching, camera control, and graphics mixing into a single ergonomic user interface to operate the system.
 - A 27" USB Touch-Screen Multiviewer is designed provides a view of all camera and video sources that are connected to the system and allows for easy-to-use, intuitive control of the system.
- A video over IP decoder will be installed at OFE PC location at the Dias. The video decoder will feed an AV bridge, which will connect with USB to provide a video feed from the program output of the production system to the PC for soft codec conferencing.
 - Soft codec application on the OFE PC is to be provided and configured by the client. Capabilities will depend upon the soft codec application and the licensing features that the client has provided.
 - The decoder will be wired to the owner furnished 2-post equipment rack located in the basement.
- An IP-based decoder will be installed in the first floor Telecom Room where the existing CATV demarcation point is for Comcast and ATT U-verse modulation equipment. HDMI to composite video down converters and distribution amplifiers will be used to provide for an interface between the output of the production system and existing Comcast and ATT U-verse modulation equipment.
 - Equipment will be installed in an owner furnished equipment rack.
 - The decoder will be connected to a network switch in the 1st floor telecom room.

Control

- A control processor located in the AV Booth equipment rack will provide control of the AV equipment.
- Two wired color touch screen user interfaces, each with a 10.1" diagonal screen size will be the main user interface in the room. Possible deployment locations would include at the Dias, a Staff location, Lectern or AV Booth depending on the type of function taking place in the space.
 - One panel will be dedicated to the AV Booth (balcony). The second panel can be moved between the other locations as needed.
- An owner provided Apple iPad will provide a wireless control option as a secondary user interface for the room. A network connection from a client provided wireless access point will need to be connected to the AV Systems control subnet.
- No lighting, shades or drapery controls are planned at this time and are not included.
- Three network switches will be deployed in a core/edge topology.
 - It is assumed that there are 4 strands of terminated fiber (2 pairs) between the basement equipment rack and the first floor IT room, terminated with LC duplex connectors.
 - It is assumed that there are 4 strands of terminated fiber (2 pairs) between the first floor IT room and the Balcony, terminated with LC duplex connectors.
 - The core network switch will be installed in the first-floor equipment closet.



- An edge switch will be installed in both the basement equipment rack and in the new equipment rack in the balcony.
- Two pairs of fiber will connect the basement edge switch to the core switch.
- Two pairs of fiber will connect the balcony edge switch to the core switch.

Equipment Rack & Accessories

- A full size equipment rack, located in the AV Booth, will house the A/V equipment. The rack shall be supplied with casters for ease of service. AVI-SPL shall supply the required minimum dimensions needed in the AV Booth for the rack.
- An owner furnished 2-post equipment rack with at least 20 RU of open space will be used in the basement.
- An owner furnished equipment rack with at least 10 RU of open space will be used in the first-floor IT room.
- Surge protection units will provide AC surge/filter power protection for the racked equipment.
- Additional AV Booth Furniture like a Desk or Tabletop for the Production System, Chairs, and other Workspace equipment provided by others.

Scope of Work – Software Integration

User experience and specific functionality

- A graphical user interface (GUI) will be created, utilizing one of AVI-SPL's standard graphic themes.
- The GUI will feature a set of intuitive "User-level" controls that help an average user operate the system with minimal to no training.
- Lighting and shade control will not be included
- The GUI may also feature less intuitive "Tech-level" controls that make it possible to set the system up for special events or otherwise override the automation that is triggered by the "User-level" controls.
 - Intended "Tech-level" controls based on initial discussions
 - Advanced video routing options for the video system
 - Advanced audio routing options for the audio system
 - Access to microphone levels (and mutes *if required*) used for voice reinforcement
- Please See the "Graphical User Interface" section at the end this scope of work for further details regarding finalizing the functionality and design of the GUI.

Village Center – Lobby

Design Narrative

The Village Center Lobby will be updated adding an IP-based Video/Audio distribution system that will allow the live feed of Council Meetings to be shown on the existing two displays with properly timed audio. Control of the source being shown on the displays and heard through the speakers will be controlled by the touch panels in the Boardroom system.

Scope of Work – Hardware Integration

Hardware installation and general functionality/specifications. Equipment to be provided and installed by AVI-SPL unless otherwise specified.



Displays

- Reuse the two existing wall-mounted displays located just below the second-floor railing at the north end of the lobby, each located above a set of stairs.
- A power protector will provide AC Surge/filter protection for the display.

Switching & Interfacing

- An IP-based Video/Audio distribution system will route all video sources throughout the system. This will provide connection of these two displays to signals that originate from the Council Chambers.
 - Sources into the system typically use an encoder while decoders are used for outputs from the system like displays.

Source Equipment

- IP-based video decoder located behind each display that will display routed video signal from the Council Chambers.
 - The decoders will be wired to the first floor Telecom Room.
- Existing Reach Media Network digital signage system media player currently connected to each of the existing displays would be removed and connected to the new displays via an HDMI input on the IP-video decoder.

Audio

- Two column mounted speakers will be removed from the lobby area. Speakers to be turned over to designated village staff member for storage or disposal.
- A soundbar will be installed under each of the lobby displays and will provide audio reinforcement for the source signal being shown on the display. The soundbar will be the same width as the display and the sound will be focused on the immediate viewing area that each of the display supports.

Control

- Will use the shared control processor, located in the main equipment rack in the AV Booth, that is listed on the Council Chambers Bill of Materials to provide control of the AV equipment.
- Council Chambers touch panels will have control of the Lobby displays on a utilities page.

Scope of Work – Software Integration

User experience and specific functionality

- Control of the Lobby displays, source switching, and volume levels will all be included on a utility page within the touch screen system for the Council Chambers.

Civic Center – Exhibition Hall

Design Narrative

The Exhibition Hall will receive two new 85" displays in addition to replacing the older four 70" displays with new 75" displays to improve the viewing of presentations in the space. The one existing projector and projection screen will be removed. Sources will include laptop wired and wireless connectivity along with shared sources from a centralized rack elsewhere in the Civic Center that also supports Meeting Rooms A/B. Wireless microphones and wall plates to plug in

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wired microphones along with the replacement of forty pendant speakers, wiring and new amplifier channels will improve sound in the space. Two PTZ cameras will be added, one at the center east display and one at the center west display to provide a presenter and an audience view that can be connected to a laptop for soft codec usage. This room will be able to be combine with Meeting Rooms A/B for large events that are too big for just the one space. A wall mounted touch panel is the user interface to help simplify operation of the space.

Scope of Work – Hardware Integration

Hardware installation and general functionality/specifications. Equipment to be provided and installed by AVI-SPL unless otherwise specified.

Display/Projection

- Remove the existing NEC projector, projector mounting structure and the projection screen above the east doorway in the middle of the room. Projector and projection screen to be turned over to designated village staff member for storage or disposal.
- Remove the existing four Sharp LC70EQ10 70" 1080P displays that are approximately seven years old. The displays will be turned over to designated village staff member for storage or disposal.
- A wall-mounted 85" flat panel display located on the east wall in the middle of the room and will show the signal routed to that display. The display will be installed above the doorway using a dual-arm swing arm mount like the existing displays in the space. An IP-based decoder will be connected behind the display that will allow the desired source/presentation signal to be viewed on the display.
- A wall-mounted 85" flat panel display located on the west wall in the middle of the room and will show the signal routed to that display. The display will be installed above the doorway using a dual-arm swing arm mount like the existing displays in the space. An IP-based decoder will be connected behind the display that will allow the desired source/presentation signal to be viewed on the display.
- Four new wall-mounted 75" flat panel displays, two located on the east wall above the doorway at each end of the space and two located on the west wall above the doorway at each end of the space will replace the displays being removed. The existing dual-arm swing arm mounts will be reused for these new displays. Each of these displays will show the signal routed to it. An IP-based decoder will be connected behind each display that will allow the desired source/presentation signal to be viewed on each display.
- A power protector will provide AC surge/filter protection for each of the displays in the space.

Switching & Interfacing

- An IP-based Video/Audio distribution system will route all video sources throughout the system. This will provide connection of this room to signals that originate in this room or elsewhere in the building.
 - Sources into the system typically use an encoder while decoders are used for outputs from the system like displays.
- A wall box interface, located on the wall near the southwest display of the room, will route a compatible video signal to the system.
- A wall box interface, located on the wall near the center east display of the room, will route a compatible video signal to the system.



Source Equipment

- A wireless video presentation device, located behind one of the center displays, will be an available video source. Correct provisioning of the network connection is the responsibility of the client if they would like the device on their network.
 - Laptop computer input will be via USB button to the wireless presentation device.
 - The output of the wireless video presentation device will be connected to an IP-based Video/Audio encoder so the wireless presentation can be routed to any of the displays in this room or elsewhere in the building.
- A HDMI laptop computer input will be available at the southwest wall box location.
 - Cables of adequate length to support the inputs at the specified laptop location will be provided.
 - An HDMI adapter ring will be attached to the user end of the connection cable to allow connection of laptops with other digital output connections. (Mini DisplayPort, USB "C", and Apple USB "C" to HDMI)
- A HDMI laptop computer input will be available at the center east wall box location.
 - Cables of adequate length to support the inputs at the specified laptop location will be provided.
 - An HDMI adapter ring will be attached to the user end of the connection cable to allow connection of laptops with other digital output connections. (Mini DisplayPort, USB "C", and Apple USB "C" to HDMI)
- An owner furnished cable tuner, located in the main equipment rack, will be a shared Civic Center available video source.
- A Blu-Ray player, located in the main equipment rack, will be a shared Civic Center available video source.
- A CD Player with AM/FM Tuner, located in the main equipment rack, will be a shared Civic Center audio source.
- A Bluetooth wall plate, at one location in room, will allow connection of a Bluetooth audio signal from devices like user-furnished cellphone or tablets.

Audio/Audio Conferencing

- The following microphones will provide speech audio to conference calls and local voice reinforcement within the room.
 - Two Handheld wireless microphones.
 - These microphones are a part of a "combo" wireless microphone system which shares a receiver with a corresponding handheld wireless microphone. Only one microphone can be connected to a receiver at one time.
 - Two Lavalier wireless microphones.
 - Six Gooseneck wireless microphones.
- Two Dante wall plates, each with two microphone/line audio inputs and two line audio inputs from the audio system. There will be one each near the two locations in the space of the two HDMI input wall plates.
- Rechargeable batteries and networked docking stations will be provided for each of the wireless microphones.
- A digital sound processor, located in the equipment rack, will support all audio sources. Microphones used for conferencing shall utilize the echo canceling component of the DSP. This DSP will be a shared resource for the Civic Center and is shown on the Exhibition Hall Bill of Materials.
 - A connection will be made between the audio DSP and a telephone system interface, to be provided by others. The interface will be configured for VoIP based calls, the client must provide AVI-SPL with the interface specifications prior to installation.
- A multi-channel audio amplifier, located in the equipment rack, will power the room speakers.
- Forty pendant speakers will replace the existing speakers in the space and will support audio for all sources.
- Assistive Listening will be provided in the Exhibition Hall by utilizing the Village's existing Wi-Fi network services in the space and stream directly to users through a free mobile app that they download on their own cellphone

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or tablet. DSP would be set up to provide a signal to the Assistive Listening streaming device when the room is being used.

Video Capture/Soft Codec

- Two PTZ cameras will be installed in the Exhibition Hall to provide coverage of the center area of the space.
 - One PTZ camera will be installed under the center east display. This camera will be used to focus on the audience members during sessions held in the space.
 - One PTZ camera will be installed under the center west display. This camera will be used to focus on the presenter during sessions held in the space.
- The cameras will interface with the AV Network switch and DSP to provide a combined video and audio signal that can be connected to a laptop at an i/o usb bridge endpoint installed on the wall near the center east display. This combined signal can be used for a soft codec or streaming application on the laptop. The features of the soft codec or streaming application will depend on the application licensing secured by the user.

Control

- A control processor located in the main equipment rack will provide control of the AV equipment.
- A wired color touch screen user interface with a 10.1" diagonal screen size will be wall-mounted and will be the main user interface in the room.
- An owner provided Apple iPad will provide a wireless control option as a secondary user interface for the room. A network connection from a client provided wireless access point will need to be connected to the AV Systems control subnet.
- No lighting, shades or drapery controls are planned at this time and are not included.

Equipment Rack & Accessories

- A full size equipment rack, located in a centralized closet, will house the A/V equipment. The rack shall be supplied with casters for ease of service. AVI-SPL shall supply the required minimum dimensions for the closet space.
 - This shared equipment rack will house equipment also supporting Meeting Room A/B and audio equipment supporting ceiling speaker zones for common halls, restrooms, and offices.
- Surge protection units will provide AC surge/filter power protection for the racked equipment.

Scope of Work – Software Integration

User experience and specific functionality

- A graphical user interface (GUI) will be created, utilizing one of AVI-SPL's standard graphic themes.
- The GUI will feature a set of intuitive "User-level" controls that help an average user operate the system with minimal to no training.
- Lighting and shade control will not be included
- The GUI may also feature less intuitive "Tech-level" controls that make it possible to set the system up for special events or otherwise override the automation that is triggered by the "User-level" controls.
 - Intended "Tech-level" controls based on initial discussions
 - Advanced video routing options for the video system

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- Advanced audio routing options for the audio system
- Access to microphone levels (and mutes *if required*) used for voice reinforcement
- Please See the “Graphical User Interface” section at the end this scope of work for further details regarding finalizing the functionality and design of the GUI.

Civic Center – Rotunda Dining Room

Design Narrative

The Rotunda Dining Room can be used as a small dining, meeting, green room or coordinating space just to the southwest of the main Exhibition Hall. The room can work as a standalone space with wireless connectivity to a new wall mounted display or can be connected to an audio/video signal that is originated from elsewhere in the building. A simple wall controller will be integrated to provide control of source selection, volume level adjustments and system on and off.

Scope of Work – Hardware Integration

Hardware installation and general functionality/specifications. Equipment to be provided and installed by AVI-SPL unless otherwise specified.

Display

- A wall-mounted 55” flat panel display located above the doorway of the east wall and will function as the main display of the room.
- An in-wall box will be provided by AVI-SPL, to be installed by the E.C. per the manufacturer’s instructions to house any AV equipment mounted behind the display. The E.C. is to wire AC power into the box per the manufacturer’s instructions.
- A power protector will provide AC Surge/filter protection for the display.

Switching & Interfacing

- An IP-based Video/Audio distribution system will route all video sources throughout the system. This will provide connection of this room to signals that originate elsewhere in the building.
- A HDMI input on the IP-based decoder behind the display will connect to the output of an in-room wireless presentation system that will allow connection of a local laptop to the display for presentations.

Source Equipment

- A wireless video presentation device, located behind the display, will be an available video source. Correct provisioning of the network connection is the responsibility of the client if they would like the device on their network.
 - Laptop computer input will be via USB button to the wireless presentation device.

Audio

- The IP-based decoder in the room will provide the audio signal from either the selected wireless presentation device or from a routed signal elsewhere in the building.
- An audio amplifier located behind the display will power the room speakers.



- Existing ceiling speakers will be replaced with three new ceiling speakers that will support audio for the room sources.

Control

- A wall-mounted, 1-gang PoE powered Media Presentation Controller will be the main user interface for the room and provide both the control processor and customizable backlit capacitive button panel in one compact unit.
- The controller will provide power on/off, source selection, volume up/down, mute on/off controls for the room equipment.

Scope of Work – Software Integration

User experience and specific functionality

- A wall-mounted, 1-gang PoE powered Media Presentation Controller will be the main user interface for the room and provide both the control processor and customizable backlit capacitive button panel in one compact unit.
- The controller will provide power on/off, source selection, volume up/down, mute on/off controls for the room equipment.

Civic Center – Meeting Rooms A/B

Design Narrative

This space which always operates as one room, gets an updated projector to show images on an existing projection screen along with a couple of 75" fallback displays halfway back in the room so the whole room can see what is being presented. Sources will include laptop wired and wireless connectivity along with shared sources from a centralized rack elsewhere in the Civic Center that also supports the Exhibition Hall. Wireless microphones and wall plates to plug in wired microphones along with new ceiling speakers and audio amplifier will improve the sound in the space. One PTZ camera will be added, near the projector location, to provide a presenter view that can be connected to a laptop for soft codec usage. This room will be able to be combined with the Exhibition Hall at the other end of the facility as an overflow space for popular public events like Bingo. A wall mounted touch panel is the user interface to help simplify operation of the space.

Scope of Work – Hardware Integration

Hardware installation and general functionality/specifications. Equipment to be provided and installed by AVI-SPL unless otherwise specified.

Display/Projection

- Reuse the existing matte white 189" Diagonal, 16:10 aspect ratio motorized projection screen with low voltage interface is located on the north wall of the room. The existing bottom of image is at 32" A.F.F.
- Remove the existing NEC projector from the room and turned over to designated village staff member for storage or disposal.
- A ceiling mounted laser video projector for video and computer presentations will function as the main video display for the room. The projector shall have a native resolution of 1920x1200 pixels and a rated brightness of



6500 ANSI lumens. An IP-based decoder will be connected at the projector that will allow the desired source/presentation signal to be viewed on the projector.

- A wall-mounted 75" flat panel display located on the east wall in the middle of the room and will function as a repeater display for the room. The display will be installed using a dual-arm swing arm mount. An IP-based decoder will be connected behind the display that will allow the desired source/presentation signal to be viewed on the display.
- A wall-mounted 75" flat panel display located on the west wall in the middle of the room and will function as a repeater display for the room. The display will be installed using a dual-arm swing arm mount. An IP-based decoder will be connected behind the display that will allow the desired source/presentation signal to be viewed on the display.
- An in-wall box will be provided by AVI-SPL for each display, to be installed by the E.C. per the manufacturer's instructions to house any AV equipment mounted behind the display. The E.C. is to wire AC power into the box per the manufacturer's instructions.
- A power protector will provide AC surge/filter protection for each display and projector.

Switching & Interfacing

- An IP-based Video/Audio distribution system will route all video sources throughout the system. This will provide connection of this room to signals that originate in this room or elsewhere in the building.
 - Sources into the system typically use an encoder while decoders are used for outputs from the system like displays.
- A wall box interface, located on the north wall under the projection screen, will route a compatible video signal to the system.
- A wall box interface, located on the east wall, will route a compatible video signal to the system.

Source Equipment

- A wireless video presentation device, located at the projector, will be an available video source. Correct provisioning of the network connection is the responsibility of the client if they would like the device on their network.
 - Laptop computer input will be via USB button to the wireless presentation device.
 - The output of the wireless video presentation device will be connected to an IP-based Video/Audio encoder so the wireless presentation can be routed to any of the displays in this room or elsewhere in the building.
- A HDMI laptop computer input will be available at the north wall box location.
 - Cables of adequate length to support the inputs at the specified laptop location will be provided.
 - An HDMI adapter ring will be attached to the user end of the connection cable to allow connection of laptops with other digital output connections. (Mini DisplayPort, USB "C", and Apple USB "C" to HDMI)
- A HDMI laptop computer input will be available at the east wall box location.
 - Cables of adequate length to support the inputs at the specified laptop location will be provided.
 - An HDMI adapter ring will be attached to the user end of the connection cable to allow connection of laptops with other digital output connections. (Mini DisplayPort, USB "C", and Apple USB "C" to HDMI)
- An owner furnished cable tuner, located in the main equipment rack, will be a shared Civic Center available video source.
- A Blu-Ray player, located in the main equipment rack, will be a shared Civic Center available video source.
- A CD Player with AM/FM Tuner, located in the main equipment rack, will be a shared Civic Center audio source.



- A Bluetooth wall plate, on the north wall in the room, will allow connection of a Bluetooth audio signal from devices like user-furnished cellphone or tablets

Audio/Audio Conferencing

- The following microphones will provide speech audio to conference calls and local voice reinforcement within the room.
 - Two Handheld wireless microphones.
 - Two Lavalier wireless microphones.
 - Four Gooseneck wireless microphones.
- Two Dante wall plates, each with two microphone/line audio inputs and two line audio inputs from the audio system. There will be one each near the two locations in the space of the two HDMI input wall plates.
- Rechargeable batteries and networked docking stations will be provided for each of the wireless microphones.
- A digital sound processor, located in the equipment rack, will support all audio sources. Microphones used for conferencing shall utilize the echo canceling component of the DSP. This DSP will be a shared resource for the Civic Center and is shown on the Exhibition Hall Bill of Materials.
 - A connection will be made between the audio DSP and a telephone system interface, to be provided by others. The interface will be configured for VoIP based calls, the client must provide AVI-SPL with the interface specifications prior to installation.
- An audio amplifier, located in the equipment rack, will power the room speakers.
- Twelve ceiling speakers will replace the existing speakers in the space and will support audio for all sources.
- Assistive Listening will be provided in the Exhibition Hall by utilizing the Village's existing Wi-Fi network services in the space and stream directly to users through a free mobile app that they download on their own cellphone or tablet. DSP would be set up to provide a signal to the Assistive Listening streaming device when the room is being used.

Video Capture/Soft Codec

- One PTZ camera will be installed near the projector location in Meeting Room A/B to provide coverage of the front of the room. This camera will be used to focus on the presenter during sessions held in the space.
- The camera will interface with the AV Network switch and DSP to provide a combined video and audio signal that can be connected to a laptop at an i/o usb bridge endpoint installed on the front wall. This combined signal can be used for a soft codec or streaming application on the laptop. The features of the soft codec or streaming application will depend on the application licensing secured by the user.

Control

- Will use the shared control processor, located in the main equipment rack, that is listed on the Exhibition Hall Bill of Materials to provide control of the AV equipment.
- A wired color touch screen user interface with a 10.1" diagonal screen size will be wall-mounted and will be the main user interface in the room.
- An owner provided Apple iPad will provide a wireless control option as a secondary user interface for the room. A network connection from a client provided wireless access point will need to be connected to the AV Systems control subnet.
- No lighting, shades or drapery controls are planned at this time and are not included.



Equipment Rack & Accessories

- Will use the full size equipment rack, located in a centralized closet, that is listed on the Exhibition Hall Bill of Materials for the A/V equipment that will support Meeting Room A/B.

Scope of Work – Software Integration

User experience and specific functionality

- A graphical user interface (GUI) will be created, utilizing one of AVI-SPL's standard graphic themes.
- The GUI will feature a set of intuitive "User-level" controls that help an average user operate the system with minimal to no training.
- Lighting and shade control will not be included
- The GUI may also feature less intuitive "Tech-level" controls that make it possible to set the system up for special events or otherwise override the automation that is triggered by the "User-level" controls.
 - Intended "Tech-level" controls based on initial discussions
 - Advanced video routing options for the video system
 - Advanced audio routing options for the audio system
 - Access to microphone levels (and mutes *if required*) used for voice reinforcement
- Please See the "Graphical User Interface" section at the end this scope of work for further details regarding finalizing the functionality and design of the GUI.

Civic Center – Exhibition Lobby, Main Lobby, Corridor/Hallway

Design Narrative

The Exhibition Lobby, Main Lobby, and Corridor/Hall locations will have their existing ceiling speakers replaced with new ceiling speakers. New cabling between speaker and the main equipment rack will also be installed. Each of these areas, the Exhibition Lobby, Main Lobby, and Corridor/Hall will be configured as individual audio zone and will each be supported by a separate audio amplifier channel. The system will allow these zones to remain separate with their own audio signal or be routed to share the same audio signal at the same time.

Scope of Work – Hardware Integration

Hardware installation and general functionality/specifications. Equipment to be provided and installed by AVI-SPL unless otherwise specified.

Source Equipment

- Shared audio sources in the main equipment rack that support the Main Exhibition Hall and Meeting Rooms A/B and audio from these spaces can be selected to be shared in the Exhibition Lobby audio zone.
- Shared audio sources in the main equipment rack that support the Main Exhibition Hall and Meeting Rooms A/B and audio from these spaces can be selected to be shared in the Main Lobby audio zone.
- Shared audio sources in the main equipment rack that support the Main Exhibition Hall and Meeting Rooms A/B and audio from these spaces can be selected to be shared in the Corridor/Hallway audio zone.

Audio

- Twelve existing ceiling speakers in the Exhibition Lobby location will be removed and replaced with new ceiling speakers. Cabling for this audio zone will also be replaced.
- One audio amplifier channel, located in the main equipment rack, will power the ceiling speakers in the Exhibition Lobby audio zone.
- Twenty existing ceiling speakers in the Main Lobby location will be removed and replaced with new ceiling speakers. Cabling for this audio zone will also be replaced.
- One audio amplifier channel, located in the main equipment rack, will power the ceiling speakers in the Main Lobby audio zone.
- Ten existing ceiling speakers in the Corridor/Hallway location will be removed and replaced with new ceiling speakers. Cabling for this audio zone will also be replaced.
- One audio amplifier channel, located in the main equipment rack, will power the ceiling speakers in the Corridor/Hallway Lobby audio zone.

Scope of Work – Software Integration

User experience and specific functionality

- A password protected page on a system touch panel will provide access to authorized Civic Center personnel to select one of the shared audio sources to be routed to the Exhibition Lobby, Main Lobby, and Corridor/Hallway audio zones.

Civic Center - Offices

Design Narrative

The Civic Center General Manager's and Secretary's offices will have their existing ceiling speaker, one per office, replaced with a new ceiling speaker. New cabling between each location and the main equipment rack will also be installed. Both offices will be part of the same audio zone and will hear the same audio signal when one is selected for these locations from the shared audio sources for the Civic Center.

Scope of Work – Hardware Integration

Hardware installation and general functionality/specifications. Equipment to be provided and installed by AVI-SPL unless otherwise specified.

Source Equipment

- Shared audio sources in the main equipment rack that support the Main Exhibition Hall and Meeting Rooms A/B can be selected to be shared in the Offices audio zone.

Audio

- One existing ceiling speaker in each of two office locations, called out in the Design Narrative, will be removed, and replaced with a new ceiling speaker. Cabling for this audio zone will also be replaced.
- One audio amplifier channel, located in the main equipment rack, will power the ceiling speaker in both office locations which will make up a single audio zone with the same selected audio signal.



Scope of Work – Software Integration

User experience and specific functionality

- A password protected page on a system touch panel will provide access to authorized Civic Center personnel to select one of the shared audio sources to be routed to the Offices audio zone.

Civic Center - Restrooms

Design Narrative

Four restroom locations in the Civic Center will have their existing ceiling speaker, one per restroom, replaced with a new ceiling speaker. New cabling between each location and the main equipment rack will also be installed. All four restroom locations will be part of the same audio zone and will hear the same audio signal when one is selected for these locations from the shared audio sources for the Civic Center. One Men's and Women's Restroom is located off the Main Lobby while the other pair is located across from Meeting Room A/B.

Scope of Work – Hardware Integration

Hardware installation and general functionality/specifications. Equipment to be provided and installed by AVI-SPL unless otherwise specified.

Source Equipment

- Shared audio sources in the main equipment rack that support the Main Exhibition Hall and Meeting Rooms A/B can be selected to be shared in the Restrooms audio zone.

Audio

- One existing ceiling speaker in each of four restroom locations, called out in the Design Narrative, will be removed, and replaced with a new ceiling speaker. Cabling for this audio zone will also be replaced.
- One audio amplifier channel, located in the main equipment rack, will power the ceiling speaker in all four restroom locations which will make up a single audio zone with the same selected audio signal.

Scope of Work – Software Integration

User experience and specific functionality

- A password protected page on a system touch panel will provide access to authorized Civic Center personnel to select one of the shared audio sources to be routed to the Restrooms audio zone.

Project Considerations

Client Responsibilities (unless otherwise specified)

- Any display walls shall need to be properly backed to withstand the weight of the display with a safety factor of at least 5:1
- All required backing and any other wall reinforcement required to safely accommodate displays
- All AC power at the equipment locations, including hardwired power connections
- Any required conduit for low voltage cable paths to AV equipment

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- All ceiling work required to accommodate the projectors, projection screens, or other equipment
- Any required millwork modifications to tables or other millwork
- Proper heat dissipation venting for the equipment in this system utilizing powered venting utilizing thermostatically controlled quiet fans in enclosed spaces where convection cooling is not possible.
- Any network connections to the client network
- Configuration of any network connection to the client network
- Configuration of any required accounts
- Any licensing not specifically provided in this scope of work or associated bill of materials
- Where VoIP is utilized, provide all required configuration information to AVI-SPL prior to installation
- Cable/Satellite/Over-the-Air connections, and all associated hardware
- All owner furnished equipment to be in good working condition. Any troubleshooting and diagnosis of non-working hardware may result in a change order

AVI-SPL Responsibilities (unless otherwise specified)

- Provide and install all low voltage cabling to support the Audio Video equipment specified in this proposal, excluding any network connections to the client network
- Labor to install Audio Video equipment specified with work being performed on consecutive days during normal business hours
- Any computer interface provided shall provide EDID information to the connected PC and all digital video connections shall support HDCP as applicable

Software & Licensing

- The Customer is responsible for providing system credentials as needed for a properly provisioned and licensed account no less than two (2) weeks prior to system deployment.
 - The customer may decide not to provide credentials to AVI-SPL, and to provision the installed hardware themselves. In this case AVI-SPL will be unable to fully test the system before receiving sign-off for the installation. All system components will be tested individually to ensure proper stand-alone function, and project sign-off will be requested before technicians leave site.
 - If AVI-SPL is unable to properly commission and test the system at the time of installation due to issues with the supplied credentials, an additional site visit may be required. Any additional visits will be billed at the standard contracted labor rate, and scheduling will be done on a best effort basis.

Network and Network Security

The integration of Audio-Visual hardware can consist of many different devices and systems with varying network requirements, impacts, and security considerations. AVI-SPL will work with the stakeholders to discover the network requirements and hardware capabilities.

AVI-SPL will design the system to meet the network requirements and provide construction drawings and a list of devices to be integrated into the Customer's network. At the time of installation, AVI-SPL will connect devices based on the design and requirements to begin verification.

- AVI-SPL shall coordinate with the client's IT personnel establishing WAP usage and IP addresses where a stand-alone AV LAN is utilized. Where the control system is on the client LAN, AVI-SPL shall provide a list of A/V

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network appliances along with their MAC addresses. The client will then provide AVI-SPL with a static IP address range for those devices.

- Most of the proposed design utilizes a standalone AV Control Subnet on an AV Contractor provided network switch(es). Dante audio traffic, and NVX IP-transport is planned to be conducted over that same AV Contractor provided network switch(es).
- VoIP server connections for audio conferencing, WAP usage for wireless Apple iPad control of room control systems where applicable will require client network resources.

Room Environmental Considerations

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

- The room should have a measured ambient noise level of no more than NC35. For new spaces, the design parameters for the mechanical engineering within the room should have a target NC of 35 or less. Ambient noise includes noise from the air handling systems, mechanical systems and noises outside the building. Noise levels above this specification adversely affects the meeting environment and may degrade the overall audio quality and intelligibility of a conference call. This is especially important when ceiling microphones are utilized. If a problem is identified with ambient noise levels, AVI-SPL can work with your mechanical engineer to identify possible solutions to lower the NC rating and improve the meeting experience.
- Reverberation time (T_{60}) for typical conference rooms should be less than 0.6 seconds in the 125 - 4000 Hz octave bands to provide an optimum meeting experience and acceptable audio quality in a conference call. A significant number of hard surfaces in a room (glass, drywall or other surfaces) can adversely affect audio intelligibility and the meeting experience overall. Acoustic treatment is advised for rooms with higher T_{60} levels. If the room requires acoustically treatment, AVI-SPL can provide direction and solutions to overcome this issue and enhance the meeting experience for the participants.
- Evenly distributed lighting is important for videoconferencing applications. Lighting on the faces of the participants should be at least 40-foot candles and should be evenly distributed throughout the camera's field of view. Where the camera's field of view includes windows, recommended window treatment should be employed to provide an acceptable background for the camera to view the participants.
- When microphones are used for local voice reinforcement, the amount of available gain before feedback is dependent on the microphone's location within the room. Placement of the microphone immediately below a ceiling speaker may adversely affect the overall required audio level and cause feedback. Care should be taken to reduce the volume level of the microphone or locate the microphone(s) correctly to minimize the possibility of feedback.

Graphical User Interface

Functionality and design process for Graphical User Interfaces

- The user interface design will utilize the AVI-SPL provided "Connect" or "True Tiles" icon set and layout theme. The most appropriate theme shall be determined at the post award customer kick-off scope of programming work meeting. This user interface will be deployed on the rooms touch panel, as well as an "X-Panel", which is a user interface that can be accessed by a PC connection to the AV network.
- An Initial meeting and design discussion regarding the owners desired workflow may be required. Access to any owner specific branding material, such as logos and usage guidelines, shall be provided by the owner to enable AVI-SPL to apply those branding standards to the GUI. Creation of custom fonts or owner specific graphics is not included in this SoW or the responsibility of AVI-SPL.



- “User-level” GUI controls may consist of:
 - A welcome style page with Logo, Mode Select page, Main Function page by mode selection and support/admin level page for advanced functionality.
 - Meeting mode selection from main menu (i.e., Presentation, Video Conference, Audio Call)
 - Selection and routing of available video sources, including wired table video connections, permanent PC, wireless video connections
 - Audio Conferencing dialing from Address book as well as DTMF style dial pad, including view of numbers dialed.
 - Room Name, IP Address, Current Date/ Time, Volume Control, Active Task Panel
- “Tech-level” GUI controls may allow access to advanced features, such as those listed in the room’s main “Scope of Work – Software Integration” section and other features deemed needed during the programming and design process.
- AVI-SPL will present no more than two (2) preliminary GUI design submittals to the owner for review and mark up before completing the final GUI design during system commissioning. This provides the owner with two opportunities for comments, mark ups, and revision requests before programming begins. The design shall determine the device controls needed on the user interface, required workflows, and the specific text and icons used on individual buttons.
 - If, during the process, it is determined by the owner that more revisions will be required in order to achieve an approved final document, AVI-SPL will provide an estimate of man hours and resources required to provide the revision and a Change Order Request Form will be provided to the owner for approval. Upon acceptance of the Change Order by the owner, the additional time and resources will be applied to the project.
 - The GUI submittals and finalized User Guide Document will illustrate the use of the system with mode-by-mode pages and descriptions about each button’s functionality.

Room Summary - Village Center - Board Room

Equipment List

Mfg	Model	Description	Qty	Unit Price	Extended Price
		<u>Village of Orland Park - Village Center</u>			
		<u>Board Room - AV Systems</u>			
		<u>Display Technology</u>			
SAMSUNG	SAMQM85R	LCD, 85" 4K/UHD 500NIT 107LB LED 4K:1 W/MAGIC INFO S6 24/7	4	\$4,155.56	\$16,622.24
CHIEF	CHILTM1U	MOUNT, MICRO ADJUST TILT WALL MOUNT, LARGE	2	\$192.78	\$385.56
CHIEF	CHIPF1UB	UNIVERSAL FLAT PANEL FLOOR STAND, 42-71" DISPLAYS, BLACK	2	\$695.40	\$1,390.80
SAMSUNG	SAMQM50RA	LCD, 50" 4K/UHD 500NIT 30LB 4000:1 CONTRAST LED 24/7	2	\$1,142.78	\$2,285.56
CHIEF	CHILCM1U	MOUNT, SINGLE CEILING, LARGE - BLACK	2	\$268.53	\$537.06
CHIEF	CHICMA115	6" CEILING PLATE - BLACK	2	\$40.53	\$81.06
CHIEF	CHICMS072	FIXED EXTENSION COLUMN 72" - BLACK	2	\$77.90	\$155.80
CHIEF	CHIFHB5147	HARDWARE KIT	6	\$9.50	\$57.00
APC	APCC2	POWER FILTER, AV C TYPE 2 WALL MOUNT 120V	6	\$46.67	\$280.02
		<u>Switching / Interfacing</u>			
CRESTRON	CREDMNVXE30	ENCODER, DM 4K60 4:4:4 HDR NETWORK AV 3 DIAS LOCATIONS, 5 STAFF WEST, 5 STAFF EAST, 1 LECTERN LOCATION, 1 CLICKSHARE, 1 DELL PC W/WIRELESS KEYBOARD & MOUSE, COUNCIL CHAMBER PRODUCTION FEED	12	\$650.00	\$7,800.00
CRESTRON	CREPW2420RU	POWER PACK, DESKTOP 24VDC 3 DIAS LOCATIONS, 5 STAFF WEST, 5 STAFF EAST, 1 LECTERN LOCATION, 1 CLICKSHARE, 1 DELL PC W/WIRELESS KEYBOARD & MOUSE	12	\$83.33	\$999.96
CRESTRON	CREDMNVX360	ENCODER/DECODER, DM NVX 4K60 4:4:4 HDR NETWORK AV	10	\$750.00	\$7,500.00
CRESTRON	CREPW2412WU	POWER SUPPLY, 18W CRESTNET, DESKTOP, 24VDC/1.25A US	10	\$38.89	\$388.90
COMPREHENSIVE	COMHD18G6PROBLK	CABLE, 6' PRO AV/IT 18GB 4K HIGH SPEED HDMI W/PROGRIP	10	\$14.61	\$146.10
COMPREHENSIVE	COMHD18G9PROBLK	CABLE, 9' PRO AV/IT 18GB 4K HIGH SPEED HDMI W/PROGRIP	12	\$21.11	\$253.32
		<u>Sources</u>			

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Mfg	Model	Description	Qty	Unit Price	Extended Price
OWNER FURNISHED	TBD	LAPTOP COMPUTER W/HDMI OUTPUT UP TO 14 - 3 DIAS LOCATIONS, 5 STAFF WEST, 5 STAFF EAST, 1 LECTERN LOCATION	6	\$0.00	\$0.00
BARCO	BARR9861521US	CLICKSHARE COMPLETE STARTER PKG, CSE-200+ (TAA)	1	\$2,022.22	\$2,022.22
OWNER FURNISHED	TBD	DELL PC W/HDMI OUTPUT & WIRELESS KEYBOARD & MOUSE	1	\$0.00	\$0.00
COMPREHENSIVE	COMHD18G6PROBLK	CABLE, 6' PRO AV/IT 18GB 4K HIGH SPEED HDMI W/PROGRIP	2	\$14.61	\$29.22
COMPREHENSIVE	COMHD18G9PROBLK	CABLE, 9' PRO AV/IT 18GB 4K HIGH SPEED HDMI W/PROGRIP	7	\$21.11	\$147.77
LIBERTY WIRE	LIBDLAR2783	ADAPTER RING, DIGITALINX SECURE ADAPTER RING Mini DisplayPort, USB"C", and Apple USB"C" to HDMI Adapters.	7	\$170.01	\$1,190.07
THE WIREMOLD COMPANY	WIROFRBC8R	RACEWAY COVER, OVER FLOOR, 8'	1	\$245.96	\$245.96
THE WIREMOLD COMPANY	WIROFR10A	ENTRANCE END FITTING	1	\$65.64	\$65.64
THE WIREMOLD COMPANY	WIROFR482MRTC	OUTLET BOX, OFR 2 GANG OUTLET BOX TRANSITION TO MRTC	1	\$103.03	\$103.03
		Audio			
SHURE	SHUDISCCU	DISCUSSION CENTRAL CONTROL UNIT (CCU), NO POWER SUPPLY	1	\$734.67	\$734.67
SHURE	SHUPSCCUUS	POWER SUPPLY FOR CCU/PI/RC	1	\$532.00	\$532.00
SHURE	SHUMXC605	DISCUSSION CONFERENCE UNIT, PORTABLE, 4CHSEL	9	\$231.17	\$2,080.53
SHURE	SHUGM416C	DISCUSSION MIC, GOOSENECK 16", LIGHT RING	9	\$147.78	\$1,330.02
SHURE	SHUMX410C	10"SHOCK-MOUNTED GOOSENECK, CARDIOID, W/SURFACE MOUNT PREAMP LECTURN MICROPHONE	1	\$228.32	\$228.32
SHURE	SHUULXD4QH50	QUAD DIGITAL WIRELESS RECEIVER W/INTERNAL PWR SUP, 1/2 WAVE	1	\$4,327.14	\$4,327.14
SHURE	SHUULXD4DH50	DUAL DIGITAL WIRELESS RECEIVER W/INTERNAL PWR SUP, 1/2 WAVE	1	\$2,163.58	\$2,163.58
SHURE	SHUUA864US	ANTENNA, WALL/CEILING MOUNTABLE & PAINTABLE (470-698 MHZ)	2	\$315.61	\$631.22
SHURE	SHUULXD8H50	WIRELESS GOOSENECK MIC BASE FOR ULX-D AND QLX-D	2	\$369.66	\$739.32
SHURE	SHUMX410LPC	10" SHOCK-MOUNTED GOOSENECK, CARDIOID, LESS PREAMPLIFIER	2	\$168.52	\$337.04
SHURE	SHUULXD2SM58H50	SYSTEM, WIRELESS W/ULXD2 HANDHELD SM58 MIC	2	\$407.71	\$815.42
SHURE	SHUULXD1H50	BODYPACK, DIGITAL WIRELESS TRANSMITTER W/	2	\$380.53	\$761.06

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Mfg	Model	Description	Qty	Unit Price	Extended Price
		MINI 4-PIN CONNECT			
SHURE	SHUWL185	MICROFLEX CARDIOID LAVALIER MICROPHONE	2	\$92.89	\$185.78
SHURE	SHUSB900A	BATTERY, LITHIUM-ION RECHARGABLE	6	\$79.17	\$475.02
SHURE	SHUSBC250US	2 BAY NETWORKED DOCKING STATION FOR ULXD6/D8	1	\$315.61	\$315.61
SHURE	SHUSBC220US	2 BAY NETWORKED DOCKING STATION	1	\$298.99	\$298.99
DENON	DENDN900R	PLAYER/RECORDER, NETWORK DANTE MEDIA	1	\$583.33	\$583.33
WOHLER TECHNOLOGIES	WOHVMQ4	MONITOR, 4 CHANNEL AUDIO	1	\$973.33	\$973.33
QSC	QSCCORE510ICTO	SYSTEM, INTEGRATED CORE W/8 I/O CARD SLOTS, 256 NTWK *CONFIG	1	\$4,855.56	\$4,855.56
QSC	QSCCORE110F	SYSTEM, UNIFIED SERIES CORE W/ 24 LOCAL I/O CHANNELS, 1RU	1	\$2,322.22	\$2,322.22
QSC	QSCCDN64	CARD, Q-SYS DANTE BRIDGE CARD, 64X64	1	\$1,118.89	\$1,118.89
QSC	QSCCIML4	CARD, 4CH MICROPHONE / LINELEVEL ANALOG AUDIO INPUT	3	\$232.22	\$696.66
QSC	QSCCOL4	4 CHANNELS OF BALANCED LINE LEVEL AUDIO ANALOG OUTPUT	4	\$216.39	\$865.56
QSC	QSCSLQSE510P	SOFTWARE LICENSE, Q-SYS CORE 510 SCRIPTING ENGINE, PERPETUAL	1	\$570.00	\$570.00
QSC	QSCCX502	AMPLIFIER, POWER	1	\$1,161.11	\$1,161.11
JBL	JBLCBT70J1WH	SPEAKER, HIGH POWER J-SHAPED ARRAY EXTENSION, WHITE	2	\$825.07	\$1,650.14
QSC	QSCIOUSBBRIDGE	Q-SYS POE BRIDGING ENDPOINT FOR AV TO USB BRIDGING	1	\$1,212.83	\$1,212.83
		Assistive Listening			
LISTEN TECHNOLOGIES CORPO	LISLW100P0201	LISTEN EVERYWHERE 2 CHANNEL SERVER	1	\$738.41	\$738.41
LISTEN TECHNOLOGIES CORPO	LISLA326	RACKMOUNT KIT	1	\$49.72	\$49.72
NOTE		CONNECTED TO CLIENT WIFI - CAN BE GUEST NETWORK, USERS USE	0	\$0.00	\$0.00
NOTE		DOWNLOADABLE APP ON THEIR OWN PHONE OR TABLET TO LISTEN TO	0	\$0.00	\$0.00
NOTE		AUDIO FROM MEETINGS IN COUNCIL CHAMBERS	0	\$0.00	\$0.00
		Video Production			
VADDIO	VAD9995660500	AV BRIDGE MATRIXMIX PRODUCTION SYSTEM System includes AV Bridge MatrixMIX Switcher and PCC MatrixMIX Controller.	1	\$8,256.62	\$8,256.62
VADDIO	VAD99980000027	TOUCH SCREEN SYSTEM, TELETUCH 27	1	\$1,770.90	\$1,770.90

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Mfg	Model	Description	Qty	Unit Price	Extended Price
NEC TECHNOLOGIES	NECE271NBK	LCD, 27" 1080P 250NIT 19LB ILED 1000:1 CONT W/IPS & SPKRS	2	\$301.11	\$602.22
VADDIO	VAD99999630100W	CAMERA, ROBOSHOT 30 ONELINK HDMI SYS (WHITE)	5	\$4,074.31	\$20,371.55
VADDIO INC	VAD5352000240W	WALL MOUNT, THIN PROFILE FOR VADDIO ROBOSHOT CAMERAS, WHT	5	\$107.77	\$538.85
VADDIO INC	VAD9986000006	DUAL RACK MOUNT KIT FOR 1/2 RACK ENCLOSURE	2	\$93.43	\$186.86
VADDIO INC	VAD9986000004	RACK MOUNT KIT, 1/2 RACK	1	\$65.29	\$65.29
CRESTRON	CREHDDA44KZE	DISTRIBUTION AMP, 1 TO 4 HDMI W/4K60 4:4:4 & HDR SUPPORT	1	\$305.56	\$305.56
COMPREHENSIVE	COMHD18G6PROBLK	CABLE, 6' PRO AV/IT 18GB 4K HIGH SPEED HDMI W/PROGRIP	5	\$14.61	\$73.05
BLACK MAGIC DESIGN USA	BLACONVMBHS24K6G	MINI CONVERTER, HDMI TO SDI 6G	1	\$128.89	\$128.89
LEIGHTRONIX	LEIULTRANEXUSHDX2	NETWORK-MANAGED HD/SD VIDEO SYSTEM CONTROLLER & SERVER	1	\$10,384.17	\$10,384.17
EXTRON ELECTRONICS	EXT6069701	AMPLIFIER, 4 OUTPUT COMPOSITE VIDEO MINI DISTRIBUTION	1	\$134.44	\$134.44
EXTRON ELECTRONICS	EXT6044001	THREE OUTPUT STEREO AUDIO MINI DISTRIBUTION AMPLIFIER	1	\$116.67	\$116.67
EXTRON ELECTRONICS	EXT6019020	RSF 123, 1U 3.5" DEEP VersaTools RACK SHELF KIT	1	\$77.78	\$77.78
NOTE		PRODUCTION TABLE FOR AV BOOTH NEEDED	0	\$0.00	\$0.00
VADDIO INC	VAD9998240000	AV BRIDGE, MINI - N/A	1	\$1,619.83	\$1,619.83
		Control			
CRESTRON	CREPRO4	CONTROL SYSTEM, 4-SERIES	1	\$3,166.67	\$3,166.67
CRESTRON	CREPW5430DUS	POWER PACK, HIGH-EFFICIENCY	1	\$166.67	\$166.67
CRESTRON	CRETS1070BS	TOUCH SCREEN, 10.1" TABLETOP, BLACK SMOOTH	2	\$1,666.67	\$3,333.34
OWNER FURNISHED	TBD	APPLE IPAD	1	\$0.00	\$0.00
NETGEAR	NETGSM4352PB100NES	SWITCH, M4300 48X1G POE+ STACKABLE MANAGED W/2X10GBASE-T	2	\$2,332.27	\$4,664.54
NETGEAR	NETXSM4324S100NES	SWITCH, M430012X12F MANAGED SWITCH	1	\$2,332.27	\$2,332.27
NETGEAR	NETAXM76310000S	MODULE, PROSAFE 10GBASE-LRM SFP+ LC GBIC	8	\$303.27	\$2,426.16
		Equipment Rack			
MIDDLE ATLANTIC	MIDERK4428	RACK, 44 SPACE 28 DEEP W/ REAR DOOR	1	\$703.50	\$703.50
MIDDLE ATLANTIC	MIDLVD44	DOOR, PERFORATED FRONT	1	\$367.50	\$367.50
MIDDLE ATLANTIC	MIDERK4QFTFC	FAN TOP, INTEGRATED 4 1/2" BLACK FINISH	1	\$415.00	\$415.00
MIDDLE ATLANTIC	MIDVBKE28	VENT BLOCKER KIT FOR 28" DEEP ERK	1	\$16.50	\$16.50
MIDDLE ATLANTIC	MIDPDT2020CMNS	POWER STRIP, 20 OUTLET SINGLE 20 AMP, METER	1	\$229.50	\$229.50

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Mfg	Model	Description	Qty	Unit Price	Extended Price
		W/9' CORD			
MIDDLE ATLANTIC	MIDLBP2A	"L" SHAPED LACING BAR WITH 2" OFFSET, 10 PC. PACK	2	\$48.50	\$97.00
MIDDLE ATLANTIC	MIDCBSEK28R	WHEELBASE, SKIRTED FITS 28" DEEP ERK's FINE FLOOR FRIENDLY	1	\$179.50	\$179.50
MIDDLE ATLANTIC	MIDRLNK915R141062	POWER MODULE, 15A, 9 OUT, IP CTLR RKMNT PWR	4	\$247.50	\$990.00
NOTE		AV BOOTH FURNITURE - DESK(S), TABLES, CHAIRS, BY OTHERS	0	\$0.00	\$0.00
			0	\$0.00	\$0.00
Subtotal					\$139,161.60

Room Support and Maintenance

Enhanced Maintenance Services - Room; 12-months

\$4,146.46

Equipment Total	\$139,161.60
Installation Materials	\$9,787.42
Professional Services	\$58,932.00
Direct Costs	\$6,440.71
General & Administrative	\$8,343.47
Services - Room Support and Maintenance	\$4,146.46
Subtotal	\$226,811.66

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

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Room Summary - Village Center - Board Room Lobby

Equipment List

Mfg	Model	Description	Qty	Unit Price	Extended Price
		<u>Village of Orland Park - Village Center</u>			
		<u>Board Room Lobby - AV Systems</u>			
		<u>Display Technology</u>			
SAMSUNG	EXISTING	EXISTING LCD, 65" SAMSUNG UN65KU6290FXZA 4K/UHD DISPLAY (Owner Furnished Equipment)	2	OFE	OFE
EXISTING	EXISTING	EXISTING DISPLAY MOUNT (Owner Furnished Equipment)	2	OFE	OFE
APC	APCC2	POWER FILTER, AV C TYPE 2 WALL MOUNT 120V	2	\$46.67	\$93.34
		<u>Switching / Interfacing</u>			
CRESTRON	CREDMNVX360	ENCODER/DECODER, DM NVX 4K60 4:4:4 HDR NETWORK AV	2	\$750.00	\$1,500.00
CRESTRON	CREPW2412WU	POWER SUPPLY, 18W CRESTNET, DESKTOP, 24VDC/1.25A US	2	\$38.89	\$77.78
COMPREHENSIVE	COMMHD18G6PROBLK	CABLE, 6' MICROFLEX PRO AV/IT CERTIFIED 4K60 18GB HIGH SPEED	4	\$20.56	\$82.24
		<u>Sources</u>			
NOTE		IP DECODERS THAT WILL DISPLAY COUNCIL CHAMBERS PROCEEDINGS	0	\$0.00	\$0.00
REACH MEDIA NETWORK		EXISTING DIGITAL SIGNAGE PLAYER WITH HDMI OUTPUT	2	\$0.00	\$0.00
		<u>Audio</u>			
EXTRON	EXT60173712	SOUNDBAR, ADJUSTABLE WIDTH FOR 55" TO 65" DISPLAYS	2	\$666.67	\$1,333.34
EXTRON	EXT70122901	BLANK CENTER GRILLE FOR SB 33 A SOUND BAR	2	\$22.22	\$44.44
EXTRON	EXT70119202	VESA MOUNTING KIT FOR SB 33 A SOUND BAR	2	\$94.44	\$188.88
		<u>Control</u>			
NOTE		SHARED CONTROL PROCESSOR ON COUNCIL CHAMBERS BOM	0	\$0.00	\$0.00
NOTE		COUNCIL CHAMBERS TOUCH PANELS WILL HAVE LOBBY CONTROLS	0	\$0.00	\$0.00

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Subtotal		\$3,320.02
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Room Support and Maintenance

Enhanced Maintenance Services - Room; 12-months \$98.92

	Equipment Total	\$3,320.02
	Installation Materials	\$367.75
	Professional Services	\$4,732.00
	Direct Costs	\$175.00
	General & Administrative	\$274.34
	Services - Room Support and Maintenance	\$98.92
Subtotal		\$8,968.03

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Room Summary - Civic Center - Exhibition Hall

Equipment List

Mfg	Model	Description	Qty	Unit Price	Extended Price
		<u>Village of Orland Park - Civic Center</u>			
		<u>Exhibition Hall - AV Systems</u>			
		<u>Display Technology</u>			
SAMSUNG	SAMQM85R	LCD, 85" 4K/UHD 500NIT 107LB LED 4K:1 W/MAGIC INFO S6 24/7	2	\$4,155.56	\$8,311.12
CHIEF	CHITS525TU	MOUNT, ULTRA-LOW PROFILE SWING ARM UP TO 25" EXT 37" TO 58"	2	\$415.47	\$830.94
CHIEF	CHIFHB5147	HARDWARE KIT	2	\$9.50	\$19.00
CHIEF	CHITA250	SWING ARM ACC, VC SHELF ASSEMBLY	2	\$80.43	\$160.86
NOTE		REMOVE SHARP LC70EQ10 70" 1080P DISPLAY - SIX PLUS YEARS OLD (Owner Furnished Equipment)	4	OFE	OFE
NOTE		CONFIRM EXISTING MOUNT CAN BE USED WITH QM75R DISPLAYS	4	\$0.00	\$0.00
SAMSUNG	SAMQM75R	LCD, 75" 4K/UHD 500NIT 85LB 4000:1 CONTRAST 24/7 REPLACES FOUR EXISTING SIX TO SEVEN YEAR OLD 1080P DISPLAYS.	4	\$3,012.78	\$12,051.12
CHIEF	CHITS525TU	MOUNT, ULTRA-LOW PROFILE SWING ARM UP TO 25" EXT 37" TO 58" EXISTING - INSTALLED AT 70" SHARP DISPLAYS BEING REPLACED. (Owner Furnished Equipment)	0	OFE	OFE
CHIEF	CHIFHB5147	HARDWARE KIT	0	\$9.50	\$0.00
APC	APCC2	POWER FILTER, AV C TYPE 2 WALL MOUNT 120V	6	\$46.67	\$280.02
		<u>Switching / Interfacing</u>			
CRESTRON	CREDMNVXE30	ENCODER, DM 4K60 4:4:4 HDR NETWORK AV	5	\$650.00	\$3,250.00
CRESTRON	CREPW2420RU	POWER PACK, DESKTOP 24VDC	5	\$83.33	\$416.65
CRESTRON	CREDMNVX360	ENCODER/DECODER, DM NVX 4K60 4:4:4 HDR NETWORK AV	6	\$750.00	\$4,500.00
CRESTRON	CREPW2412WU	POWER SUPPLY, 18W CRESTNET, DESKTOP, 24VDC/1.25A US	6	\$38.89	\$233.34
CRESTRON	CREDMNVXD30	DECODER, DM 4K60 4:4:4 HDR NETWORK AV	1	\$650.00	\$650.00
CRESTRON	CREPW2420RU	POWER PACK, DESKTOP 24VDC	1	\$83.33	\$83.33
CRESTRON	CREHDTX101C1GEWT	TRANSMITER, DM LITE -HDMI OVER CATX, WALL PLATE, WHITE TEXTU	2	\$211.11	\$422.22

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Mfg	Model	Description	Qty	Unit Price	Extended Price
CRESTRON	CREFPG1WT	SINGLE GANG FACEPLATE DECORATOR STYLE, WHITE TEXTURED	2	\$5.56	\$11.12
CRESTRON	CREDMNVXE760	ENCODER, DM 4K60 4:4:4 HDR NETWORK AV W/DM INPUT	2	\$950.00	\$1,900.00
COMPREHENSIVE	COMHD18G6PROBLK	CABLE, 6' PRO AV/IT 18GB 4K HIGH SPEED HDMI W/PROGRIP	8	\$14.61	\$116.88
		Sources			
OWNER FURNISHED	TBD	LAPTOP COMPUTER W/HDMI OUTPUT 2 WALL PLATE LOCATIONS	2	\$0.00	\$0.00
BARCO ELECTRONICS, INC.	BARR9861521US	CLICKSHARE COMPLETE STARTER PKG, CSE-200+ (TAA)	1	\$2,022.22	\$2,022.22
OWNER FURNISHED	TBD	OWNER FURNISHED COMCAST CABLE TV RECEIVER (HDMI OUTPUT) SHARED CIVIC CENTER CATV RECEIVER - MAIN RACK	1	\$0.00	\$0.00
DENON	DENDN500BDMKII	BLU-RAY DISC PLAYER, 1RU SHARED CIVIC CENTER BLU-RAY PLAYER - MAIN RACK	1	\$388.89	\$388.89
DENON	DENDN300Z	CD, SD, USB PLAYER W/BT & AM/FM RECIVERS, 1RU SHARED CIVIC CENTER CD PLAYER/AM-FM TUNER/USB/BLEETOOTH PLAYER - MAIN RACK	1	\$350.00	\$350.00
EXTRON ELECTRONICS	EXT6080401	AUTO SUMMING ADAPTER^, ASA 141	1	\$38.89	\$38.89
EXTRON ELECTRONICS	EXT6073701	MIXER, MIX 301 3 CHANNEL LINE LEVEL	1	\$161.11	\$161.11
ATTERO TECH	ATTUNBT2A	PLATE, 2 CHANNEL, 1 GANG W/BLEETOOTH IN/ANALOG OUT, BLK& WHT	1	\$366.67	\$366.67
COMPREHENSIVE	COMHD18G6PROBLK	CABLE, 6' PRO AV/IT 18GB 4K HIGH SPEED HDMI W/PROGRIP	6	\$14.61	\$87.66
COMPREHENSIVE VIDEO	COMHD18G9PROBLK	CABLE, 9' PRO AV/IT 18GB 4K HIGH SPEED HDMI W/PROGRIP	2	\$21.11	\$42.22
LIBERTY WIRE AND CABLE	LIBDLAR2793	ADAPTER RING, DIGITALINX HDMI Mini DisplayPort, USB"C", and Apple USB"C" to HDMI Adapters	2	\$279.78	\$559.56
		Audio			
SHURE	SHUULXD4QH50	QUAD DIGITAL WIRELESS RECEIVER W/INTERNAL PWR SUP, 1/2 WAVE	2	\$4,327.14	\$8,654.28
SHURE	SHUUA864US	ANTENNA, WALL/CEILING MOUNTABLE & PAINTABLE (470-698 MHZ)	2	\$315.61	\$631.22
SHURE	SHUULXD8H50	WIRELESS GOOSENECK MIC BASE FOR ULX-D AND QLX-D	6	\$369.66	\$2,217.96

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Mfg	Model	Description	Qty	Unit Price	Extended Price
SHURE	SHUMX410LPC	10" SHOCK-MOUNTED GOOSENECK, CARDIOID, LESS PREAMPLIFIER	6	\$168.52	\$1,011.12
SHURE	SHUULXD2SM58H50	SYSTEM, WIRELESS W/ULXD2 HANDHELD SM58 MIC	2	\$407.71	\$815.42
SHURE	SHUULXD1H50	BODYPACK, DIGITAL WIRELESS TRANSMITTER W/ MINI 4-PIN CONNECT	2	\$380.53	\$761.06
SHURE	SHUWL185	MICROFLEX CARDIOID LAVALIER MICROPHONE	2	\$92.89	\$185.78
SHURE	SHUSB900A	BATTERY, LITHIUM-ION RECHARGABLE	10	\$79.17	\$791.70
SHURE	SHUSBC850US	8 BAY NETWORKED DOCKING STATION FOR BN & GN	1	\$761.06	\$761.06
SHURE	SHUSBC220US	2 BAY NETWORKED DOCKING STATION	1	\$298.99	\$298.99
SHURE	SHUSBC220	2 BAY NETWORKED DOCKING STATION, NO PS	1	\$244.62	\$244.62
ATTERO TECH	ATTUNDX2IO+	WALLPLATE, 4x2 CHANNEL 2-GANG, US DANTE/AES67, WHITE	2	\$606.67	\$1,213.34
QSC	QSCCORE510ICTO	SYSTEM, INTEGRATED CORE W/8 I/O CARD SLOTS, 256 NTWK *CONFIG SHARED DSP FOR CIVIC CENTER	1	\$4,855.56	\$4,855.56
QSC	QSCCDN64	CARD, Q-SYS DANTE BRIDGE CARD, 64X64 SHARED DSP FOR CIVIC CENTER	1	\$1,118.89	\$1,118.89
QSC	QSCCIML4	CARD, 4CH MICROPHONE / LINELEVEL ANALOG AUDIO INPUT SHARED DSP FOR CIVIC CENTER	4	\$232.22	\$928.88
QSC	QSCCOL4	4 CHANNELS OF BALANCED LINE LEVEL AUDIO ANALOG OUTPUT SHARED DSP FOR CIVIC CENTER	4	\$216.39	\$865.56
QSC	QSCSLQSE510P	SOFTWARE LICENSE, Q-SYS CORE 510 SCRIPTING ENGINE, PERPETUAL SHARED DSP FOR CIVIC CENTER	1	\$570.00	\$570.00
QSC	QSCMPA80V	AMPLIFIER, 1600W, 8-CHANNEL (FLEX-AMP TECHNOLOGY) SHARED AUDIO AMP FOR CIVIC CENTER	1	\$1,678.33	\$1,678.33
CRESTRON	CRESAROSPD6TWTEACH	SPEAKER, 6.5" SAROS 2-WAY PENDANT, SINGLE - WHITE TEXTURED	40	\$211.11	\$8,444.40
		Video Capture - Soft Codec			
QSC	QSCPTZ12X72	CAMERA, PTZ 12X OPTICAL ZOOM 72 DEGREE HORIZONTAL, 12V, GY AT EAST DISPLAY FOR AUDIENCE, AT WEST DISPLAY FOR PRESENTER COVERAGE.	2	\$2,638.89	\$5,277.78
QSC	QSCIOUSBBRIDGE	Q-SYS POE BRIDGING ENDPOINT FOR AV TO USB BRIDGING	1	\$1,212.83	\$1,212.83
NOTE		INTEGRATES WITH AUDIO DSP TO PROVIDE A COMBINED VIDEO+AUDIO	0	\$0.00	\$0.00
NOTE		SIGNAL FROM ROOM SYSTEM THAT CAN BE CONNECTED TO LAPTOP FOR	0	\$0.00	\$0.00

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Mfg	Model	Description	Qty	Unit Price	Extended Price
NOTE		SOFT CODEC USAGE OR STREAMING.	0	\$0.00	\$0.00
		<u>Assistive Listening</u>			
LISTEN TECHNOLOGIES CORPO	LISLW100P0201	LISTEN EVERYWHERE 2 CHANNEL SERVER	1	\$738.41	\$738.41
LISTEN TECHNOLOGIES CORPO	LISLA326	RACKMOUNT KIT	1	\$49.72	\$49.72
NOTE		CONNECTED TO CLIENT WIFI - CAN BE GUEST NETWORK, USERS USE	0	\$0.00	\$0.00
NOTE		DOWNLOADABLE APP ON THEIR OWN PHONE OR TABLET TO LISTEN TO	0	\$0.00	\$0.00
NOTE		AUDIO FROM MEETINGS IN EXHIBITION HALL.	0	\$0.00	\$0.00
		<u>Control</u>			
CRESTRON	CREPRO4	CONTROL SYSTEM, 4-SERIES SHARED	1	\$3,166.67	\$3,166.67
CRESTRON	CREPW5430DUS	POWER PACK, HIGH-EFFICIENCY SHARED	1	\$166.67	\$166.67
CRESTRON	CRETW1070BS	TOUCH SCREEN, 10.1" WALL MOUNT, BLACK SMOOTH	1	\$1,555.56	\$1,555.56
OWNER FURNISHED	TBD	APPLE IPAD	1	\$0.00	\$0.00
NETGEAR	NETGSM4352PB100NES	SWITCH, M4300 48X1G POE+ STACKABLE MANAGED W/2X10GBASE-T IN MAIN EQUIPMENT RACK, SHARED NVX SWITCH	1	\$2,332.27	\$2,332.27
		<u>Equipment Rack</u>			
MIDDLE ATLANTIC	MIDERK4428	RACK, 44 SPACE 28 DEEP W/ REAR DOOR	1	\$703.50	\$703.50
MIDDLE ATLANTIC	MIDLVFD44	DOOR, PERFORATED FRONT	1	\$367.50	\$367.50
MIDDLE ATLANTIC	MIDERK4QFTFC	FAN TOP, INTEGRATED 4 1/2" BLACK FINISH	1	\$415.00	\$415.00
MIDDLE ATLANTIC	MIDVBKE28	VENT BLOCKER KIT FOR 28" DEEP ERK	1	\$16.50	\$16.50
MIDDLE ATLANTIC	MIDPDT2020CMNS	POWER STRIP, 20 OUTLET SINGLE 20 AMP, METER W/9' CORD	1	\$229.50	\$229.50
MIDDLE ATLANTIC	MIDLBP2A	"L" SHAPED LACING BAR WITH 2" OFFSET, 10 PC. PACK	2	\$48.50	\$97.00
MIDDLE ATLANTIC	MIDCBSEK28R	WHEELBASE, SKIRTED FITS 28" DEEP ERK's FINE FLOOR FRIENDLY	1	\$179.50	\$179.50
MIDDLE ATLANTIC	MIDRLNK915R141062	POWER MODULE, 15A, 9 OUT, IP CTRL RKMNT PWR	2	\$247.50	\$495.00
			0	\$0.00	\$0.00

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Subtotal		\$90,305.40
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Room Support and Maintenance

Enhanced Maintenance Services - Room; 12-months \$2,690.74

	Equipment Total	\$90,305.40
	Installation Materials	\$6,001.52
	Professional Services	\$39,734.00
	Direct Costs	\$4,713.71
	General & Administrative	\$5,505.79
	Services - Room Support and Maintenance	\$2,690.74
	Subtotal	\$148,951.16

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

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Room Summary - Civic Center - Rotunda Dining Room

Equipment List

Mfg	Model	Description	Qty	Unit Price	Extended Price
		<u>Village of Orland Park - Civic Center</u>			
		<u>Rotunda Dining Room - AV Systems</u>			
		<u>Display Technology</u>			
SAMSUNG	SAMQB55R	LCD, 55" 4K/UHD 350NIT 39LB 4000:1 CONT - (NON-TAA)	1	\$936.00	\$936.00
CHIEF	CHILTM1U	MOUNT, MICRO ADJUST TILT WALL MOUNT, LARGE	1	\$192.78	\$192.78
CHIEF	CHIFHB5147	HARDWARE KIT	1	\$9.50	\$9.50
APC	APCC2	POWER FILTER, AV C TYPE 2 WALL MOUNT 120V	1	\$46.67	\$46.67
		<u>Switching / Interfacing</u>			
CRESTRON	CREDMNVX360	ENCODER/DECODER, DM NVX 4K60 4:4:4 HDR NETWORK AV	1	\$750.00	\$750.00
CRESTRON	CREPW2412WU	POWER SUPPLY, 18W CRESTNET, DESKTOP, 24VDC/1.25A US	1	\$38.89	\$38.89
COMPREHENSIVE	COMMHD18G6PROBLK	CABLE, 6' MICROFLEX PRO AV/IT CERTIFIED 4K60 18GB HIGH SPEED	2	\$20.56	\$41.12
		<u>Sources</u>			
BARCO	BARR9861510NA	CLICKSHARE COMPLETE STARTER PKG, CS-100	1	\$777.78	\$777.78
OWNER FURNISHED	TBD	LAPTOP COMPUTER W/HDMI OUTPUT	1	\$0.00	\$0.00
		<u>Audio</u>			
CRESTRON	CREAMP15070	AMPLIFIER, SINGLE-CHANNEL MODULAR POWER, 50W/70V	1	\$277.78	\$277.78
CRESTRON	CRESAROSIC6TWTEACH	SPEAKER, 6.5" SAROS 2-WAY IN-CEILING, WHT (ORDER IN PAIRS)	3	\$127.78	\$383.34
		<u>Control</u>			
CRESTRON	CREMPC3101B	MEDIA PRESENTATION CONTROLLER 101, 3-SERIES (BLACK)	1	\$361.11	\$361.11
			0	\$0.00	\$0.00
			0	\$0.00	\$0.00
			0	\$0.00	\$0.00
Subtotal					\$3,814.97

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Room Support and Maintenance

Enhanced Maintenance Services - Room; 12-months	\$113.67
Equipment Total	\$3,814.97
Installation Materials	\$422.58
Professional Services	\$4,003.00
Direct Costs	\$170.00
General & Administrative	\$282.48
Services - Room Support and Maintenance	\$113.67
Subtotal	\$8,806.70

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

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Room Summary - Civic Center - Annex Meeting Room

Equipment List

Mfg	Model	Description	Qty	Unit Price	Extended Price
		<u>Village of Orland Park - Civic Center</u>			
		<u>Annex Meeting Room - AV Systems</u>			
		<u>Display Technology</u>			
DALITE	INSTALLED	INSTALLED 189" DIAG. 16:10 MOTORIZED PROJECTION SCREEN W/LVC EXISTING 189" DIAGONAL - 100"H x 160"W, BOTTOM OF IMAGE AT 32" AFF. (Owner Furnished Equipment)	1	OFE	OFE
SONY	SONVPLFHZ75W	PROJECTOR, WUXGA 6500 LUMEN 35LB LASER 500K:1 CONT TAA WHITE	1	\$4,722.22	\$4,722.22
CHIEF	CHISYSAUWP2	MOUNT SYSTEM, SUSPENDED CEILING FOR PROJECTOR W/POWER, WHITE	1	\$470.57	\$470.57
SAMSUNG	SAMQM75R	LCD, 75" 4K/UHD 500NIT 85LB 4000:1 CONTRAST 24/7	1	\$3,012.78	\$3,012.78
CHIEF	CHIXCM1U	MOUNT, CEILING SINGLE-POLE, FUSION X-LARGE (BLACK)	1	\$408.50	\$408.50
CHIEF	CHICMA110	8" CEILING PLATE - BLACK	1	\$23.89	\$23.89
CHIEF	CHICMS018024	EXTENSION ADJUST COLUMN 18" - 24" - BLACK	1	\$98.17	\$98.17
CHIEF	CHIFHB5196	HARDWARE KIT	1	\$84.23	\$84.23
APC	APCC2	POWER FILTER, AV C TYPE 2 WALL MOUNT 120V	2	\$46.67	\$93.34
		<u>Switching / Interfacing</u>			
CRESTRON	CREDMNVXE30	ENCODER, DM 4K60 4:4:4 HDR NETWORK AV	2	\$650.00	\$1,300.00
CRESTRON	CREPW2420RU	POWER PACK, DESKTOP 24VDC CLICKSHARE	2	\$83.33	\$166.66
CRESTRON	CREDMNVX360	ENCODER/DECODER, DM NVX 4K60 4:4:4 HDR NETWORK AV	2	\$750.00	\$1,500.00
CRESTRON	CREPW2412WU	POWER SUPPLY, 18W CRESTNET, DESKTOP, 24VDC/1.25A US	2	\$38.89	\$77.78
CRESTRON	CREDMNVXD30	DECODER, DM 4K60 4:4:4 HDR NETWORK AV	1	\$650.00	\$650.00
CRESTRON	CREPW2420RU	POWER PACK, DESKTOP 24VDC	1	\$83.33	\$83.33
CRESTRON	CREHDTX101C1GEWT	TRANSMITTER, DM LITE -HDMI OVER CATX, WALL PLATE, WHITE TEXTU	2	\$211.11	\$422.22
CRESTRON	CREDMNVXE760	ENCODER, DM 4K60 4:4:4 HDR NETWORK AV W/DM INPUT	2	\$950.00	\$1,900.00
COMPREHENSIVE VIDEO	COMHD18G6PROBLK	CABLE, 6' PRO AV/IT 18GB 4K HIGH SPEED HDMI W/PROGRIP	3	\$14.61	\$43.83

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Mfg	Model	Description	Qty	Unit Price	Extended Price
		<u>Sources</u>			
OWNER FURNISHED	TBD	LAPTOP COMPUTER W/HDMI OUTPUT 2 WALL PLATE LOCATIONS	2	\$0.00	\$0.00
BARCO ELECTRONICS, INC.	BARR9861521US	CLICKSHARE COMPLETE STARTER PKG, CSE-200+ (TAA)	1	\$2,022.22	\$2,022.22
NOTE		CSE SHARED COMCAST CABLE TV RECEIVER ON EXHIBITION HALL BOM	0	\$0.00	\$0.00
NOTE		SHARE BLU-RAY DISC PLAYER, 1RU ON EXHIBITION HALL BOM	0	\$0.00	\$0.00
NOTE		SHARED CD, SD, USB PLAYER & AM/FM TUNER - EXHIBITION HALL BOM	0	\$0.00	\$0.00
ATTERO TECH	ATTUNBT2A	PLATE, 2 CHANNEL, 1 GANG W/BLUETOOTH IN/ANALOG OUT, BLK& WHT	1	\$366.67	\$366.67
COMPREHENSIVE	COMHD18G6PROBLK	CABLE, 6' PRO AV/IT 18GB 4K HIGH SPEED HDMI W/PROGRIP	1	\$14.61	\$14.61
COMPREHENSIVE	COMHD18G9PROBLK	CABLE, 9' PRO AV/IT 18GB 4K HIGH SPEED HDMI W/PROGRIP	2	\$21.11	\$42.22
LIBERTY WIRE AND CABLE	LIBDLAR2793	ADAPTER RING, DIGITALINX HDMI Mini DisplayPort, USB"C", and Apple USB"C" to HDMI Adapters	2	\$279.78	\$559.56
		<u>Audio</u>			
SHURE	SHUULXD4QH50	QUAD DIGITAL WIRELESS RECEIVER W/INTERNAL PWR SUP, 1/2 WAVE	2	\$4,327.14	\$8,654.28
SHURE	SHUUA864US	ANTENNA, WALL/CEILING MOUNTABLE & PAINTABLE (470-698 MHZ)	2	\$315.61	\$631.22
SHURE	SHUULXD8H50	WIRELESS GOOSENECK MIC BASE FOR ULX-D AND QLX-D	4	\$369.66	\$1,478.64
SHURE	SHUMX410LPC	10" SHOCK-MOUNTED GOOSENECK, CARDIOID, LESS PREAMPLIFIER	4	\$168.52	\$674.08
SHURE	SHUULXD2SM58H50	SYSTEM, WIRELESS W/ULXD2 HANDHELD SM58 MIC	2	\$407.71	\$815.42
SHURE	SHUULXD1H50	BODYPACK, DIGITAL WIRELESS TRANSMITTER W/ MINI 4-PIN CONNECT	2	\$380.53	\$761.06
SHURE	SHUWL185	MICROFLEX CARDIOID LAVALIER MICROPHONE	2	\$92.89	\$185.78
SHURE	SHUSB900A	BATTERY, LITHIUM-ION RECHARGABLE	8	\$79.17	\$633.36
SHURE	SHUSBC450US	4 BAY NETWORKED DOCKING STATION FOR BN & GN	1	\$521.87	\$521.87
SHURE	SHUSBC220US	2 BAY NETWORKED DOCKING STATION	1	\$298.99	\$298.99
SHURE	SHUSBC220	2 BAY NETWORKED DOCKING STATION, NO PS	1	\$244.62	\$244.62
ATTERO TECH	ATTUNDX2IO+	WALLPLATE, 4x2 CHANNEL 2-GANG, US DANTE/AES67 WHITE	2	\$606.67	\$1,213.34

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Mfg	Model	Description	Qty	Unit Price	Extended Price
NOTE		SHARED DIGITAL SIGNAL PROCESSOR ON EXHIBITION HALL BOM	0	\$0.00	\$0.00
NOTE		SHARED AUDIO AMPLIFIER ON EXHIBITION HALL BOM	0	\$0.00	\$0.00
CRESTRON	CRESAROSIC6TWTEACH	SPEAKER, 6.5" SAROS 2-WAY IN-CEILING, WHT (ORDER IN PAIRS)	12	\$127.78	\$1,533.36
		<u>Assistive Listening</u>			
LISTEN TECHNOLOGIES CORPO	LISLW100P0201	LISTEN EVERYWHERE 2 CHANNEL SERVER	1	\$738.41	\$738.41
LISTEN TECHNOLOGIES CORPO	LISLA326	RACKMOUNT KIT	1	\$49.72	\$49.72
NOTE		CONNECTED TO CLIENT WIFI - CAN BE GUEST NETWORK, USERS USE	0	\$0.00	\$0.00
NOTE		DOWNLOADABLE APP ON THEIR OWN PHONE OR TABLET TO LISTEN TO	0	\$0.00	\$0.00
NOTE		AUDIO FROM MEETINGS IN MEETING ROOM A/B.	0	\$0.00	\$0.00
		<u>Video Capture - Soft Codec</u>			
QSC	QSCPTZ12X72	CAMERA, PTZ 12X OPTICAL ZOOM 72 DEGREE HORIZONTAL, 12V, GY CEILING MOUNTED NEAR PROJECTOR, PRESENTER CAPTURE ONLY	1	\$2,638.89	\$2,638.89
QSC	QSCIOUSBBRIDGE	Q-SYS POE BRIDGING ENDPOINT FOR AV TO USB BRIDGING	1	\$1,212.83	\$1,212.83
QSC	QSCPTZCMB1	BRACKET, CEILING MOUNT FOR PTZ CAMERA	1	\$84.44	\$84.44
NOTE		INTEGRATES WITH AUDIO DSP TO PROVIDE A COMBINED VIDEO+AUDIO	0	\$0.00	\$0.00
NOTE		SIGNAL FROM ROOM SYSTEM THAT CAN BE CONNECTED TO LAPTOP FOR	0	\$0.00	\$0.00
NOTE		SOFT CODEC USAGE OR STREAMING	0	\$0.00	\$0.00
		<u>Control</u>			
NOTE		SHARED CONTROL PROCESSOR ON EXHIBITION HALL BOM	0	\$0.00	\$0.00
CRESTRON	CRETSW1070BS	TOUCH SCREEN, 10.1" WALL MOUNT, BLACK SMOOTH	1	\$1,555.56	\$1,555.56
OWNER FURNISHED	TBD	APPLE IPAD	1	\$0.00	\$0.00
NOTE		SHARED NETWORK SWITCH ON EXHIBITION HALL BOM	0	\$0.00	\$0.00
			0	\$0.00	\$0.00

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Mfg	Model	Description	Qty	Unit Price	Extended Price
		<u>Equipment Rack</u>			
NOTE		SHARED EQUIPMENT RACK ON EXHIBITION HALL BOM	0	\$0.00	\$0.00
Subtotal					\$41,988.67

Room Support and Maintenance

Enhanced Maintenance Services - Room; 12-months **\$1,251.09**

Equipment Total	\$41,988.67
Installation Materials	\$2,725.62
Professional Services	\$32,860.00
Direct Costs	\$3,403.31
General & Administrative	\$2,921.74
Services - Room Support and Maintenance	\$1,251.09
Subtotal	\$85,150.43

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Room Summary - Civic Center - Lobby, Main Lobby, Hallways

Equipment List

Mfg	Model	Description	Qty	Unit Price	Extended Price
		<u>Village of Orland Park - Civic Center</u>			
		<u>Exhibition Lobby, Main Lobby, Corridor/Hallway - AV Systems</u>			
		<u>Sources</u>			
NOTE		AUDIO SOURCES FROM CIVIC CENTER SHARED AUDIO SOURCES IN	0	\$0.00	\$0.00
NOTE		MAIN EQUIPMENT RACK SUPPORTING EXHIBITION HALL AND MEETING	0	\$0.00	\$0.00
NOTE		ROOMS A/B OR ROUTED FROM THOSE ROOMS.	0	\$0.00	\$0.00
		<u>Audio</u>			
NOTE		SHARED DIGITAL SIGNAL PROCESSOR ON EXHIBITION HALL BOM	0	\$0.00	\$0.00
NOTE		SHARED AUDIO AMPLIFIER ON EXHIBITION HALL BOM	0	\$0.00	\$0.00
NOTE		EXIBITION HALL LOBBY CEILING SPEAKERS (Owner Furnished Equipment)	0	OFE	OFE
CRESTRON	CRESAROSIC6TWTEACH	SPEAKER, 6.5" SAROS 2-WAY IN-CEILING, WHT (ORDER IN PAIRS)	12	\$127.78	\$1,533.36
NOTE		MAIN LOBBY HALLWAY CEILING SPEAKERS (Owner Furnished Equipment)	0	OFE	OFE
CRESTRON	CRESAROSIC6TWTEACH	SPEAKER, 6.5" SAROS 2-WAY IN-CEILING, WHT (ORDER IN PAIRS)	6	\$127.78	\$766.68
NOTE		ANNEX MEETING ROOM CORRIDOR/HALLWAY CEILING SPEAKERS (Owner Furnished Equipment)	0	OFE	OFE
CRESTRON	CRESAROSIC6TWTEACH	SPEAKER, 6.5" SAROS 2-WAY IN-CEILING, WHT (ORDER IN PAIRS)	14	\$127.78	\$1,788.92
NOTE		AUDIO AMPLIFIER CHANNEL FOR EACH AUDIO ZONE LOCATED IN MAIN	0	\$0.00	\$0.00
NOTE		EQUIPMENT RACK.	0	\$0.00	\$0.00
				Subtotal	\$4,088.96

Room Support and Maintenance

Enhanced Maintenance Services - Room; 12-months

\$121.83

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Equipment Total	\$4,088.96
Installation Materials	\$452.92
Professional Services	\$9,572.00
Direct Costs	\$291.98
General & Administrative	\$465.88
Services - Room Support and Maintenance	\$121.83
Subtotal	\$14,993.57

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Room Summary - Civic Center - Offices

Equipment List

Mfg	Model	Description	Qty	Unit Price	Extended Price
		<u>Village of Orland Park - Civic Center</u>			
		<u>Offices - AV Systems</u>			
		<u>Sources</u>			
NOTE		AUDIO SOURCES FROM CIVIC CENTER SHARED AUDIO SOURCES IN	0	\$0.00	\$0.00
NOTE		MAIN EQUIPMENT RACK SUPPORTING EXHIBITION HALL AND MEETING	0	\$0.00	\$0.00
NOTE		ROOMS A/B OR ROUTED FROM THOSE ROOMS.	0	\$0.00	\$0.00
		<u>Audio</u>			
NOTE		SHARED DIGITAL SIGNAL PROCESSOR ON EXHIBITION HALL BOM	0	\$0.00	\$0.00
NOTE		SHARED AUDIO AMPLIFIER ON EXHIBITION HALL BOM	0	\$0.00	\$0.00
NOTE		CIVIC CENTER GENERAL MANAGER AND SECRETARY OFFICES (Owner Furnished Equipment)	0	OFE	OFE
CRESTRON	CRESAROSIC6TWTEACH	SPEAKER, 6.5" SAROS 2-WAY IN-CEILING, WHT (ORDER IN PAIRS)	2	\$127.78	\$255.56
NOTE		AUDIO AMPLIFIER CHANNEL FOR EACH AUDIO ZONE LOCATED IN MAIN	0	\$0.00	\$0.00
NOTE		EQUIPMENT RACK.	0	\$0.00	\$0.00
Subtotal					\$255.56

Room Support and Maintenance

Enhanced Maintenance Services - Room; 12-months

\$7.61

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Equipment Total	\$255.56
Installation Materials	\$28.31
Professional Services	\$2,458.00
Direct Costs	\$56.22
General & Administrative	\$69.63
Services - Room Support and Maintenance	\$7.61
Subtotal	\$2,875.33

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Room Summary - Civic Center - Restrooms

Equipment List

Mfg	Model	Description	Qty	Unit Price	Extended Price
		<u>Village of Orland Park - Civic Center</u>			
		<u>Restrooms - AV Systems</u>			
		<u>Sources</u>			
NOTE		AUDIO SOURCES FROM CIVIC CENTER SHARED AUDIO SOURCES IN	0	\$0.00	\$0.00
NOTE		MAIN EQUIPMENT RACK SUPPORTING EXHIBITION HALL AND MEETING	0	\$0.00	\$0.00
NOTE		ROOMS A/B OR ROUTED FROM THOSE ROOMS.	0	\$0.00	\$0.00
		<u>Audio</u>			
NOTE		SHARED DIGITAL SIGNAL PROCESSOR ON EXHIBITION HALL BOM	0	\$0.00	\$0.00
NOTE		SHARED AUDIO AMPLIFIER ON EXHIBITION HALL BOM	0	\$0.00	\$0.00
NOTE		MEN'S RESTROOM OFF OF MAIN LOBBY (Owner Furnished Equipment)	0	OFE	OFE
CRESTRON	CRESAROSIC6TWTEACH	SPEAKER, 6.5" SAROS 2-WAY IN-CEILING, WHT (ORDER IN PAIRS)	1	\$127.78	\$127.78
NOTE		WOMEN'S RESTROOM OFF OF MAIN LOBBY (Owner Furnished Equipment)	0	OFE	OFE
CRESTRON	CRESAROSIC6TWTEACH	SPEAKER, 6.5" SAROS 2-WAY IN-CEILING, WHT (ORDER IN PAIRS)	1	\$127.78	\$127.78
NOTE		MEN'S RESTROOM ACROSS FROM MEETING ROOM A/B (Owner Furnished Equipment)	0	OFE	OFE
CRESTRON	CRESAROSIC6TWTEACH	SPEAKER, 6.5" SAROS 2-WAY IN-CEILING, WHT (ORDER IN PAIRS)	1	\$127.78	\$127.78
NOTE		WOMEN'S RESTROOM ACROSS FROM MEETING ROOM A/B (Owner Furnished Equipment)	0	OFE	OFE
CRESTRON	CRESAROSIC6TWTEACH	SPEAKER, 6.5" SAROS 2-WAY IN-CEILING, WHT (ORDER IN PAIRS)	1	\$127.78	\$127.78
NOTE		AUDIO AMPLIFIER CHANNEL FOR SINGLE AUDIO ZONE COVERING ALL	0	\$0.00	\$0.00
NOTE		FOUR RESTROOM LOCATIONS LOCATED IN MAIN EQUIPMENT RACK.	0	\$0.00	\$0.00

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	Subtotal	\$511.12
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Room Support and Maintenance

Enhanced Maintenance Services - Room; 12-months \$15.23

Equipment Total	\$511.12
Installation Materials	\$56.62
Professional Services	\$2,890.00
Direct Costs	\$62.33
General & Administrative	\$99.80
Services - Room Support and Maintenance	\$15.23
Subtotal	\$3,635.10

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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 – Global Chip Shortage

Due to global semiconductor chip shortages, 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 shortages. However, Seller is working with its global suppliers on a daily basis to understand the impact of this chip shortage on delivery timelines and will use reasonable efforts to keep Buyer apprised of anticipated delivery timelines and delays. Should Buyer elect to purchase equipment immediately upon placement of order to mitigate delays, Seller will immediately bill Buyer upon placement of such order and 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. AVI-SPL will store such equipment in its warehouse until delivery to Buyer. Warranty on such equipment shall commence upon delivery of the equipment to AVI-SPL's warehouse, notwithstanding any other agreed upon warranty terms or warranty terms specified herein.

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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